## User: I have this problem: Fragmentation (too many disconnected systems)

Agent: Alpaca can help with: All-in-one system

## User: I have this problem: Poor patient communication history

Agent: Alpaca can help with: Touch

## User: I have this problem: Missed and unreturned calls / Loss of patients

Agent: Alpaca can help with: Built-in call log with listening and transcription

## User: I have this problem: Poor patient experience

Agent: Alpaca can help with: Smart form

## User: I have this problem: Booking errors (when third parties make appointments; wrong doctors; wrong services)

Agent: Alpaca can help with: Services mapped to doctors

## User: I have this problem: Rescheduling/Cancellation errors

Agent: Alpaca can help with: Panic Window

## User: I have this problem: Reception burden

Agent: Alpaca can help with: Tooltips, descriptions and visual clues allowed everywhere

## User: I have this problem: Patients No-Shows

Agent: Alpaca can help with: Automatic SMS/WhatsApp/email reminders

## User: I have this problem: Manuel print of Concent Forms

Agent: Alpaca can help with: Forms are assigned automatically based on visit type, service, or lab

## User: I have this problem: Inaccurate marketing data (how patients found the clinic)

Agent: Alpaca can help with: Alpaca captures patient-declared source

## User: I have this problem: Poorly structured protocols

Agent: Alpaca can help with: Custom templates, structured fields, reusable text blocks

## User: I have this problem: Lack of Follow-Up

Agent: Alpaca can help with: Funnels + automated tasks

## User: I have this problem: Lack of Analytics on Clinic Performance

Agent: Alpaca can help with: Real-time dashboards, cancellation reports, lead source conversion, revenue, and patient LTV

## User: I have this problem: Non-Visible Partner/Referrer Efficiency

Agent: Alpaca can help with: Partner/referrer management with fee setup, service restrictions, and performance metrics

## User: What is Alpaca?

Agent: Alpaca is an all-in-one platform for medical businesses and patient care. It connects all systems, the full patient journey, and medical teams in one place. Alpaca combines CRM, EMR, ERP, PACS (imaging), LIS (labs), finance management, marketing analytics, and patient engagement tools into one seamless ecosystem. It helps clinics operate more efficiently, empower medical teams, and deliver better care to patients across web and mobile.

## User: What is Alpaca?

Agent: Alpaca is an all-in-one clinic management platform that integrates CRM, EMR, ERP, imaging, labs, finance, marketing, and patient communication.

### User: What is Alpaca?

Agent: Alpaca is a fully integrated clinic management platform designed to improve operational efficiency, patient care, and business performance for medical businesses of all sizes.

### User: What modules and features does Alpaca offer?

Agent: Alpaca offers an all-in-one platform including:

* - CRM (Customer Relationship Management)
* - EMR (Electronic Medical Records)
* - ERP (Enterprise Resource Planning)
* - Imaging and File Management
* - Business and Medical Analytics
* - Communication Tools (Chat, SMS, WhatsApp)

## User: Who is Alpaca for?

Agent: Alpaca is designed for clinic owners, administrators, doctors, IT teams, HR teams, and patients.

## User: What modules does Alpaca include?

Agent: Alpaca includes CRM, EMR, ERP, imaging (PACS), labs (LIS), finance management, HR management, online booking, and analytics.

## User: How is user access managed in Alpaca?

Agent: User roles in Alpaca include admins, doctors, IT teams, HR managers, and clinic owners, each with appropriate access levels.

## User: What pricing models are available?

Agent: Pricing starts at 300 for hospitals, 250 for clinics, and 200 for doctors per month. Contact sales for a custom offer.

## User: What integration capabilities does Alpaca offer?

Agent: Alpaca integrates with telephony systems, WhatsApp, SMS, lab equipment, and offers wide API support.

## User: What is the implementation and onboarding process?

Agent: Alpaca provides full migration support, staff training, and system customization during onboarding.

## User: What training and support services are available?

Agent: Alpaca offers documentation, video tutorials, live demos, and customer support.

