Guide for Axis Partner Clinics

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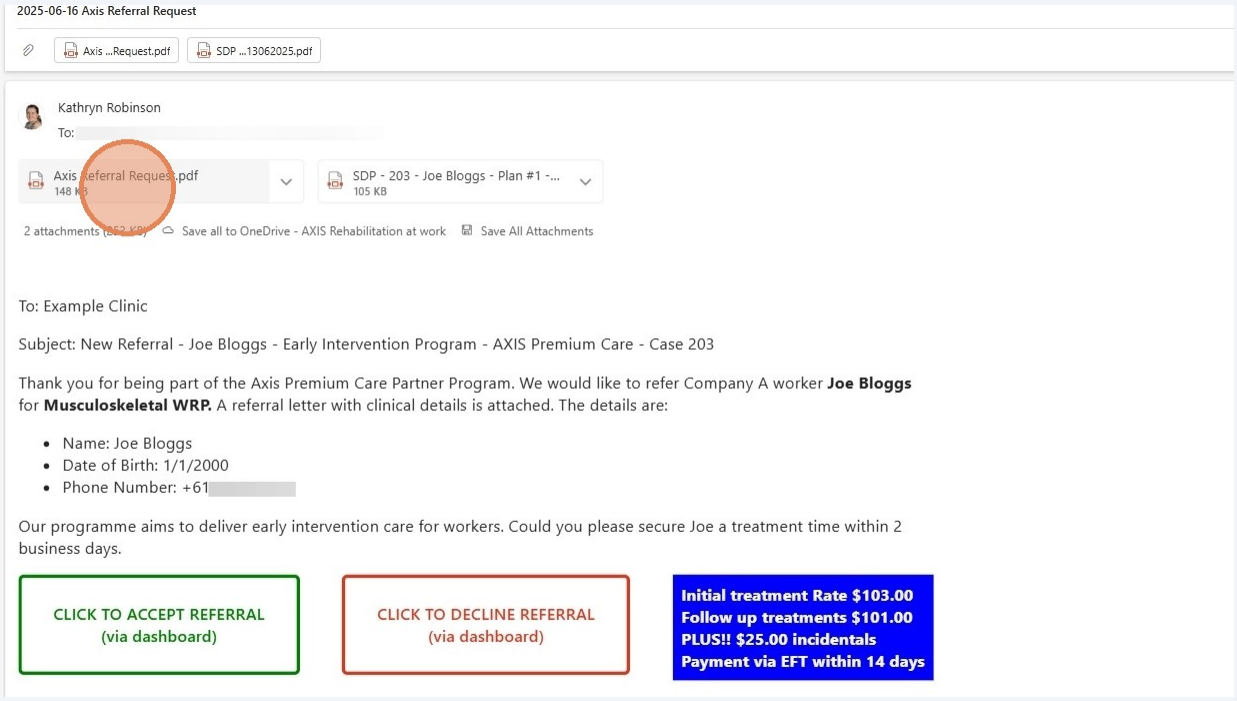
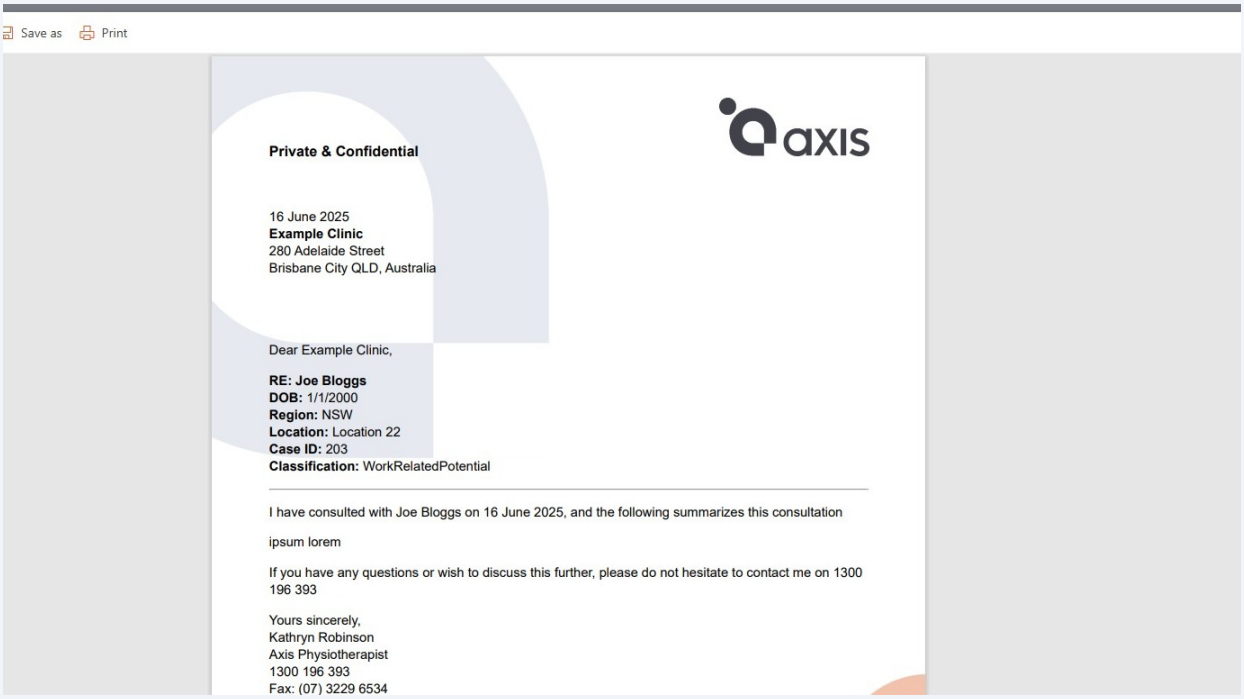
Guide for Axis Partner Clinics

Accepting a Referral

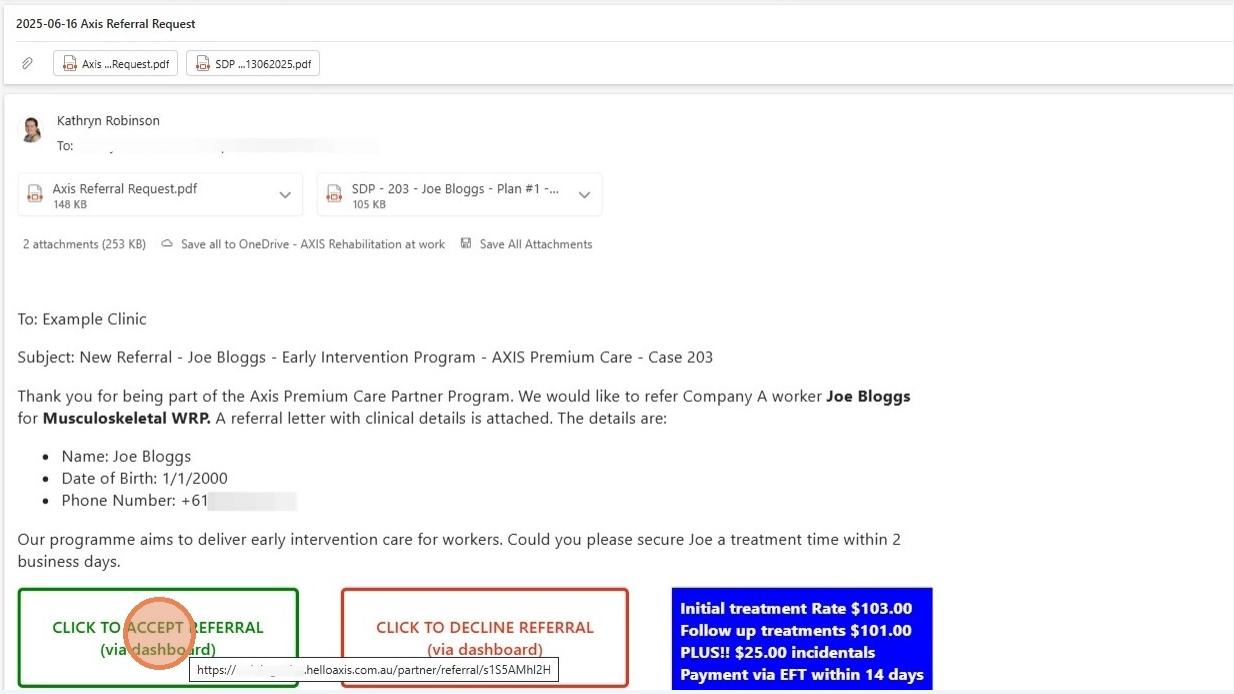
1 When Axis refers a patient to your clinic, you'll receive a referral notification email.



