

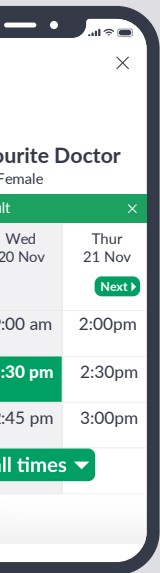


Book your favourite doctor faster using the HotDoc app

HotDoc is a secure platform that provides you with an easy and more accessible way to book and manage appointments online.

The HotDoc app is free to use and allows you to make online bookings, manage and be reminded about upcoming appointments and check in when you arrive.

Why book using the HotDoc app?



Book your appointment after-hours

Making a booking any time, even when the clinic is closed.



Manage your health in one place

Review all past and upcoming appointment details in one place.



See your doctor's availability

See all appointment times for all available doctors.



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Find us on Facebook

Download the HotDoc app today!



Book appointments faster using the HotDoc app



How to Make an appointment using the HotDoc app.

1. Download the HotDoc app from the App Store or Google Play Store.



2. Simply open the HotDoc app and choose:

Find Your Practitioner

3. Search for Central Medical Group and choose:

Book Appointment

4. Follow the on screen steps and fill in your details.

5. Choose an available doctor, select a reason for your appointment and time that suits.

6. Review your details and choose:

Request Appointment

How to Cancel or reschedule an appointment

1. Open the HotDoc app on your device. If you are not already logged in, please select Login and enter your registered email address or mobile phone number and password.

2. Select the Appointments tab in the bottom menu bar. Find the relevant appointment in your appointment list and tap:

Cancel Appointment

3. You will be prompted to confirm your cancellation request by choosing:

Yes, cancel

4. Once successfully processed, your appointment will show as cancelled in your History list once the app has refreshed. This will send the cancellation request to your clinic and you will receive a confirmation via email. You will also get the option to reschedule for another time by choosing:

Reschedule Appointment

How to Check in for your appointment

1. Skip the reception queue by opening the HotDoc app, finding today's appointment in the Appointment tab, and clicking 'Check in now'.

2. You'll receive a push notification when it's time to check-in, so make sure you have them enabled in the app.

3. When you arrive at the clinic, open the Appointments tab and choose:

Check in now

4. We'll ask permission to access your location for this check-in and you'll need to allow this to continue.

5. Confirm your details, or a family members details if you've booked on their behalf.

How to See where you are in the queue

1. First, book an appointment through the HotDoc app, the HotDoc website or the HotDoc booking widget, displayed on our clinic website.

2. Once the appointment is confirmed you can see your place in queue on all the mentioned devices immediately after checking in, regardless of whether you check-in at the front desk or via the HotDoc Check-In Kiosk.