

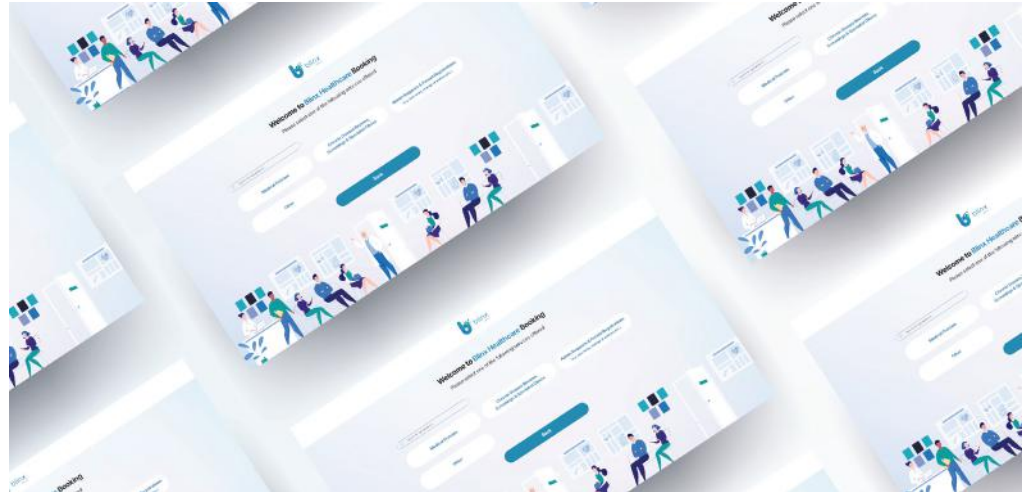
## Description

PACO's Digital Front Door simplifies online requests, offering streamlined navigation, assessments, and rapid responses. Practices gain control over the patient's pathway, enabling self-service capabilities. This is a crucial element for modern General Practices, providing digital access for patients directly from the practice website.

Practices can configure the patient's pathway, allowing them to easily navigate questions, identify specific services, and manage self-care. Patient access to the Digital Front Door is secured with a login, ensuring that only genuine patients can access the system.

Patients can send themselves a PACO Health Form, completing necessary information for the practice to follow the right pathway and file it into the patient's medical record. Patients can also send booking links for appointments with appropriate staff members, with the flexibility to reschedule or cancel as needed.

The Digital Front Door can also direct patients to essential information related to their specific issues, diseases, required screenings, opportunities for research trials, or the option to provide vital feedback to the practice. All requests are organised in an inbox with actionable alerts, based on practice-defined parameters.



## Why is it important?

**Modern General Practice enabling:** PACO's Digital Front Door streamlines online requests, ensuring faster navigation, assessments, and responses, eliminating the need for the traditional 8 am rush. This, in turn, leads to a better patient experience, as patients no longer need to wait on the phone for practice responses. Both the practice and the patient save time, as information can be reviewed as necessary and saved to the patient's medical record with a single click.

## What it does

**Patient Access:** The Digital Front Door allows patients to access and navigate various services securely, without needing to call the practice. Patients can also submit information via a Health Form, which can be filed in their patient medical record or book appointments with the appropriate staff members. This frees up practice time to support patients with complex needs through traditional methods, such as phone communication.

## Benefits



**Modern General Practice:** PACO's Digital Front Door streamlines online requests, providing faster navigation, assessments, and responses.



**Efficiency:** Supports digitally enabled patients in managing self-care at their convenience, enhancing their overall experience.



**Automation:** Configurable by the practice, it offers complete control over what patients can access, when, and how.



**Data Integration:** Information received from patients is automatically coded back into the patient's medical record, ensuring data accuracy and completeness.