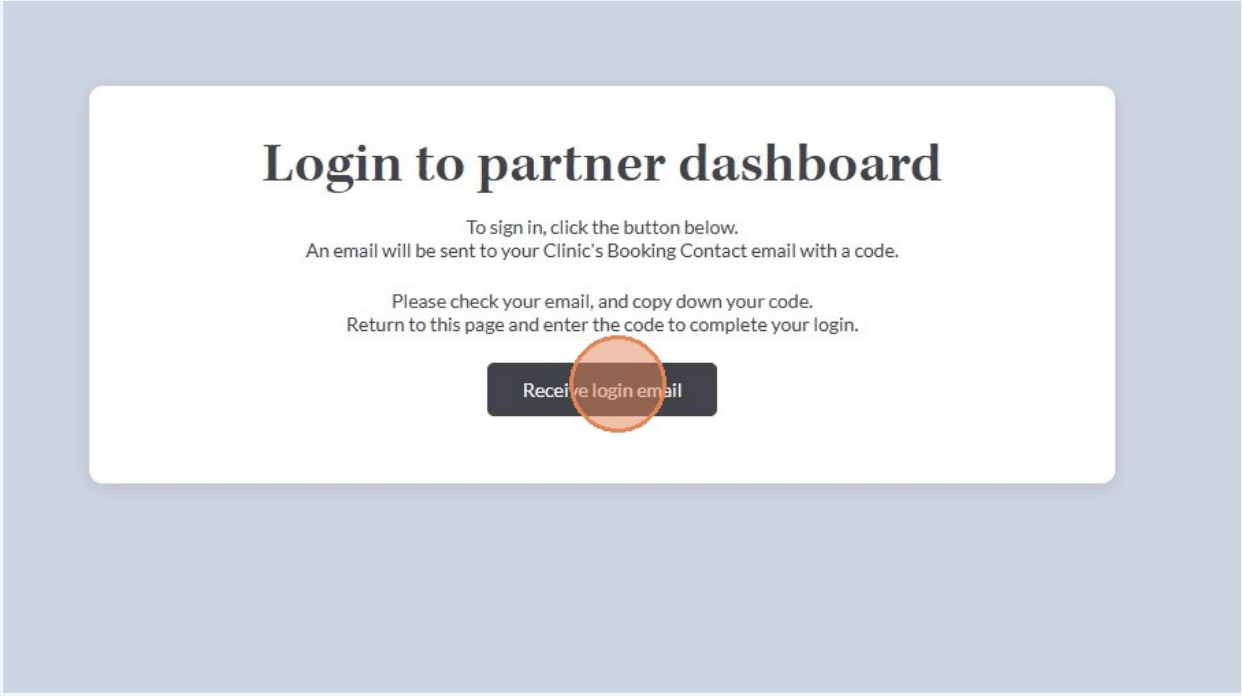
2 Attached to this email is a PDF letter from the referring clinician with key information about the patient and their needs.



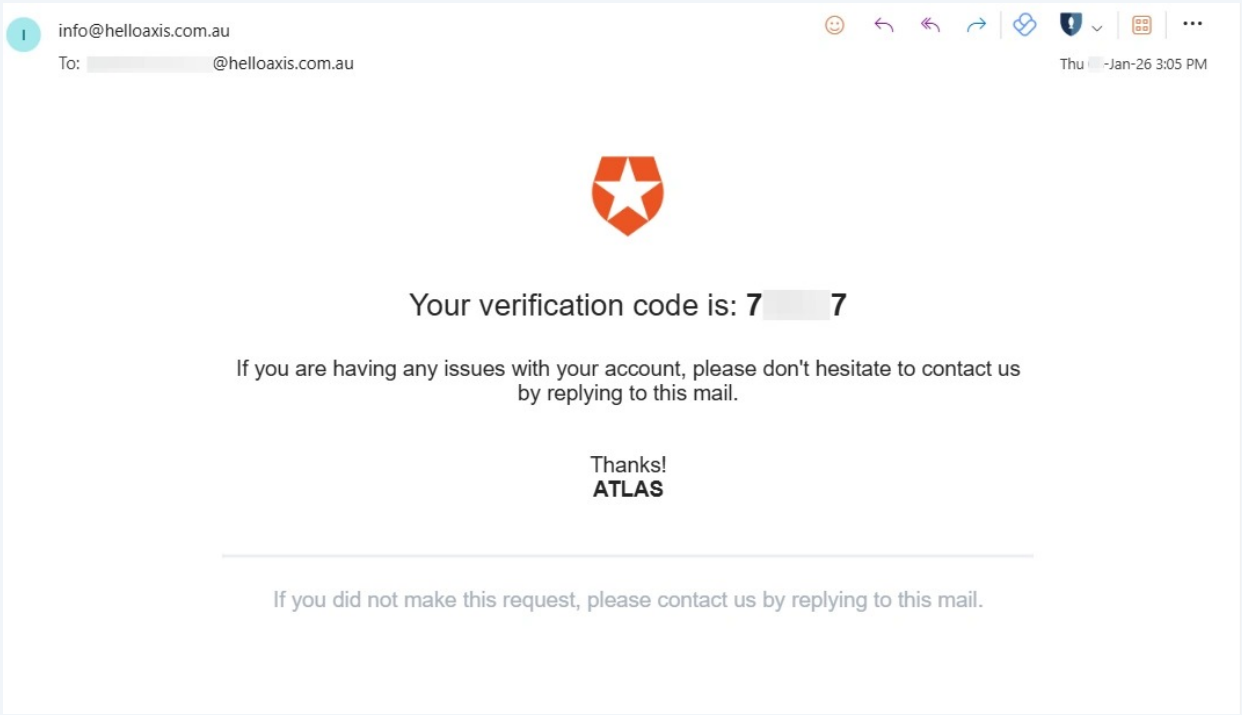
3 Use the buttons in the email to Accept or Decline the referral (this will open the Partner Portal in the browser)



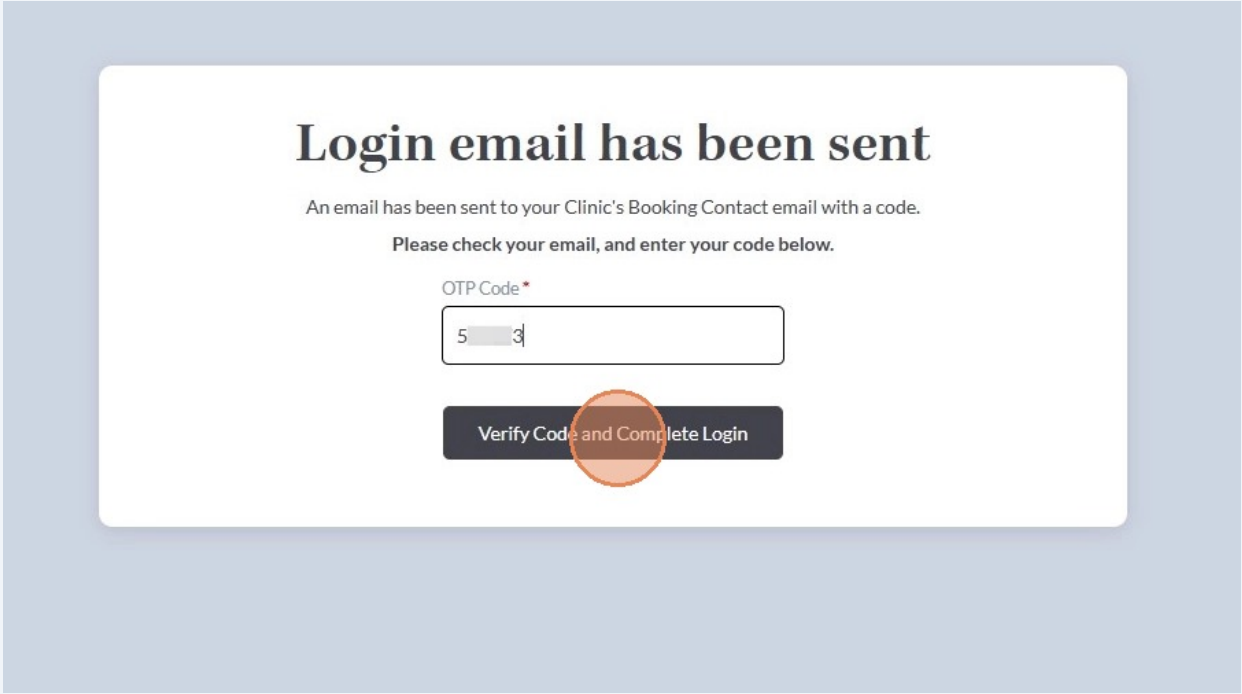
4 Click "Receive login email"