## User: How does Alpaca ensure security and compliance?

Agent: Alpaca offers advanced cyber security, VPN access, and compliance with healthcare data protection regulations.

## User: How can I request a demo or pilot?

Agent: Request a demo via the website or contact demo@alpacamed.com for personalized assistance.

## User: Where can I find marketing and sales materials?

Agent: Explore our website, social media, case studies, blog posts, and downloadable materials like brochures and one-pagers.

## User: Who can use Alpaca?

Agent: Alpaca is designed for all clinic roles from business owners to medical and support teams. Heres what each role can do:

Clinic Owners / Directors

Access real-time business performance dashboards

Monitor revenue, cancellations, and patient conversion

Get insights to improve clinic operations and growth

Administrators / Front Desk Teams

Manage schedules, appointments, and remote check-ins

Handle inbound calls, WhatsApp, SMS, and online inquiries

Assign tasks to doctors and staff

Follow up with patients across all channels

Doctors / Medical Staff

Access and update electronic medical records (EMR)

View imaging (PACS), lab results (LIS), and treatment history

Create and manage treatment plans and prescriptions

Communicate securely with patients

IT Teams

Manage system settings, integrations, and API connections

Ensure data security and compliance

Support staff with technical onboarding

HR Teams

Manage staff roles, access permissions, and profiles

Track performance and manage payroll data

Support staff onboarding and training within Alpaca

## User: What can patients do with Alpaca?

Agent: Alpaca helps clinics provide a modern, digital-first patient experience. Heres what your patients can do:

Online Booking

Book appointments directly on your website or app without calling the clinic.

Remote Check-In

Fill out personal details, health questionnaires, and consent forms online before the visit.

Notifications and Reminders

Receive SMS, WhatsApp, or email notifications about appointments, follow-ups, and treatment plans.

Digital Patient Cabinet (Web & App)

Access appointment history, treatment plans, lab results, and prescriptions anytime from their phone or computer.

Communication

Chat with your clinic via WhatsApp, SMS, or other integrated messengers.

Paperless Experience

Skip paperwork at the front desk by completing everything online in advance.

Stay Connected After the Visit

Get follow-up reminders and personalized care suggestions to stay engaged with the clinic.

## User: How does Alpaca support large clinics and clinic chains?

Agent: Alpaca scales with your business, helping you manage multiple locations and complex operations in one system:

Multi-Branch Management

Manage multiple clinics, departments, or branches from a single platform.

Control roles, permissions, and workflows per location.

Centralized Patient Database

Share patient records, treatment histories, and appointments across branches with full privacy control.

Standardized Processes Across Locations

Ensure all clinics follow unified protocols, forms, and treatment standards.

Branch-Level and Group-Level Analytics

Get real-time insights into performance by branch or across the entire network.

Shared or Separate Scheduling

Allow patients to book at any branch or assign bookings to specific locations.

Scalable Infrastructure

Add new branches or services without switching systems or disrupting operations.

Financial Consolidation

Monitor revenue, costs, and performance across all branches in one financial dashboard.

## User: How does Alpaca support IT management and ensure security?

Agent: Alpaca is built with IT teams and security best practices in mind, providing full control and protection for medical data:

Flexible Deployment Options

Available as a Cloud (SaaS) or On-Premises solution depending on your security requirements.

Wide API Access

Supports custom integrations with your existing tools, equipment, and external services.

Enterprise-Grade Cybersecurity

Advanced data protection measures, including encryption, VPN support, and role-based access control.

Compliance with Healthcare Regulations

Designed to meet healthcare data protection standards (GDPR, HIPAA where applicable, local regulations).

User and Access Management

IT teams can define user roles, permissions, and access rights for all clinic staff and partners.

System Monitoring and Audit Logs

Track system activities, user actions, and data access with full audit trails.

Scalable IT Infrastructure

Designed to support clinics of all sizes from single-location practices to large healthcare networks.

## User: What does Alpacas implementation and onboarding process include?

Agent: Alpaca makes the transition smooth and hassle-free with end-to-end onboarding services:

Data Migration from Existing Systems

We transfer patient records, appointment histories, protocols, and other critical data from your old systems to Alpaca.

