CASTLE HILL
MEDICAL CENTRE

AHGP 💙 App Manual for Patients

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Installing the App

The AHGP app for patients is accessible on iOS App Store for Apple devices and the Google Play store for Android devices. You can install the app on your phone or tablet by searching for "AHGP" in either store.

Upon starting for the first time, the app will request permissions to your camera, microphone, notifications, and calendar. These are required for the app to fully function.

Registering

When accessing the app for the first time, you will need to register an account. You can do this using your email address or by logging in with Facebook or Google.

You will also need to select **Castle Hill Medical Centre** as your medical provider.

If registering by email, a verification email will be sent to your email address. The activation link must be clicked before you can log in to the app. Once verified, you can log in to the app with your username and password.
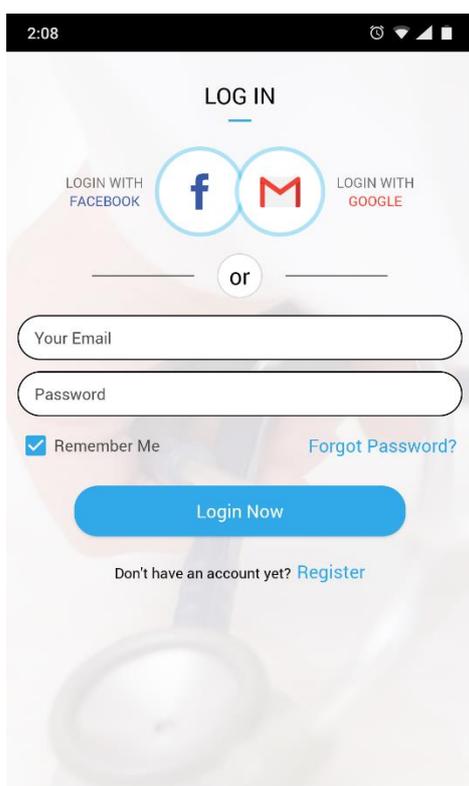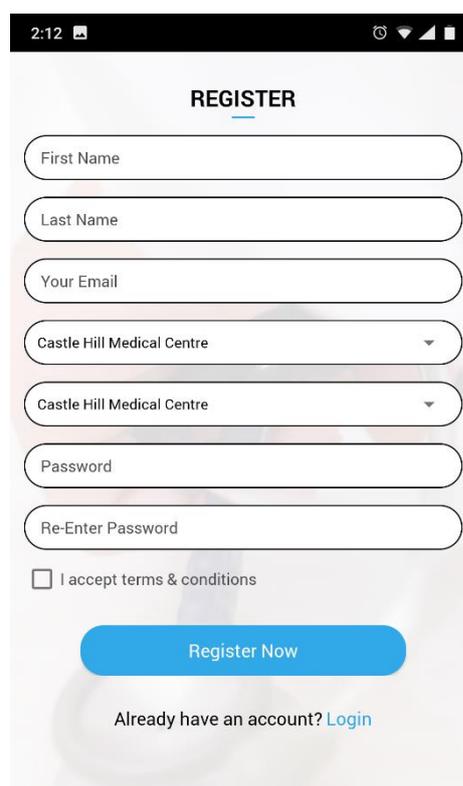
If you are not using a tablet or smartphone, you can also register via the web at https://chmc.ahgp.com.au/ - note however that your PC must have speakers, a webcam, and a microphone.

We recommend all patients use the Android or iOS app.

Viewing Your Appointments

To view your appointments, select "My Appointments" from the main menu. This will show several options:

- **Accepted Appointments** – These are appointments which the doctor has accepted. You can cancel these appointments at any time.

- **Pending Appointments** – These are appointments that you have requested, but have not yet been accepted by a doctor. They may be pending payment if they are not bulk-billed.

- **Consultation History** – These are appointments that have occurred in the past.