5 You'll then receive a second email with a one-time code (this is valid for 5 minutes)

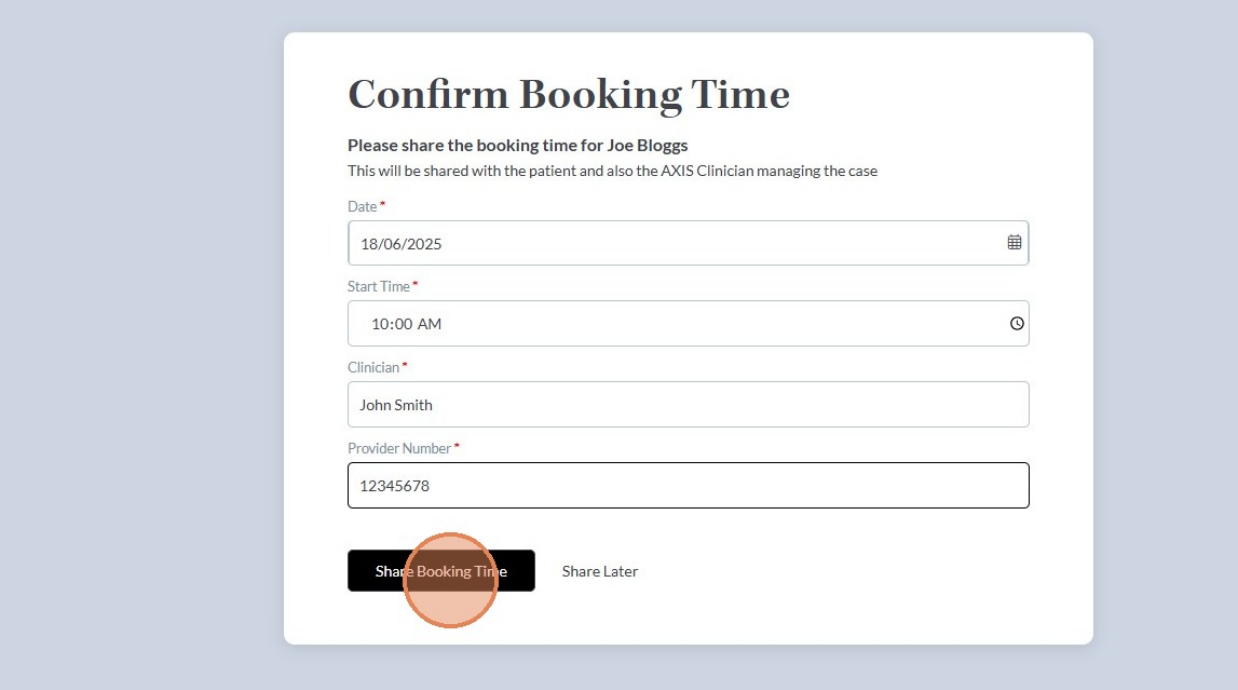


6 **Enter the code** on the Login page and click "Verify Code and Complete Login"



7 The referral details will be shown. Click "Accept Referral"

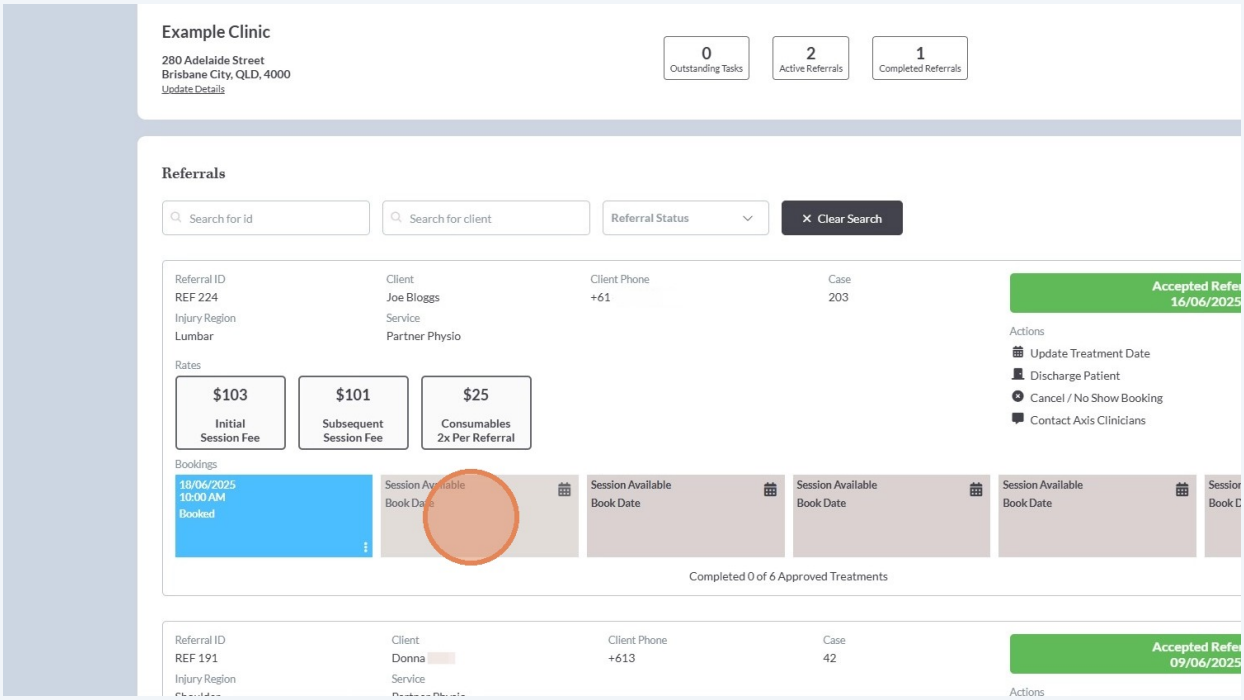
8 If you already know the date and time of the first session, you can enter it now then Click "Share Booking Time". If you are still confirming the booking, select "Share Later"



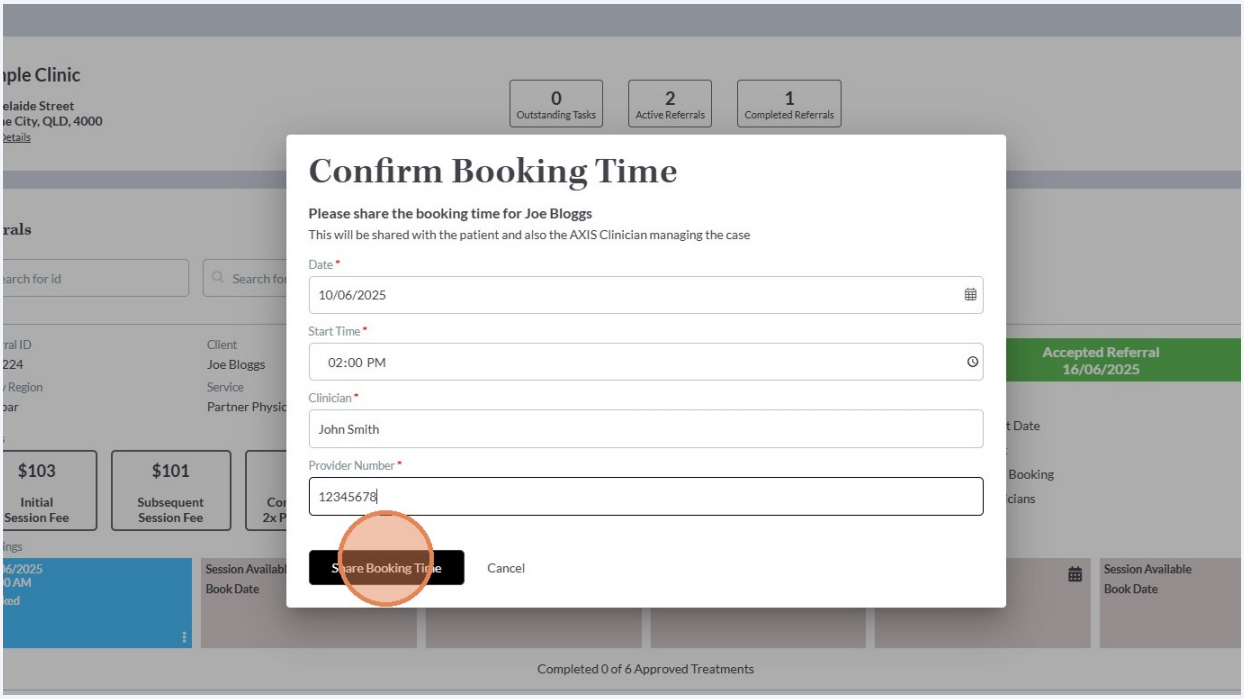
Partner Dashboard

The partner dashboard displays all current and past referrals for your clinic. For new referrals, you can still accept them from here if you didn't do it earlier. Once accepted, you'll see the approved session count listed clearly

