USING MAIL CHIMP & FONGO WORKS FOR PATIENT COMMUNICATION

ONLINE WEBINAR, APRIL 9, 2020

Presenters: Dr. Krystine Sambor and Dr. Jonathan Hislop

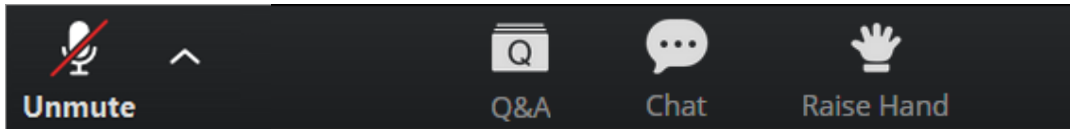Moderator/Lead: Brigitte Mettler, DTO

HOUSEKEEPING:

Control Panel:

By default the control panel is set to auto-hide.

▪ By moving your curser to the bottom of the screen the control panel will appear. The control panel includes the mute, chat, raise hand and Q&A functions.

Mute: By default, you will be put on Mute when you join the Webinar.

Hand raising:

The hand raising feature is found on the middle of the Zoom control panel.

By default, your hand will not be raised.

When your hand is down, the button look like this:

Click on the button to raise your hand if you have a question or a comment.

When your hand is raised the button looks like this:

Click on the button to lower your hand if your question or comment has been addressed.

DOCTORS TECHNOLOGY OFFICE SUPPORT

- **DTO Learning YouTube channel**

  - Webinar recordings and instructional videos
    Links will be published

- **DTO Website**

  - Virtual Care Quick Start Guide

  - Virtual Care Toolkit

- **DTO Peer Mentor Program – physicians to Contact DTO**

  - Providing virtual care advice based on personal experience

  - Context specific – Local, similar practice type, same EMR, similar business model

  - Offering personal consultations and group learning sessions

DTO Doctors Technology Office
A GPSC initiative

OVERVIEW

Session will cover:

- Practice wide emails-Mail Chimp

- Calling apps- Fongo Works

- Questions and Discussion

MAIL CHIMP

- Why send practice-wide emails?

    - To keep patients informed and connected

    - To keep office safe

    - To decrease calls regarding general information

- Tips on Mail Chimp Set-up

    - Gathering patient emails

    - Exporting to excel spreadsheet

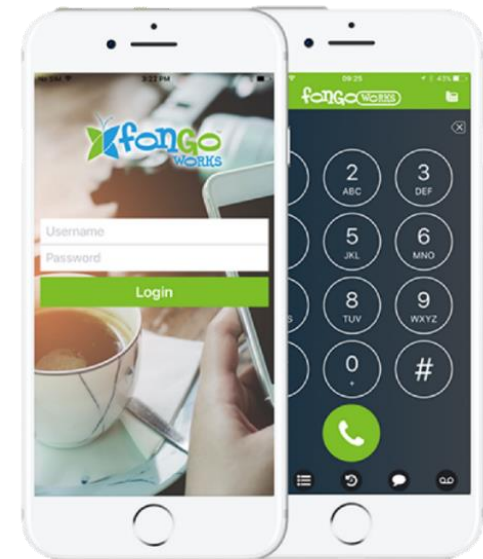   - Updating new emails

- Sending practice-wide messages

FONGO WORKS

- Why use a phone app?

    - Privacy- avoid unblocking your personal number

    - Redirect once. Then use the app to manage calls

- Tips on set up

    - Multiple users- doctors and MOAs

    - Manage messages

    Full video tutorials coming soon!

Thank you!

Speakers: Dr. Jonathan Hislop and Dr. Krystine Sambor

Moderator/Lead: Brigitte Mettler, Doctors Technology Office

QUESTIONS AND DISCUSSION

Doctors Technology Office (DTO) is here to support you, please reach out with additional virtual care questions to:

📞 604 638-5841

✉ DTOinfo@doctorsofbc.ca

🌐 www.doctorsofbc.ca/doctors-technology-office

DTO **Doctors Technology Office**
A GPSC initiative