System Configuration for Your Clinic

We tailor Alpaca to match your workflows, services, staff roles, and patient journey.

Staff Training and Adoption Support

We provide training sessions, manuals, and onboarding materials to help your team get started quickly.

Process Optimization Consulting

Our team helps analyze and improve your existing workflows to make the most of Alpacas capabilities.

Dedicated Customer Success Manager

Youll have a personal contact to guide you through the onboarding process and support you afterward.

Post-Go-Live Support

After launch, we provide ongoing support to ensure everything runs smoothly and your team feels confident.

## User: How does Alpaca help clinics with sales, marketing, and patient growth?

Agent: Alpaca goes beyond clinic operations to boost patient acquisition, retention, and revenue:

End-to-End Marketing Analytics

Track the full patient journey from online ad click to completed visit and return appointments.

Patient Source Tracking

Capture where patients heard about your clinic (Google, Instagram, partners, etc.) for better campaign optimization.

Automated Follow-Up and Retention Funnels

Set automated reminders and follow-ups to bring patients back for repeat visits or treatments.

Campaign Performance Monitoring

Measure the ROI of your marketing activities, from social media to referral programs.

Multi-Channel Communication

Reach patients via WhatsApp, SMS, email, and social media all from one platform.

Online Booking and Website Integration

Convert more website visitors into booked patients with easy online scheduling.

Loyalty Programs and Personalized Offers

Build patient loyalty with special offers, packages, and membership programs managed directly in Alpaca.

## User: What kind of customer support and services does Alpaca provide?

Agent: Alpaca offers dedicated, ongoing support to help clinics succeed long after launch:

Dedicated Customer Success Manager

A personal contact who knows your clinic and helps you get the most out of Alpaca.

Live Support Channels

Reach us via WhatsApp, email, or phone for fast assistance.

Training and Learning Resources

Access video guides, help articles, and live training sessions for your team.

Onboarding and Setup Assistance

Full support during migration, system configuration, and go-live.

Ongoing System Updates

Regular feature updates and improvements based on user feedback.

Process and Performance Reviews

Periodic check-ins to help you optimize usage and improve results.

Multi-Language Support

Available in your local language to ensure your team feels comfortable.

## User: Why choose Alpaca?

Agent: Alpaca is more than just clinic software its a complete ecosystem for modern medical businesses.  
With Alpaca, you get:

All-in-One Platform  
CRM, EMR, ERP, Imaging, Labs, Finance, Marketing, Patient Engagement in one place.

For the Whole Team  
Owners, administrators, doctors, IT, HR everyone has the tools they need.

For Your Patients Too  
Online booking, remote check-in, patient app, and seamless communication.

For Growing Businesses  
Multi-branch management, real-time analytics, and scalable infrastructure.

For Your IT and Security Needs  
Cloud or on-prem deployment, API integrations, and enterprise-grade cybersecurity.

With Full Support From Day One  
Data migration, training, onboarding, and a dedicated customer success manager.

To Help You Grow Faster  
End-to-end marketing analytics, patient retention tools, and sales optimization.

Alpaca helps you focus on care, while we take care of the rest.

## User: What modules and features does Alpaca offer?

## User: What does Alpacas CRM module include? A:

Call handling with PBX or phone integration

WhatsApp, SMS, Facebook, Instagram messaging

Website lead forms and online booking management

Automated tasks and reminders

Full patient communication history

End-to-end marketing and conversion tracking

2. EMR (Electronic Medical Record)

## User: What does Alpacas EMR module include? A:

Patient medical histories and health records

Customizable treatment protocols and templates

Diagnosis and prescription management

Lab and imaging result integration

Doctors cabinet accessible on any device

HL7 and medical equipment integration

3. ERP (Enterprise Resource Planning)

## User: What does Alpacas ERP module include? A:

Invoicing, billing, and payment processing

Loyalty programs and insurance management

Wages and HR management

Financial performance dashboards and reporting

Multi-branch financial control

4. Imaging (PACS / DICOM Viewer)

## User: What does Alpacas Imaging module include? A:

Viewing and managing medical images (DICOM)

Access for both doctors and patients

Linking images to treatment plans and patient records

No need for external viewers all in one system

5. Analytics and Reporting

## User: What analytics and reporting tools does Alpaca offer? A:

Real-time dashboards for clinic and staff performance

Conversion and retention analytics

Marketing source tracking (Google, social, etc.)