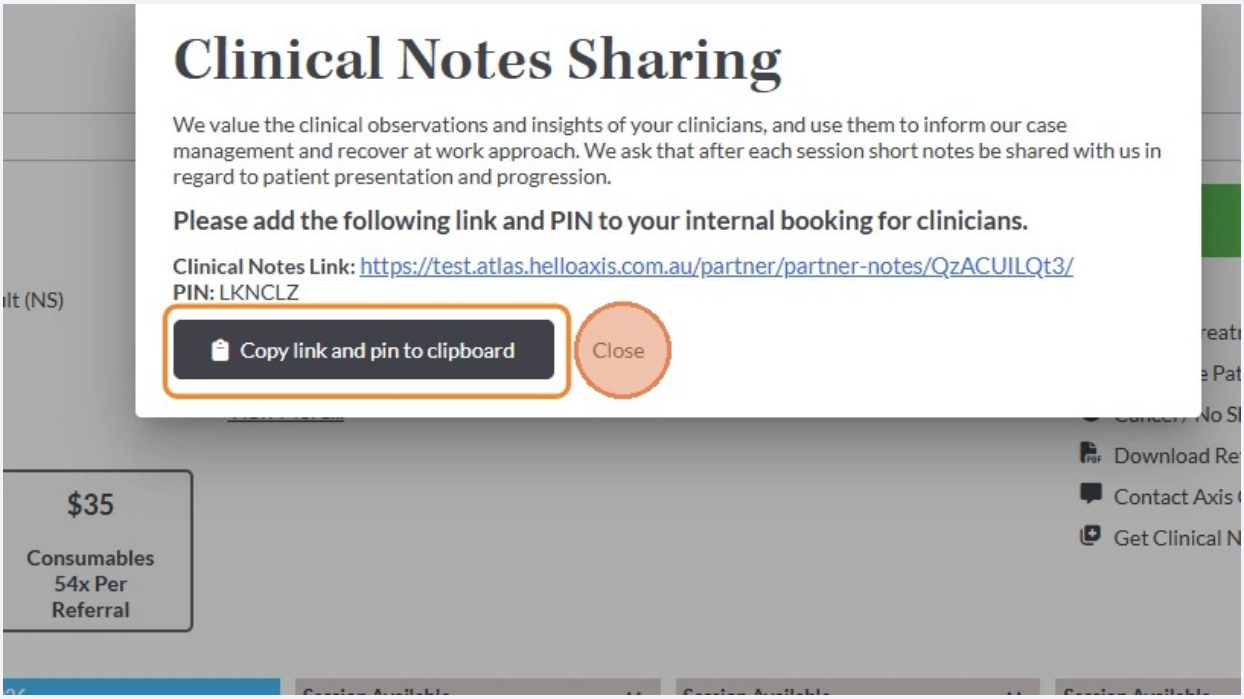
9 Grey tiles represent available sessions. Click into one to enter the session booking details.



10 Enter the session details and Click "Share Booking Time"

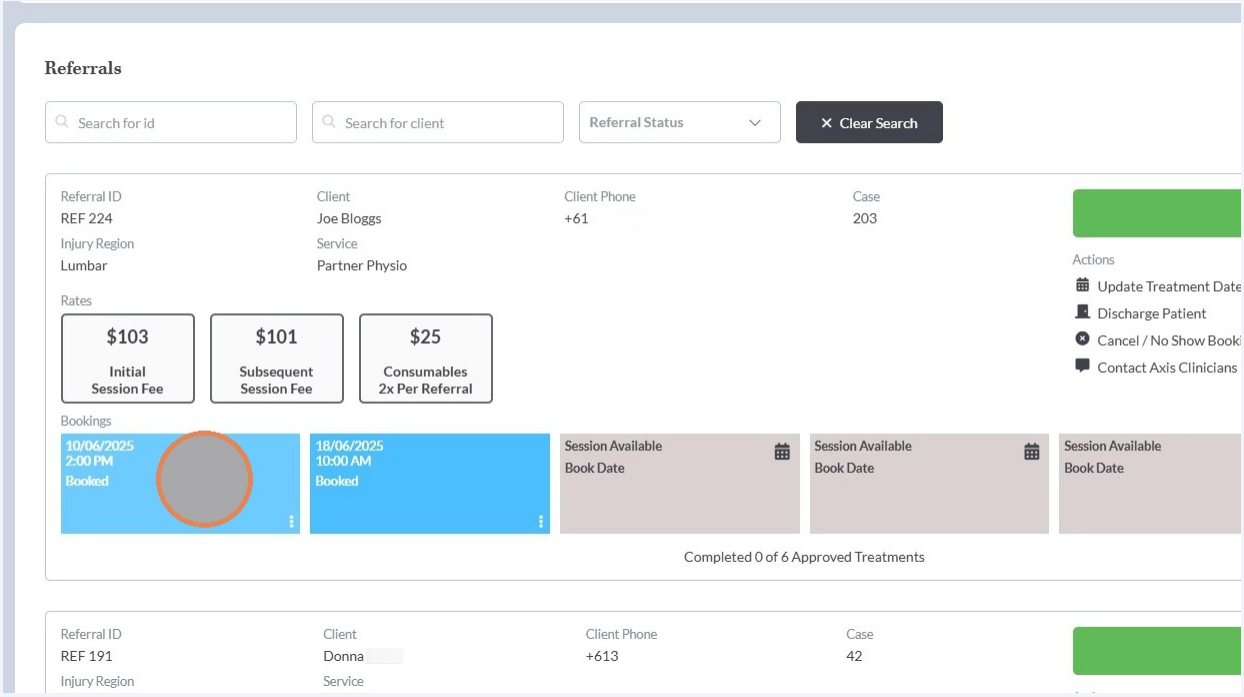


11 A Clinical Notes link will be generated - this is for the clinician to enter their notes in regard to the patient's presentation and progression after each session



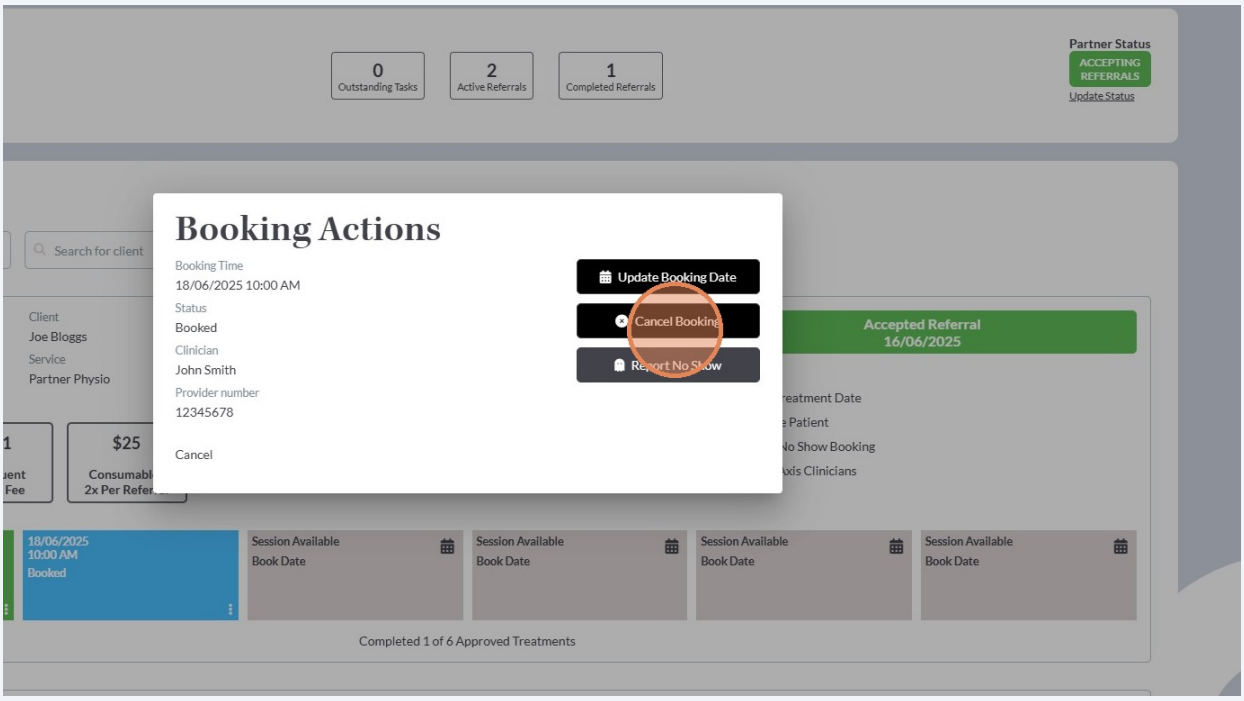
You can copy this link to add to your internal booking system for ease of use - remember to keep note of the PIN (this will be needed to enter the clinical notes)

12 Booked sessions turn blue, and show the day and time of the booking. Click the booking tile to access additional options.

