

ROUTINE REQUESTS FOR PRACTITIONERS

Get paid for the work you're already doing.



Stay connected to patients even when you're fully booked.

Routine Requests lets you handle repeat scripts, referrals, medical certificates, and pathology or radiology requests in your own time — and bill for each one.

✓ **Prioritise face-to-face** appointments for patients who genuinely need them.

✓ **Save time** with all requests reviewed and actioned in one easy place.

✓ **Keep care in-house** instead of losing it to external online services.

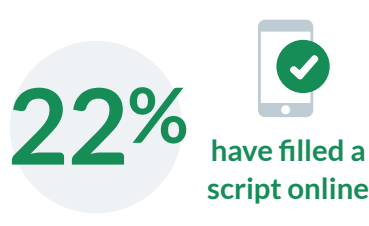
✓ **Full clinical control.** Accept or decline. Add a personalised note to the patient.

Provide flexible trusted care.

88% of Australians say that having a GP who knows their history is important*. Routine Requests don't replace face-to-face care. Instead, they help protect high-value consultation time while improving patient retention and continuity of care.



These are the patients most likely to use asynchronous care for routine prescriptions and referrals.



...in the last 12 months. Patients already seek routine care online. Now it can be with their regular GP.



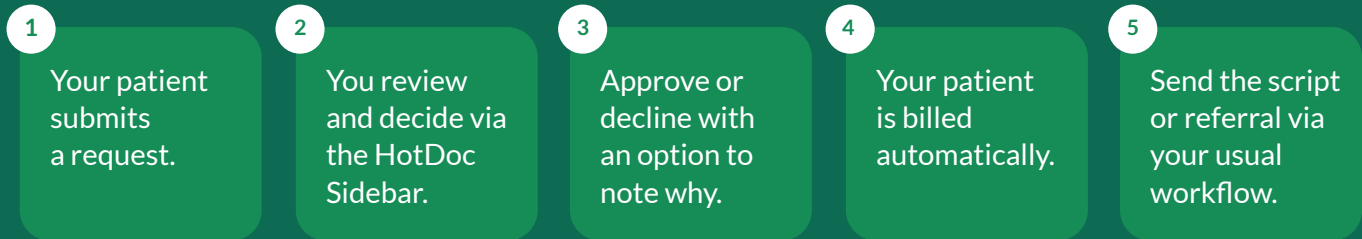
Online care can meet the same clinical standard as in-person. **Routine Requests is built for this.**

Maintain clinical oversight over your existing patients' prescribing history. When practices offer both in-person and digital care, 33% of patients say they're more likely to stay with their regular practice long-term, 30% are less likely to delay or skip care, and 29% find it easier to stay on top of chronic health needs*.

*HotDoc 2026 Community Survey conducted by Loneragan Research

More capacity, without adding more hours.

HOW ROUTINE REQUESTS WORK



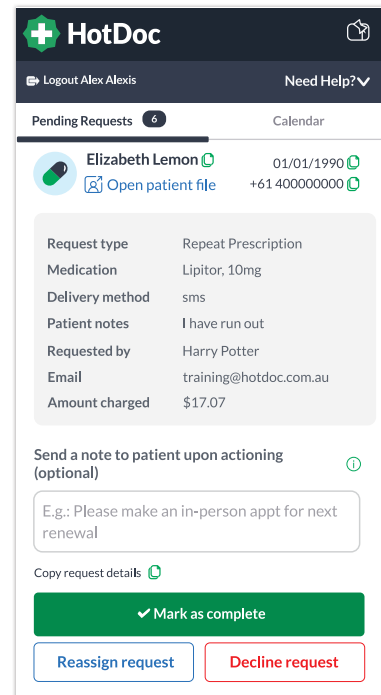
And if you're going on holidays, you can pause requests at any time.

“For me, that equates to 10 appointments that didn't need to be booked, allowing those times to be made available to other patients. At the same time, it still generates a reasonable level of income for what is, in most cases, a relatively straightforward piece of work.”

– Dr Stuart Arbuckle at The Village Practice

Your clinical guardrails

- ✓ You decide which request types to offer. Choose scripts, referrals, medical certificates, or pathology and radiology requests for existing patients.
- ✓ No auto-approval. Every request requires your clinical oversight.
- ✓ Approve requests with a note to advise patients when an in-person review is needed next time.
- ✓ Exclude specific drug classes in your T&Cs. HotDoc will automatically flag requests for high-risk medications.



Ready to try it out? All your practice manager needs is your email address.