Revenue, patient LTV, and cancellation reports

Customizable reports for business decision-making

6. Communication Tools

## User: What patient communication tools are available in Alpaca? A:

WhatsApp, SMS, email, Facebook, and Instagram messaging

Automated appointment reminders

Two-way communication with patients across channels

Integrated communication history on every patient profile

Mass messaging and individual follow-ups

## User: What is the "New Task" feature and how does it work?

Agent:  
The "New Task" feature allows clinic staff to document and schedule follow-up activities, such as:

Calling a patient in a week

Confirming an upcoming appointment

Heres how to create a new task:

Assign a Responsible Person

Select the staff member who will handle the task.

Select the Contact

Choose the patient or contact the task relates to.

Set a Due Date

Define the date by which the task should be completed.

Choose Task Type

Pick the category that best describes the task (e.g., reminder call, appointment confirmation).

Select Communication Type

Specify how the task will be performed (e.g., outgoing call, email).

Add a Comment

Provide details or context in the comment field.

Save the Task

Click Save to confirm.

Once saved, the task will appear in the task management panel, where staff can track and complete it on time.

Example Dialogue: Task Creation for Follow-Up

### User: Can I use Alpaca to remind my team to call patients next week?

Agent:  
Absolutely! You can use the New Task feature to schedule follow-ups or any other task.  
Heres how it works:

Select the team member responsible for the task.

Choose the patient or contact.

Set the due date (for example, next week).

Pick the task type, like Follow-up Call.

Select the communication method (phone, email, etc.).

Add any notes or instructions.

Click Save.

The task will appear in your task list, so your team never misses a follow-up.

Extended Example Dialogue: Offering a Guide or Visual

### User: Sounds good. Do you have something I can show my team?

Agent:  
Yes, of course!  
Heres what I can provide to help your team get started:

Quick Step-by-Step Guide a short text summary you can share on Slack, WhatsApp, or email.

Screenshot Example showing the New Task screen with all the fields to fill.

Short Video Walkthrough demonstrating how to create and manage tasks in real time.

Let me know which format you prefer, and Ill send it right away.

Agent:  
At the moment, I have a screenshot showing how the task creation screen looks.  
Here it is:

[Attaches Screenshot]

This screen lets you:

Assign the responsible person

Select the patient

Set the date

Define the task and communication type

Add a comment

Save the task

## User: What is the New Touch feature and how does it work?

Agent:  
The New Touch feature allows you to record, manage, and track patient interactions across different communication channels like phone, WhatsApp, and email.

Who uses it?

Receptionists / Call Center Staff

Log patient interactions and schedule appointments.

Doctors / Medical Staff

View scheduled appointments and previous patient interactions.

Clinic Managers / Admins

Analyze patient interaction history for reporting and efficiency tracking.

How to Schedule an Appointment from New Touch:

Open New Touch.

Search for an existing patient or create a new patient.

Select a free appointment slot on the clinics schedule.

Choose the service.

Save the appointment.

The appointment is now successfully booked and added to the patients interaction history.

Key Features in the New Touch Interface:

Patient Search & Creation

Find existing patients or create a new patient profile.

Patient History Overview

View all previous interactions with the clinic.

Interaction Logging (Touch Results)

Mark outcomes like "Appointment", "No Show", "Canceled", etc.

Action Buttons

Complete Form Add detailed interaction notes.

Create Task Assign a follow-up action.

Save Save the recorded interaction.

Pagination for Touch History

Navigate through the patients interaction history pages if there are multiple records.

