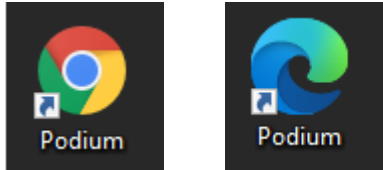




PODIUM PATIENT STATUS UPDATES

Please review the following steps to update a patient's guest on the status of their procedure/surgery.

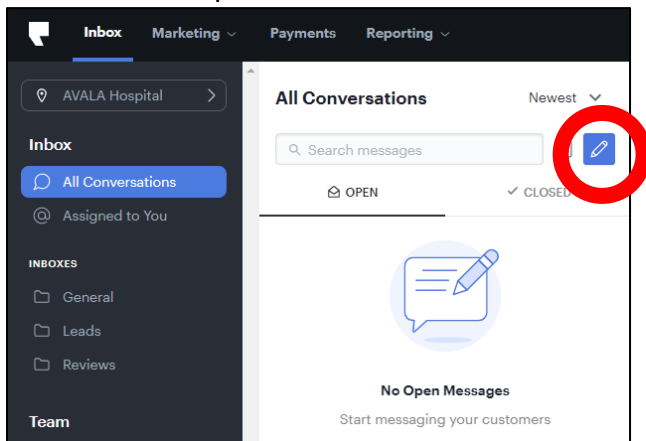
1. Click the Podium icon on your desktop computer.



2. Login with your AVALA email address and the password you created for your account. (If you need your password reset, please email Brooke at brussell@avala.com.)

A screenshot of the Podium login page. At the top is the Podium logo. Below it is a form with two input fields: "Email or mobile number" containing "brussell@avala.com" and "Password" with masked characters and a "Show" button. A blue "Sign in" button is at the bottom, with a "Forgot password?" link below it.

3. Send guest notification regarding patient progress. Click the blue pencil icon.





4. In the "SEND TO" field, type in the **PATIENT'S** first and last name (not the guests name).

New Message from: AVALA Hospital ▾

SEND TO:

Patient First and Last Name

+ New Contact

5. In the "PHONE OR EMAIL" field, type in the **GUEST'S** mobile phone number (not the patient's phone number).

New Message from: AVALA Hospital ▾

SEND TO:

Patient First and Last Name

PHONE OR EMAIL:

Phone or Email

6. At the bottom of your screen, select the "Templates" tab.

SUGGESTED TEMPLATES:

★ Podium Invite ★ Invitation Follow Up Link See all Templates...

Type...

📎 Attachment 📄 **Templates** 🕒 Review Invitation 💰 Payment

Send & Close Send

7. Then, select 1 of the 4 provided patient update template options.

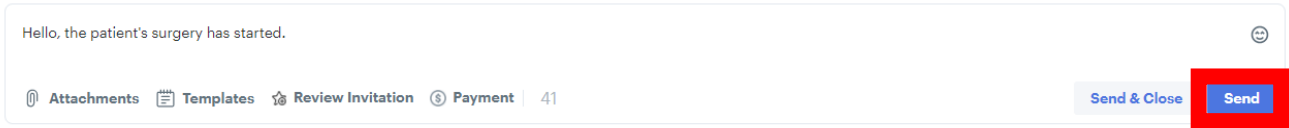
Templates

🔍 Search

- ★ **PATIENT UPDATE: Prolonged Recovery**
Hello, the patient is still in recovery, some will call you with an update.
- ★ **PATIENT UPDATE: Recovery**
Hello, the patient's surgery is complete and they are in recovery. Someone will call you with an update on the patient's status.
- ★ **PATIENT UPDATE: Surgery Progress**
Hello, the patient is still in surgery.
- ★ **PATIENT UPDATE: Surgery Started**
Hello, the patient's surgery has started.



8. Then, click the blue "Send" button.



9. Note: At the beginning of the next working day, Marketing will close out all of these conversations into the "CLOSED" box.