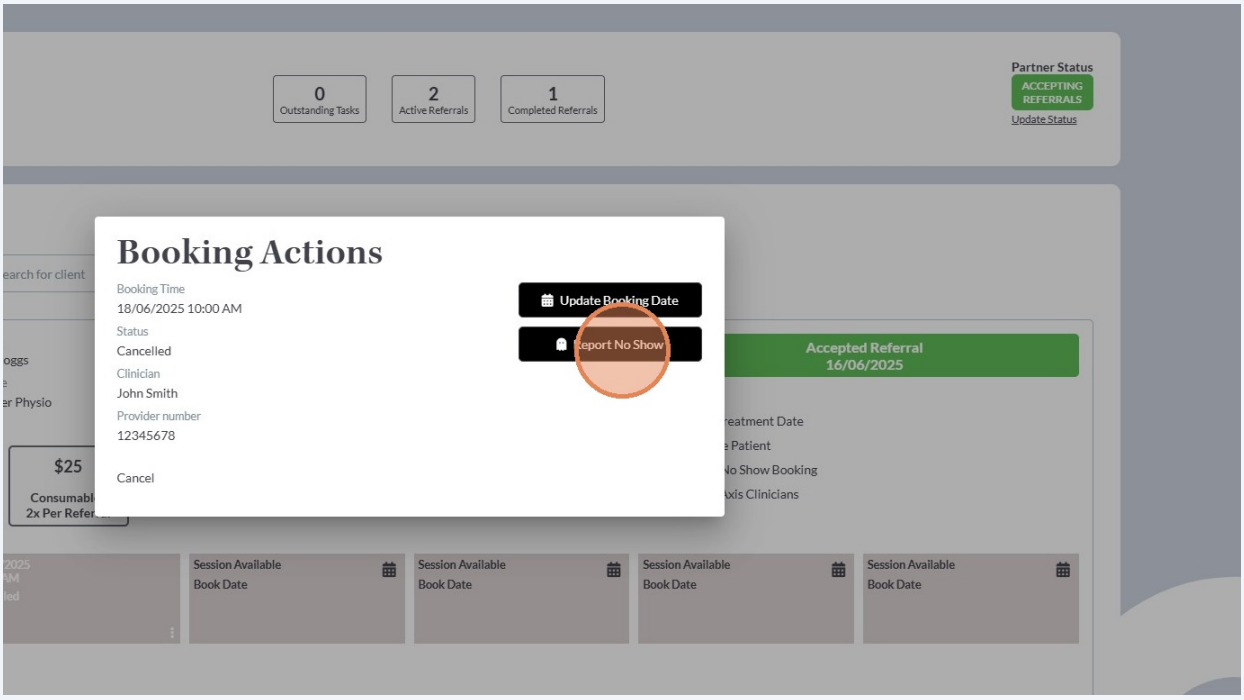


Cancel a Booking

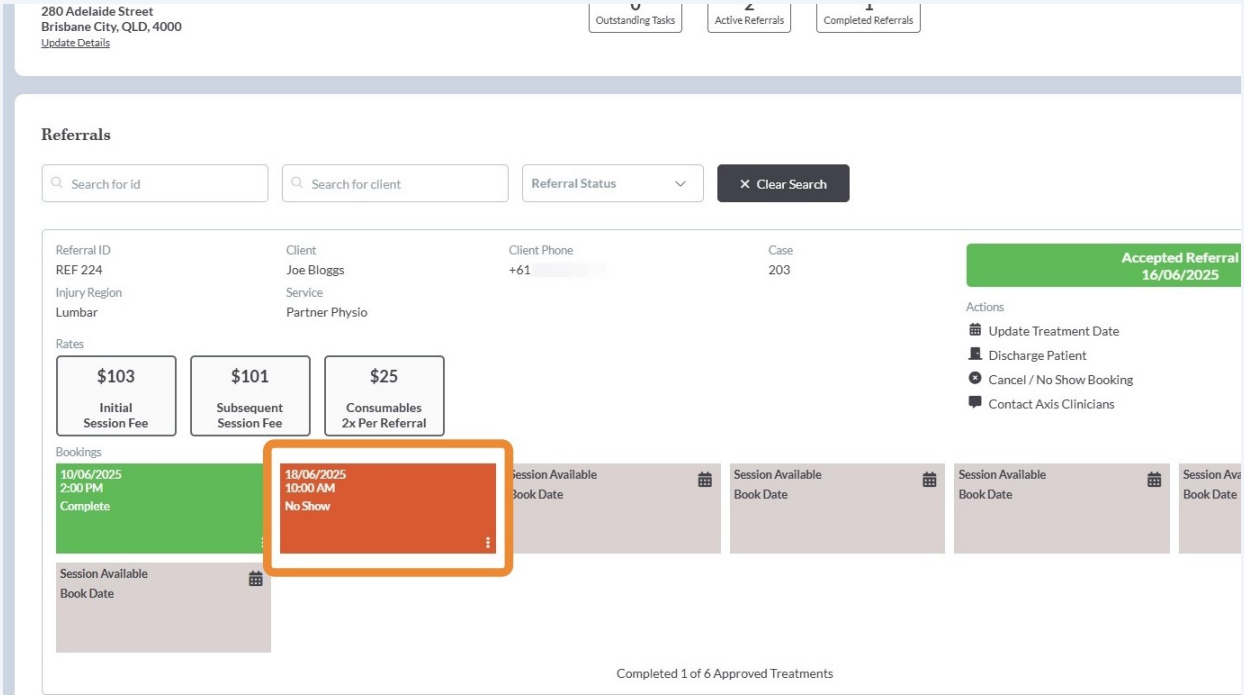
13 If a patient cancels a session before it occurs, select Cancel Booking. This will free up the session for reuse.



