

WELLCAM



# Wellcam Physician Training

Module 4

All material proprietary and confidential. Presented by Wellcam.

## Module 4: Call Flow Process



1. Call Flow Process
2. Text Messaging Notifications

All material proprietary and confidential. Presented by Wellcam.

## Module 4: Call Flow Process



1

- Users requests video or text consult through the app or website

2

- Wellcam alerts the physician to available consult via text (SMS) or email message

3

- Physician logs in, checks Appointments queue. They can accept, reschedule or cancel consult

4

- Physician calls patient to conduct consult, updates E.H.R., write up consultation summary

5

- If appropriate, physician writes prescription order or laboratory order which is sent to patient's account

All material proprietary and confidential. Presented by Wellcam.

## Module 4: Call Flow Process



1. Call Flow Process
2. Text Messaging Notifications

All material proprietary and confidential. Presented by Wellcam.

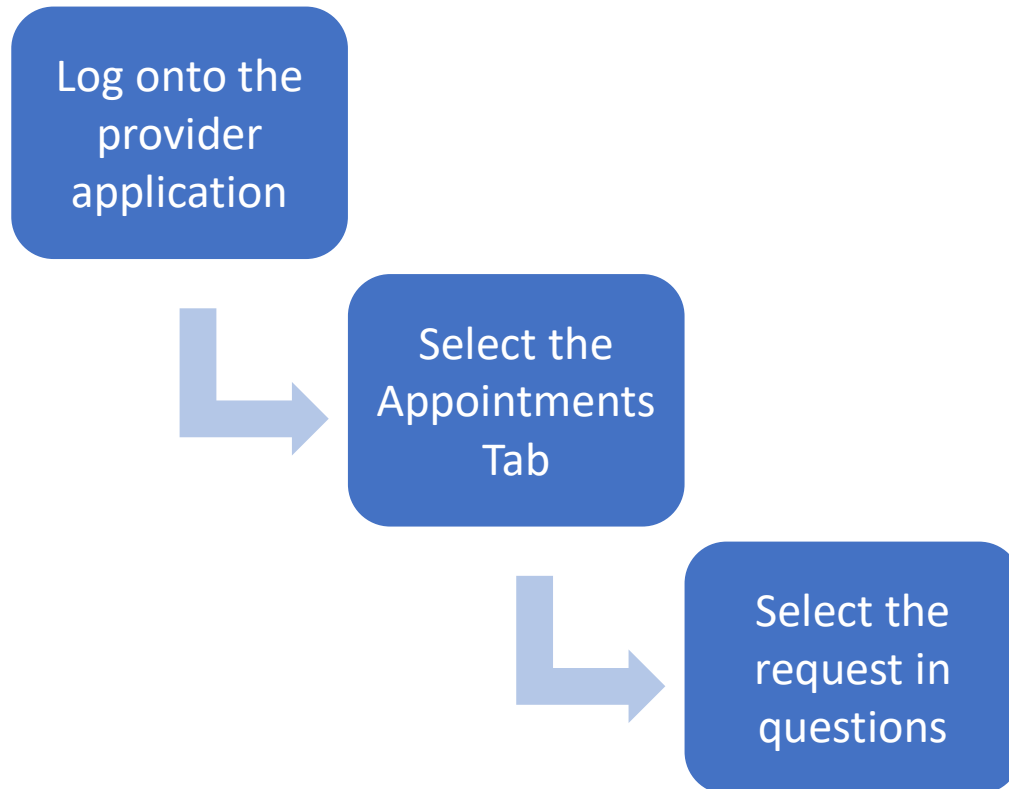
## Module 4: Text Messaging Notifications

Wellcam allows users to consult by text with physicians free of charge. This can be for themselves, or on behalf of someone they know.

Physicians will be notified in 2 ways:

- An SMS that reads: “Your patient has sent you a question. Log into the WELLCAM Virtual Practice to view the question”
- A notification through the WELLCAM Virtual Practice

## Module 4: Text Messaging Notifications



The provider has the option to accept, reschedule or reject (decline) any consultation

.....  
Our policy is for a quick response to all requests



Contact us:

Dr. Cedrick Batchateu

Physician Training

(+1) 914 355 6796 

[contact@wellcam.net](mailto:contact@wellcam.net)

© 2020 Wellcam, SARL. All right reserved. Wellcam and the Wellcam logo are registered trademarks of Wellcam, SARL and may not be used without written permission. Wellcam physicians reserve the right to deny care for potential misuse of services. Consultations are available 24 hours, 7 days a week so long as the physician is available for scheduling. All material proprietary and confidential. Presented by Wellcam.