Example User Dialogue: Scheduling an Appointment via New Touch

### User: Can I use Alpaca to log calls and schedule appointments directly?

Agent:  
Absolutely! You can do that using the New Touch feature.  
It helps your team manage and document every patient interaction in one place.

Heres how you can schedule an appointment right from the call:

Open New Touch while youre speaking with the patient.

Search for the patient or create a new one if theyre not yet in your system.

Pick a free slot on the clinics schedule.

Select the service theyre booking for.

Save the appointment itll appear on the calendar and in the patients interaction history.

You can also log the result of the call, like:

"Appointment booked"

"Patient needs follow-up"

"No answer"

Or any other custom status your team uses

Example User Dialogue: Logging Non-Productive Patient Interactions

### User: Sometimes patients dont confirm or refuse services. Can we log that too?

Agent:  
Yes, you definitely can!  
Alpaca allows you to log any type of interaction outcome, even if the patient doesnt book.

Heres how to record non-productive touches like:

"Doesnt want to pay"

"Spam"

"Appointment cancellation or rescheduling"

"Technical issue"

Heres what your team can do:

Open New Touch when the interaction happens.

Search for the patient or create a quick record if its a new contact.

In the Touch Results list, select the relevant outcome for example, Doesnt want to pay or Spam.

Optionally, add a comment for context.

Save the touch.

This will appear in the patients interaction history, helping your team avoid wasting time on the same issue again or giving context for future follow-up.

Would you like to customize the list of touch results to fit your clinics needs?

Example User Dialogue: Creating a Follow-Up Task from a Touch

### User: If the patient isnt ready to book now, can we set a reminder to call them later?

Agent:  
Yes, thats exactly what the Create Task button is for in the New Touch screen.

Heres how your team can create a follow-up task:

During the interaction, open New Touch.

Search for or create the patient record.

Log the interaction result for example, Needs more time to decide.

Click Create Task.

Assign the responsible team member.

Set the follow-up date (e.g., next week).

Add a comment like Call back to check if they want to book.

Save the task.

The task will appear in the assigned team members task list, so they wont forget to follow up on time.

Example User Dialogue: Searching or Adding a New Patient During a Call

### User: What if the patient is new and not yet in our system? Can we add them during the call?

Agent:  
Of course! Alpaca makes it easy to search for existing patients or create new ones on the fly right from the New Touch screen.

Heres how to do it:

Open New Touch.

Start typing the patients name or phone number in the search bar.

If they already exist, youll see them in the list just select their profile.

If they are not found, click Create Patient.

Fill in their basic information like name, phone, gender, and birth date (you can complete other details later).

Save the patient theyre now added to your database.

Proceed to schedule appointments, log interactions, or create tasks as usual.

This way, you build your patient database in real-time, even during the first contact.

Would you like to predefine required fields to make sure your team collects the right data every time?

Example User Dialogue: Viewing Patient Interaction History

### User: Can I check what happened before with this patient? Like, who talked to them and what was promised?

Agent:  
Yes, you can! Alpaca automatically records all past interactions with every patient in their Interaction History.

Heres what youll see in the Touch History Panel:

A chronological list of all interactions (calls, messages, bookings, cancellations, etc.).

Dates and times of each interaction.

Results of each touch (e.g., appointment booked, patient canceled, no-show).

Responsible team member who handled each interaction.

Comments or notes left by the team.

You can also scroll through multiple pages if the patient has a long history.

This helps your team stay in sync and avoid repeating the same questions to the patient.

Example User Dialogue: Finding Available Appointment Slots Using the Calendar

### User: How do I find a free slot while Im on the phone with a patient?

Agent:  
Great question! You can do that directly from the New Touch screen using the built-in Calendar (Scheduler).

Heres how it works:

Open New Touch and select the patient.

The Calendar will appear, showing the current month and available dates.

Click on any date to see available time slots and doctors.

Choose the most suitable time based on patient preference.

Confirm the service they are booking for.

Save the appointment.

The patients confirmed appointment will appear immediately in the clinics schedule and in the patients history.