14 If a patient does not attend, mark it as a No-Show



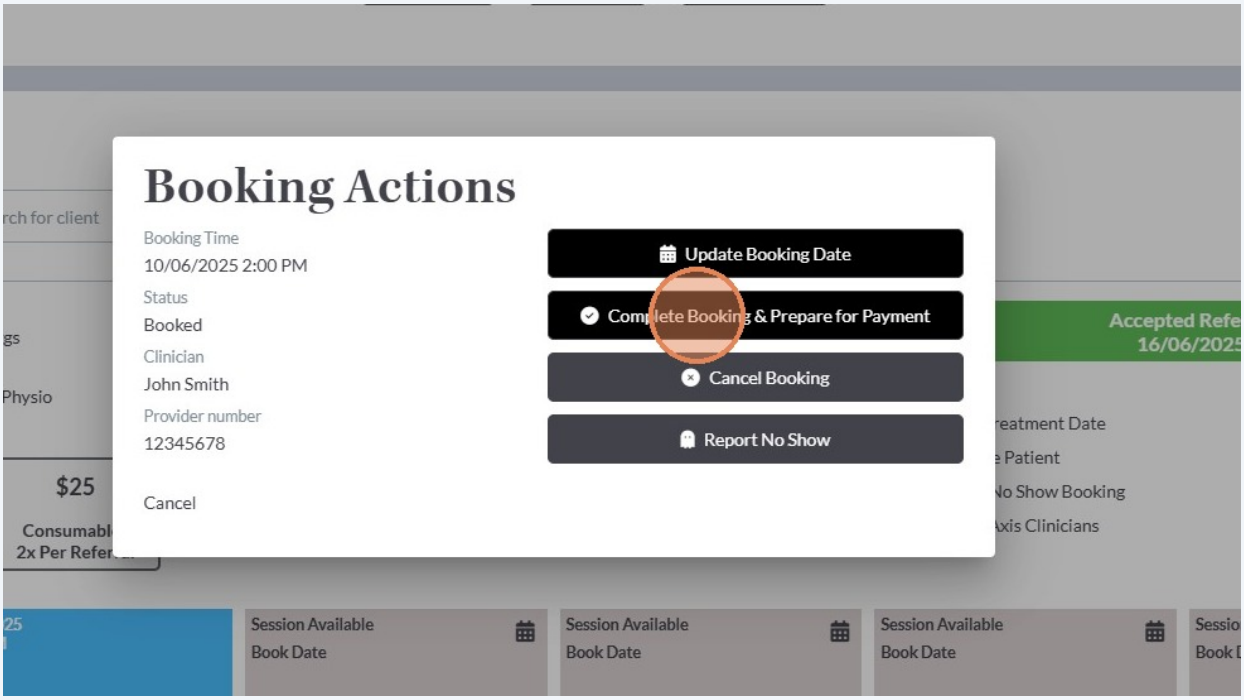
15 No Show sessions are shown in orange



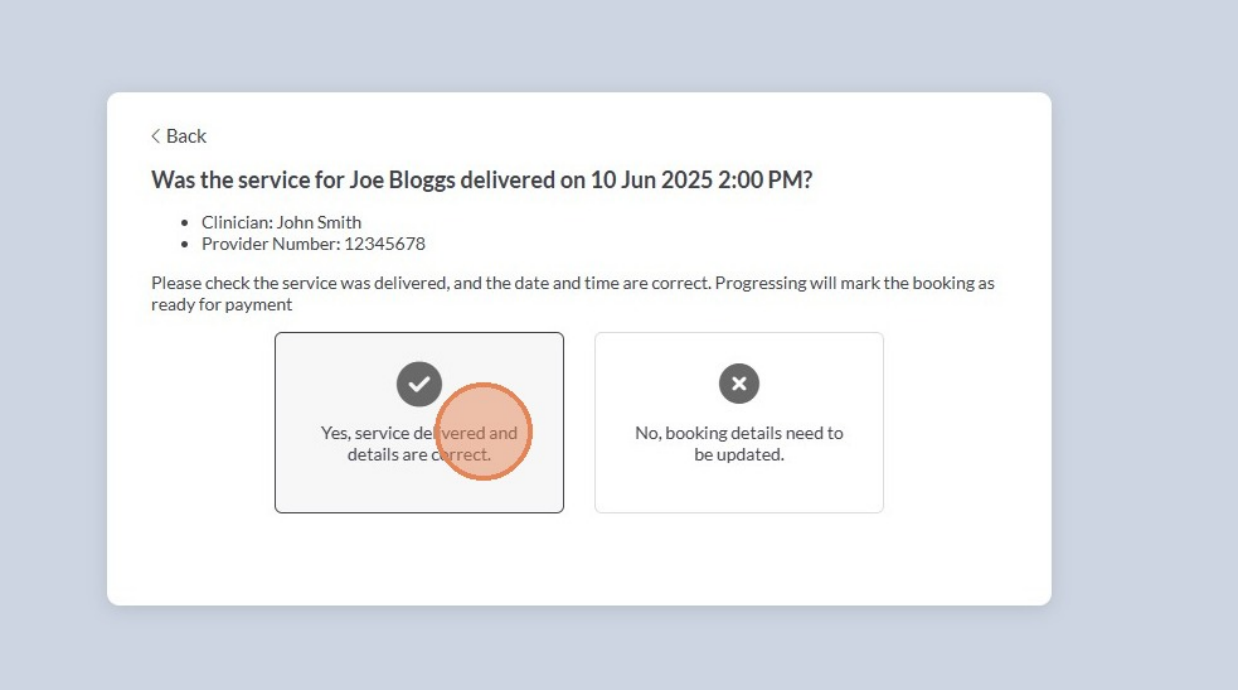
Invoicing Bookings (Complete & Mark for Payment)

Bookings must be completed & marked for payment within 5 weeks of the Booking date

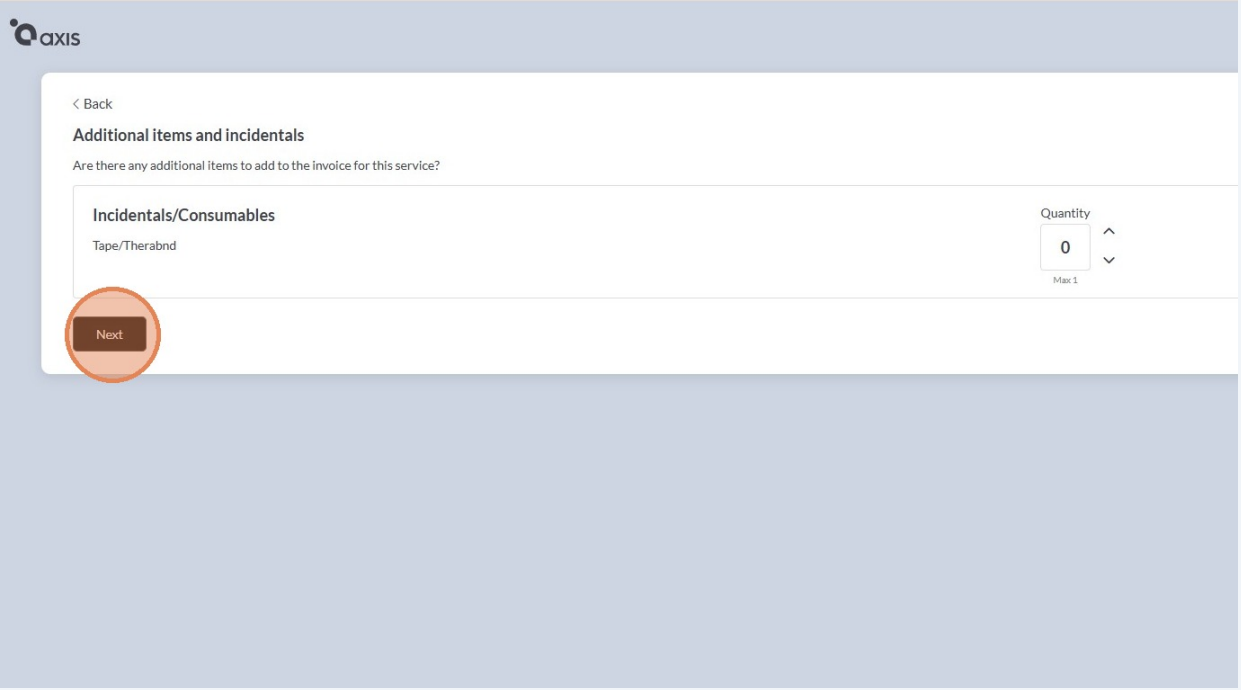
16 Once the session has taken place, click the session and select "Complete Booking & prepare for payment"



