

ROUTINE REQUESTS

Less unpaid admin. More time for patients who need you.



Routine Requests lets your doctors handle simple requests like repeat scripts and referrals from existing patients online – on their own time.

This means caring for more patients, and getting paid for the work you're already doing.

- ✓ Prioritise face-to-face appointments for patients who genuinely need them.
- ✓ Get paid for admin work that typically goes unpaid.
- ✓ Don't lose patients to external services.

Built for how practices work.

Stay in complete control. Accept, reject, or conditionally approve each request, plus toggle off temporarily for when doctors go on leave. Support patients who'd otherwise call reception, find no available slot for two weeks, and either push to be squeezed in or quietly leave for external services.

Capture revenue from unpaid admin.

Turn the script and referral work your doctors already do into a billable line.

\$32.50* 

Average billable per request.

*HotDoc Community Survey

Protect your appointment book.

When a script or referral doesn't need a visit, it shouldn't take one.

30% 

Fewer unnecessary patient calls.

Keep patients with their own GP.

Long-standing patients shouldn't have to go elsewhere – now they don't have to.

1 in 5 

Australians used an online script provider last year.



Scan the QR code to book a demo or get started.

practices.hotdoc.com.au



Hear from your peers

Routine Requests from the Practice Staff's Perspective



"Previously we were receiving upwards of 50 calls a day for requests, this has streamlined the process. It's also more affordable than a consult and means we save appointments for those who really need them. It's less workload for admin and the doctors are getting paid for extra services."

- Sarah O'Connor
Practice Manager at Bundall Medical Centre



Read Sarah's full experience
with Routine Requests.

Routine Requests from the Doctor's Perspective



"It's responsive, we know immediately with the Sidebar what our patients need and can manage our time accordingly. Our care and our workflows can be designed around the needs and preferences of our patients, supported by our teams and enabled by technology like Routine Requests."

- Dr Jaspreet Saini
Principal GP & Director at Rosedale Medical Practice



Read Dr Saini's full experience
with Routine Requests.