

# TM2 ONLINE

## YOUR QUESTIONS ANSWERED

### WHAT IS TM2 ONLINE?

The TM2 Online is a service provided by Blue Zinc IT to allow internet access to the diary and booking facilities of TM2 Practice Management.

It is a website which allows staff and practitioners to access their diary via the internet to view and book appointments.

It can also be set up to allow your patients to book or cancel their appointments online, 24 hours a day, freeing up your administration staff.

All internet bookings are 'live' and appear immediately in your TM2 diary with automated email and text message confirmations and reminders.

### DO I NEED TO HAVE A WEBSITE?

No. Blue Zinc IT host your TM2 Online website and provide you with a web address to give your staff and patients. This address is also emailed to them when they are registered.

If you do have a website already, then it is easy to integrate this with TM2 Online. A new link on your site will open TM2 Online in a new window.

### WHAT DO I NEED TO RUN TM2 ONLINE?

To run TM2 Online, you need to have Hosted TM2. Hosted TM2 is a service provided by Blue Zinc IT which means that your database is held at one of our secure approved data centres on a secure computer server.

Other than that, to use TM2 Online, you just need a computer or device connected to the internet.

### DOES TM2 ONLINE WORK ON A PDA OR MOBILE DEVICE

Yes. TM2 Online is optimised for different browsers and devices. When you access the website from a mobile device its appearance will change to make it more usable.

TM2 Online supports the main mobile devices and browsers, but the actual look and feel will depend on the exact version of your device. Contact us to arrange trailing TM2 Online using your mobile device.

## IS TM2 ONLINE SECURE?

Yes. All users have user names (their email address) and secure passwords to log in. You control who can have access and the users can never see or access any of your data.

## HOW MUCH DOES TM2 ONLINE COST?

If you have TM2 Hosted, then you can have TM2 Online Basic for free. This allows your staff and practitioners to view and book appointments online.

If you want to allow patients to book appointments, then TM2 Online can be added to your TM2 Hosted package for an additional £20/€30 a month plus a setup charge.

## WHAT IS THE MINIMUM CONTRACT FOR TM2 ONLINE?

When you sign up for TM2 Online, the minimum contract is 12 months, after which you can cancel the service by giving us 30 days notice.

## WHEN A PATIENT BOOKS AN APPOINTMENT ONLINE, HOW DO I SEE IT IN TM2?

All appointments booked Online are visible immediately on your TM2 diary. They have a special icon to show they are online appointments.

You will also receive a copy of the confirmation email that the patient receives.

## WHAT IF TWO PATIENTS TRY TO BOOK THE SAME APPOINTMENT?

No. Just as in TM2, the Online system prevents double booking. Users will be warned if they try to book an appointment which clashes with another appointment.

## CAN I SEE MY DIARY ONLINE?

Yes. Authorised users can view practitioner diaries online and also book appointments, meetings and other events just as in TM2.

## CAN PATIENTS SEE MY DIARY?

Absolutely not. They only see their own appointments and those suggested to them by the TM2 Online 'Virtual Receptionist'.

The 'Virtual Receptionist' is our unique technology which responds to patient requests to ensure they get offered the most suitable appointment.

## CAN I CONTROL WHAT APPOINTMENTS ARE AVAILABLE FOR BOOKING?

Yes. You specify which practitioners and appointment slots are available for online booking.

All configuration is carried out from your TM2 desktop, where you can authorise users, set appointment times, retrieve statistics on online bookings and configure various features.

## DO PATIENTS REALLY WANT TO BOOK APPOINTMENTS ONLINE?

Ask them and you will find that they do. We have done research that shows that anyone willing to book a flight online or purchase a CD or DVD, would be more than willing to book an appointment if they could. Now they can!