17 Confirm the date and time the session occurred (click "No" if changes are needed)

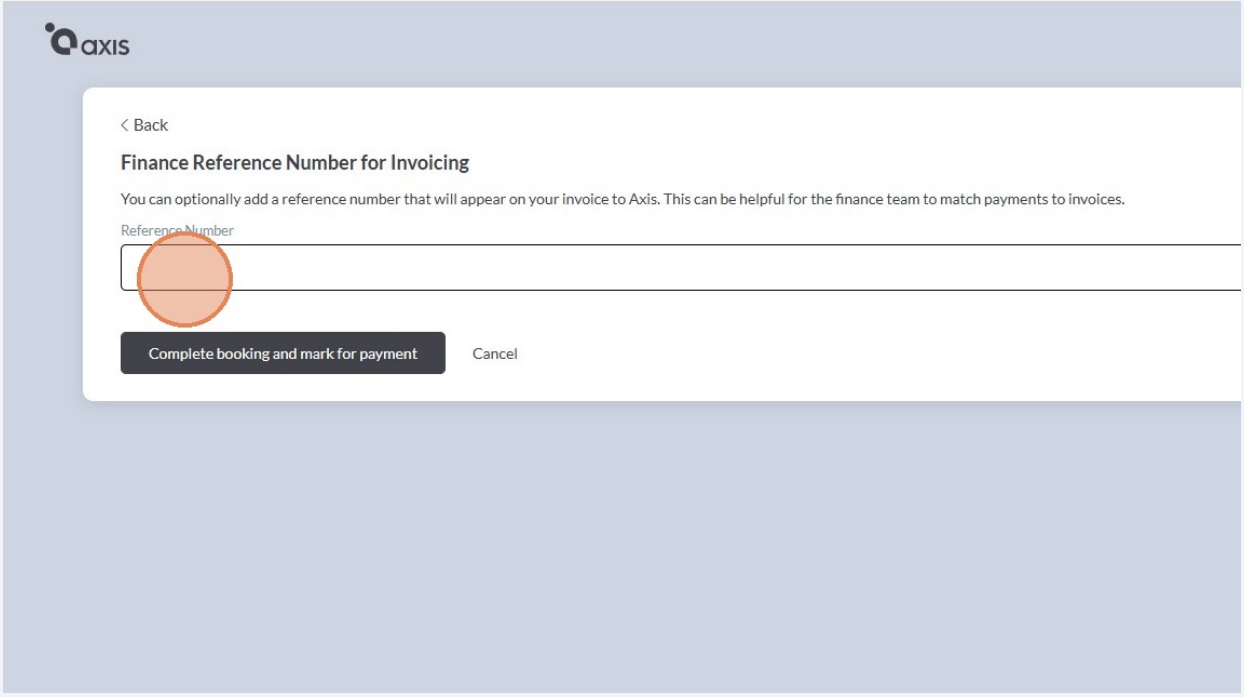


18 If applicable, and allowed under the referral, add any consumables used. Then Click "Next"



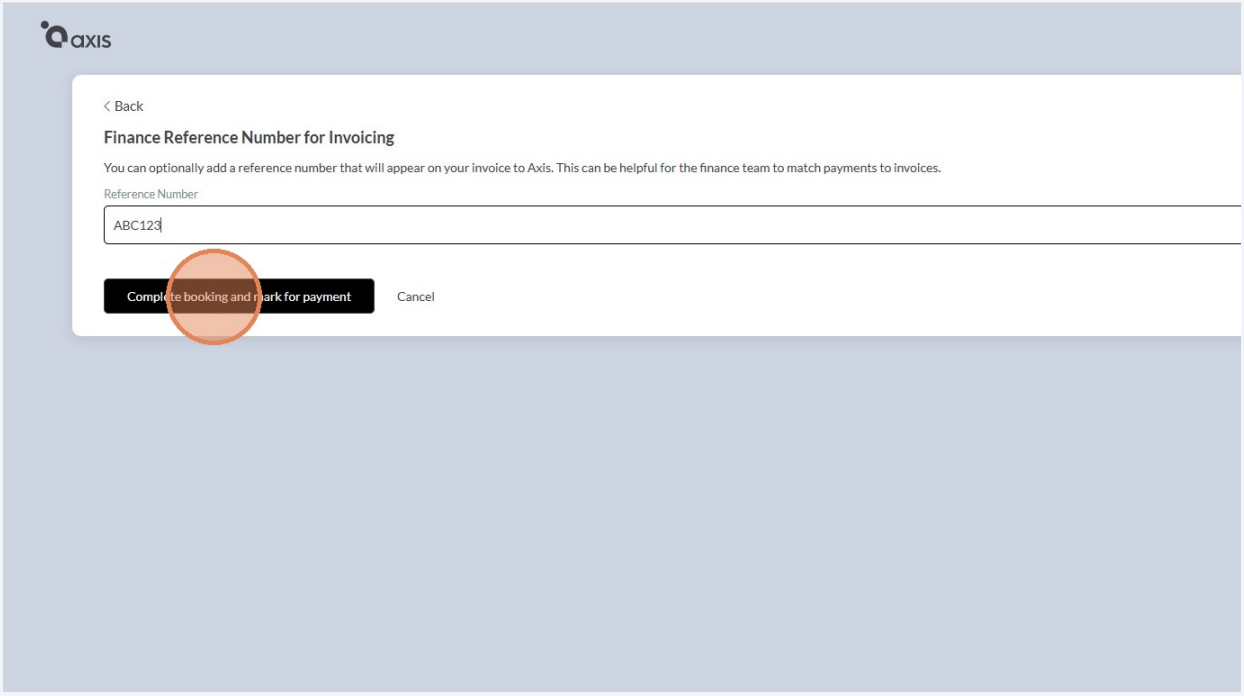
If the clinician is a Victorian EIPF accredited provider, you can add "EIPF Accredited Service" in the Additional Items and Incidentals section

19 You can optionally add a reference number or invoice number that will appear on your Recipient-Created Tax Invoice, and also on your remittance when we make a payment.



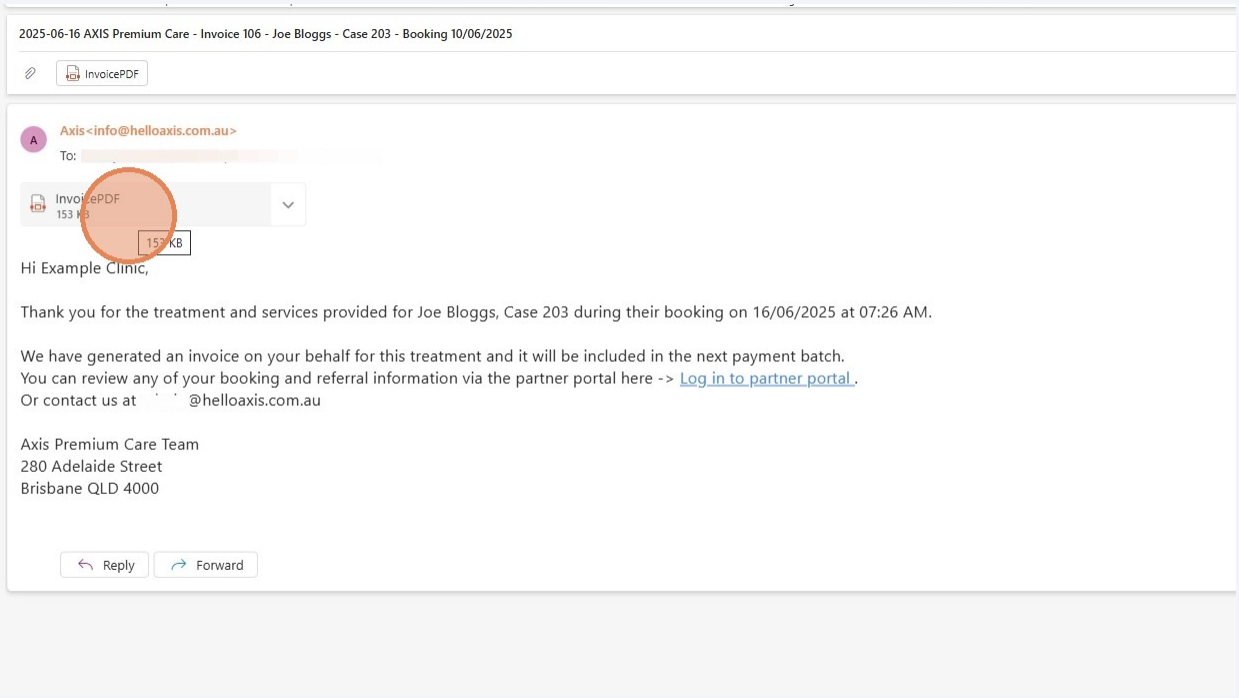
Adding a reference number can be helpful for your finance team to reconcile our payments with your internal invoices

20 Click "Complete booking and mark for payment"



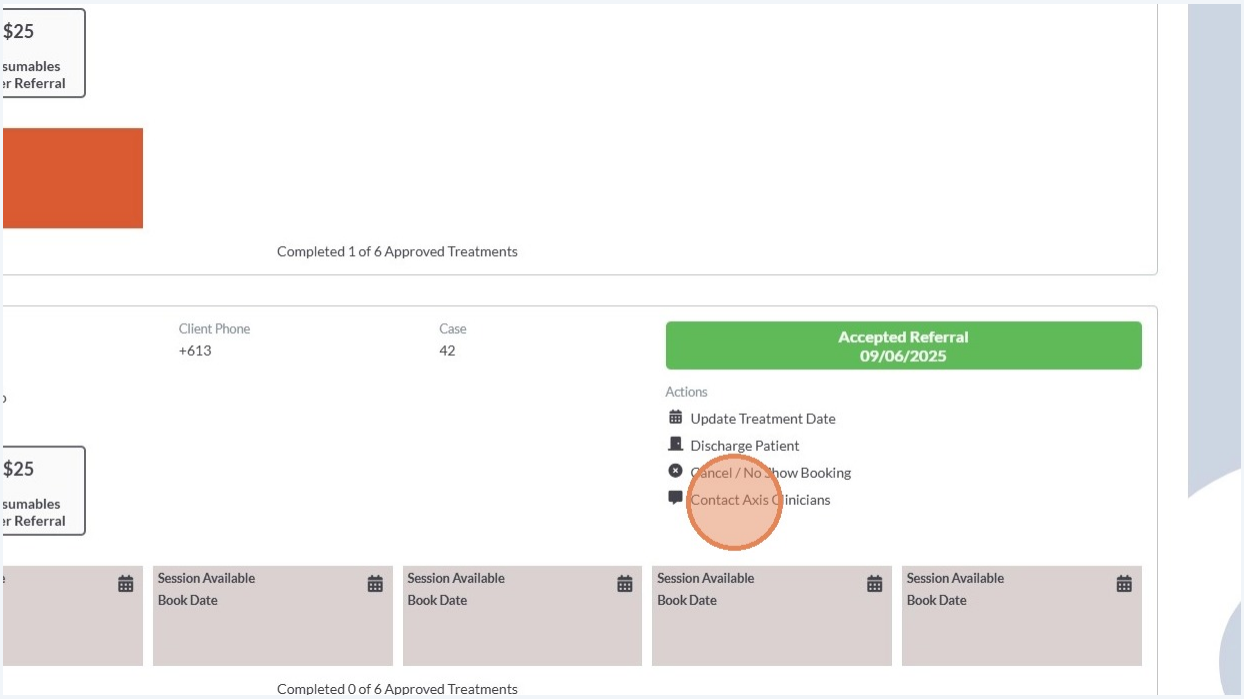
⚠ Emailed invoices are not able to be accepted. Invoices must be submitted via the Partner Dashboard to be processed for payment.

21 Once a session is completed, you'll automatically receive an email with a Recipient-Created Tax Invoice sent to your nominated billing email address. This usually happens shortly after completion is marked in the portal.

