FREQUENTLY ASKED QUESTIONS: AUTOMED ONLINE BOOKINGS

What Is AutoMed?

AutoMed is Illawarra Medical Centre's new service provider for all online bookings.

It aims to streamline your experience with us by providing easy online bookings, timely appointment reminders, and hassle-free patient forms to help make your visits to IMC smoother and more convenient.

How Do I Make An Online Booking?

To book appointments at Illawarra Medical Centre going forward, all you will need to do is visit our website - https://illawarramedical.com.au/ - or download the AMS Connect app via the below links and sign up as a new user:

- Apple Devices - Click here to download the AMS Connect app
- Android Devices - Click here to download the AMS Connect app
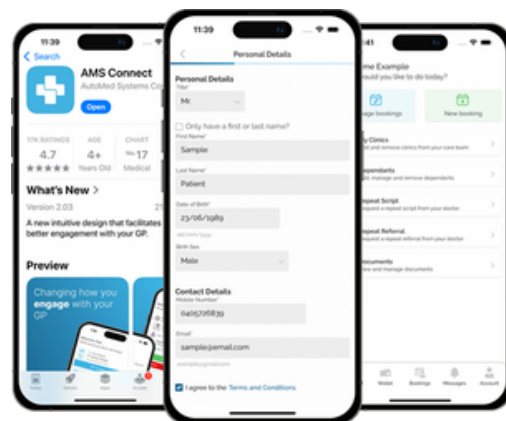
Signing Up

Once you've downloaded the AutoMed AMS Connect app, simply:

- Search for our clinic
- Click Select and proceed to enter your Date of Birth, First Name, Last Name and Mobile Number
- Tick to accept the Terms and Conditions

Details Match?

If the details you have entered match what we have on file, you will be sent a Pin Code as an extra security measure.

You will also be able add additional family members. Each will require their details to match the details in our records and a Pin Code which will be sent to the matching mobile number.

Details DON'T Match?

If the details don't match, you'll be prompted to check the information you have entered.

If you're unable to proceed, please give us a call, as we may have to update your recorded details at the practice or register you as a new patient, if this is your first visit to us.

Clinic Communications

You may receive SMS, in-app and/or email reminders from us for upcoming appointments, reviews, assessments, reviewed test results, health information, and invoices.

Once we have transitioned to AutoMed, SMS messages will be sent from this number – **0455 794 146.** Please save this number as Illawarra Medical Centre in your contacts, so you can be sure that the message is from us.

Messages that contain a lot of content may include links that you will need to click in order to access additional information. Any included links will only ever point to **automedsystems.com.au** or **automedsystems.au**.

If the message contains clinical information, you may be required to enter your birthdate (ddmmyyyy), as an additional security measure.

Opting Out Of Communications

You may opt out of our SMS service by replying STOP to an SMS. We will then revert to emails or in-app messaging instead, if possible.

Email communications will contain an Unsubscribe option. Please note that communications from the clinic contain important information and we strongly recommend that you engage with our digital platforms.

Illawarra Medical Centre

I Don't Have Internet Access On My Phone. What Should I Do?

If you don't have internet access on your phone and are unable to access online bookings with us, please phone our Reception on (08) 9208 6400 so that we can assist you in booking your appointment.

I Don't Want To Use AutoMed For Booking Appointments. Are There Other Options Available?

Yes. You can still make appointments at Illawarra Medical Centre by phoning us directly on **(08) 9208 6400**.

Need Further Assistance?

Visit our website for further details and instructions on how to set up your AutoMed account and manage your online bookings - www.illawarramedical.com.au.

If you have any questions or require additional assistance, phone our Reception on **(08) 9208 6400**.

Where Can I Find Out More Information?

To find out more, contact our Reception on **(08) 9208 6400**.

For more information on AutoMed, view the Video Tutorials below or visit https://automedsystems.com.au/

Video Tutorials

- AMS Connect Registration - https://automedsystems-syd.com.au/training/amsconnect_1_registration.mp4

- AMS Connect Appointments - https://automedsystems-syd.com.au/training/amsconnect_2_appointments.mp4

- AMS Connect Dependants - https://automedsystems-syd.com.au/training/amsconnect_3_dependants.mp4

- AMS Connect Care Team/Clinics - https://automedsystems-syd.com.au/training/amsconnect_4_care_team.mp4

- AMS Connect Script or Referral Request - https://automedsystems-syd.com.au/training/amsconnect_5_script_referral_request.mp4

For more information, visit our website at
www.illawarramedical.com.au or contact us on 9208 6400.

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