- **Scheduled Calls** – These are appointments that have been accepted and paid for, and will occur at the scheduled time.
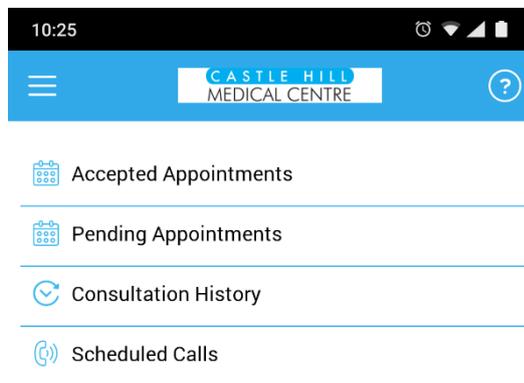
Requesting a Video Call

To make an appointment with a GP, tap the "Request a Video Call" button from the main menu.

You will first be asked to answer a short series of questions. Your answers may help our doctors manage patient files, assess your medical condition, or provide other useful information that might be needed before the call takes place.

1. Is this a medical emergency?

◯ yes   ⦿ no

2. Are you an existing patient of Castle Hill Medical Centre?

⦿ yes   ◯ no

CONTINUE

* Some questions may be mandatory while others are optional.

Note that if any of your answers indicate a medical emergency, you will instead be asked to dial 000.

Once you have answered all the questions, you will be asked if the appointment is for yourself or someone else (a family member, for example). You will then be presented with options:

A Preferred Doctor

OR

Preferred Time

- **Preferred Doctor:** This will show a list of doctors at the medical centre. You can select who to send the request to, and which time suits you – from a list of that GP's available times.

- **Preferred Time:** This will show a list of available times for all doctors. Simply select the time that suits you. The request is sent to all doctors available at that time.

The app will receive an alert when a doctor accepts or rejects the appointment. Note that when accepting appointments, the GP may propose a slightly different time for the call to occur. If this does not suit you, you can simply cancel the appointment.

Once an appointment has been accepted, it will be listed under "Accepted Appointments" in the My Appointments section.

Your phone will receive an alert 5 mins before the scheduled time as a reminder that the doctor is about to call. This will not occur if you did not allow calendar permissions for the app.

Family Members & Colleagues
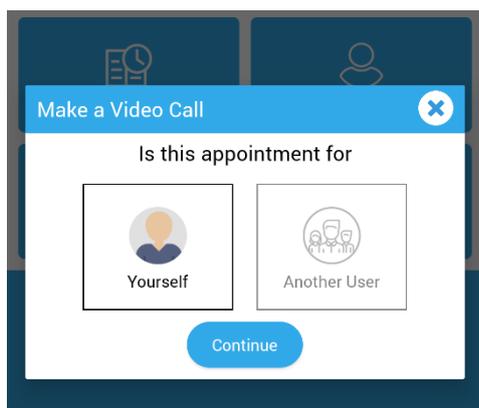
It may be that you wish to request a video call on behalf of a family member who requires medical attention. In these cases, you will be asked when requesting the video call as to whether the call is for yourself or someone else. This is important, as it ensures the doctor is updating the correct medical record.

To add other patients to your account, go to the "My Profile/Users" item on the main menu. As well as editing your own profile, you can add other potential patients who can be chosen when requesting an appointment.

Transferring Documents
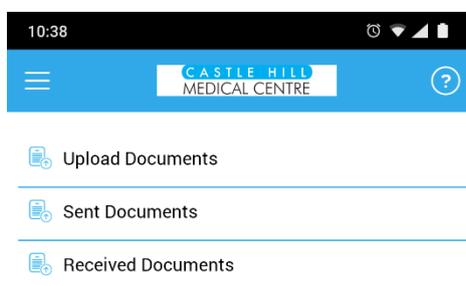
After accepting an appointment request, a doctor may wish to send you a request for documentation. To send a document, select the "My Documents" item from the main menu, and "Upload Documents". Various document types (such as image or PDF files) can be uploaded from your device. Documents are uploaded on a per-appointment basis, and can be uploaded before or after the appointment occurs.

A doctor can also transfer files to you. These will be saved under the "Received Documents" section within "My Documents". As with the documents you send, the documents you receive are stored per appointment.

Managing Notifications

Several types of notifications can be displayed on your phone. To manage whether these notifications make a sound, simply go to "Manage Notifications" from the main menu.

Troubleshooting

The ability of the app to function is directly related to the quality of your device's internet connection. Before contacting us about any problems with the app, please ensure your internet connection is sufficient. We recommend a stable 5mbit upload and download on 4G or WiFi.

For other problems or bug reports, you can contact us at support@ahgp.com.au.