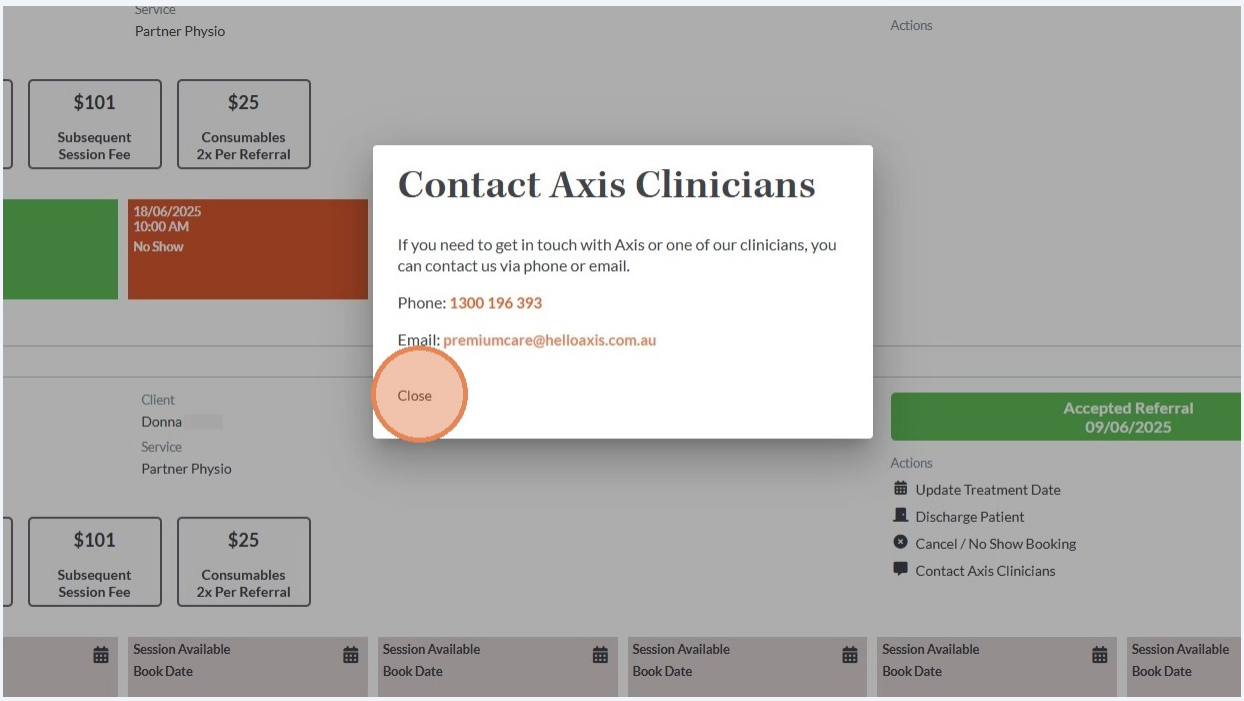


Support & Extra Sessions

22 You can view the Axis contact details in the portal if you need to clarify anything



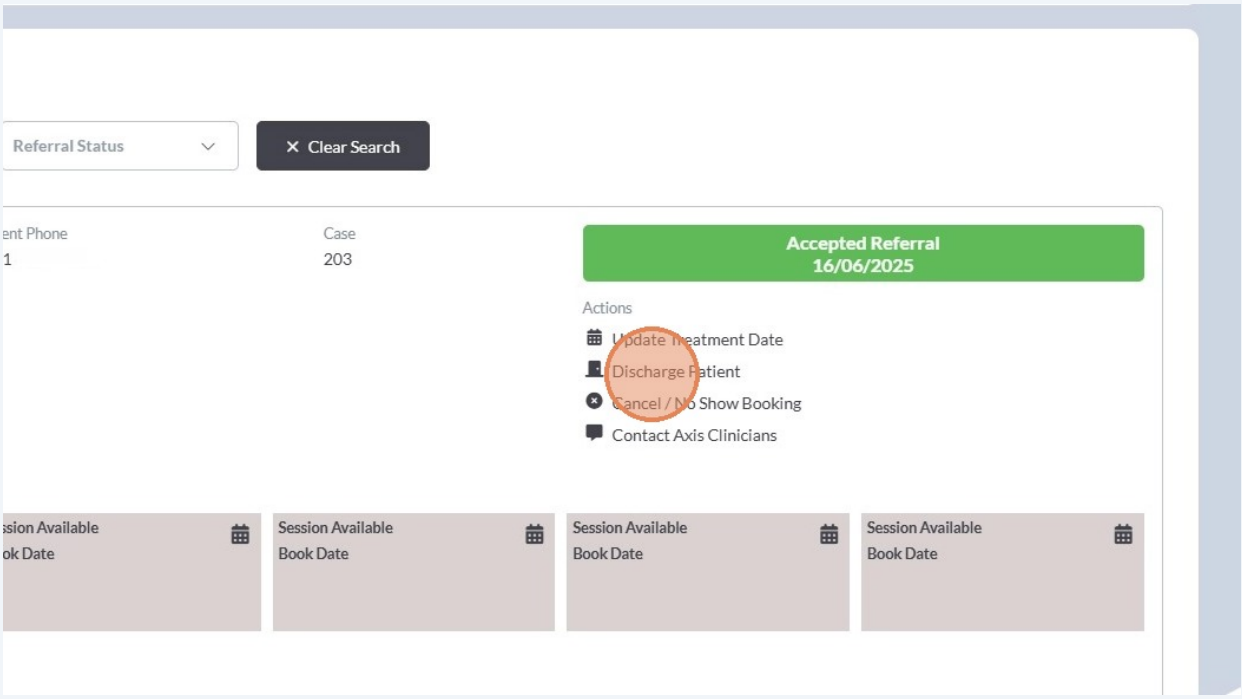
23 Use the details shown for any queries



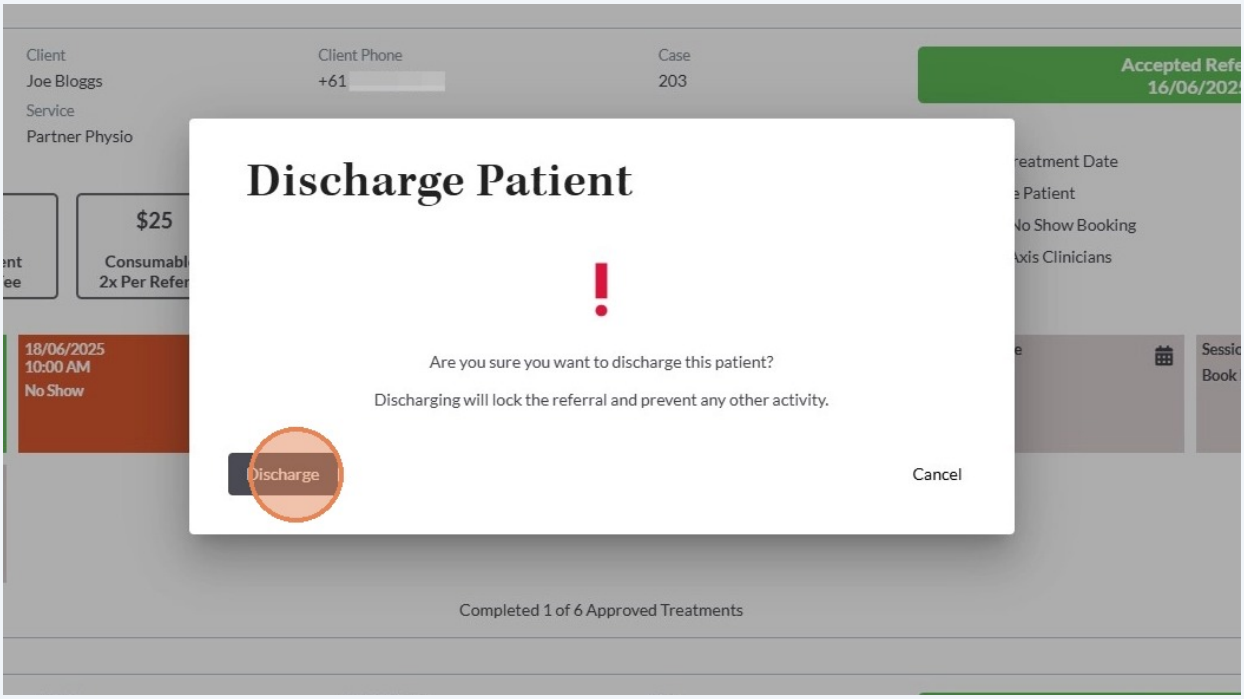
If you require additional sessions for the referral, please email premiumcare@helloaxis.com.au to request this.

Discharge a patient

24 Once care is complete, you can discharge the patient



25 Click "Discharge Patient". This closes the referral and prevents further updates



We recommend updating the portal straight away to keep everything in sync for the patient and our internal teams.

Keeping the Partner Portal up to date helps ensure accurate communication, timely invoicing, and a better experience for patients.

Thank you for partnering with Axis!