Example User Dialogue: Logging the Communication Channel Used

### User: Do we log how the patient contacted us? Like, whether it was WhatsApp or phone?

Agent:  
Yes, Alpaca allows you to document the communication channel used for every interaction.

When you log a touch in New Touch, you can:

Select the communication type, such as:

Phone call

WhatsApp message

SMS

Email

Social media message (Instagram, Facebook)

Record the result of the interaction (appointment booked, follow-up needed, no answer, etc.).

Add any additional notes, like patient preferences or special requests.

This way, your clinic builds a full communication trail for every patient, making it easy to follow up using the same or a different channel next time.

Example User Dialogue: Saving and Closing an Interaction

### User: What happens after I fill everything in? Do I need to close the window or save it somehow?

Agent:  
Yes, after logging all the details in New Touch, you simply click Save to confirm the interaction.

Heres what happens when you save:

The interaction result, communication type, and notes are saved to the patients history.

Any appointment you booked appears on the clinics schedule.

Any task you created is added to the responsible staff members task list.

The interaction is closed, and the system is ready for the next patient.

If you dont want to save the interaction, you can simply close the window without saving.

Summary of the New Touch Workflow

The New Touch screen in Alpaca helps your team log, manage, and act on every patient interaction in real time.  
It allows you to:

Find or create a patient record

Log the communication channel (phone, WhatsApp, email, etc.)

Select the interaction result (appointment booked, follow-up needed, etc.)

Schedule appointments or create follow-up tasks

Review patient history to stay informed

Save the interaction so it appears in the patients timeline and task list

This makes it easy for reception, doctors, and managers to stay in sync, avoid mistakes, and provide a great patient experience across all channels.

## User: What is the New Task feature, and how do I use it?

Agent:  
The New Task feature in Alpaca allows you to schedule and document follow-up activities or future actions.  
Its perfect for things like:

Reminding yourself or your team to call a patient next week

Scheduling a task to confirm an upcoming appointment

Following up on a pending payment or inquiry

How to Create a Task:

Assign a Responsible Person

Select the staff member who should complete the task.

Select the Contact (Patient)

Choose the patient or lead the task is about.

Set the Date

Define when the task should be completed.

Select the Task Type

Categorize the task (e.g., Follow-up, Payment Reminder).

Choose the Communication Type

Specify how the task will be carried out (e.g., Outgoing Call, Email).

Add a Comment

Include any details or instructions for the assignee.

Click Save

The task will now appear in the Task Management section for tracking and execution.

Example User Dialogue: Using the New Task Feature for Follow-Ups

### User: We often forget to follow up with patients. Can Alpaca help us set reminders for the team?

Agent:  
Yes, thats exactly what the New Task feature is for!  
It helps your team schedule follow-up activities so nothing gets missed.

Heres how it works:

Open the New Task window.

Select the responsible team member who should complete the follow-up.

Pick the patient or contact.

Set the follow-up date for example, Call next Monday.

Choose the task type, such as Follow-up Call or Appointment Confirmation.

Select the communication method phone, email, or WhatsApp.

Add any extra details in the comment box, like Patient asked to be called after 5 PM.

Click Save the task is now assigned and visible in the Task Management panel.

## User: How do I add a new patient to the system?

Agent:  
You can easily add a new patient while managing a conversation or booking:

Go to New Touch.

Start typing the patients name or phone number.

If no record exists, click Create Patient.

Fill in the required fields (name, phone, gender, passport if applicable).

Click Save the patient is now added to your system.

Q: How do I book an appointment for a patient?

Agent:

Go to New Touch.

Search for or create the patient.

Select an available slot in the calendar.

Choose the service.

Click Save the appointment is confirmed.

Q: How do I cancel an appointment?

Agent:

Find the appointment in the calendar or patient history.

Click Cancel.

The appointment is removed from the schedule.

Q: How do I reschedule an appointment?

Agent:

Find the existing appointment.

Click to edit or reschedule.

Select the new date and time.

Save the changes the updated appointment appears in the calendar.

Q: How does patient check-in work?

Agent:

Go to the Reception / Check-In section.

Select the patient who arrived.

Click Check-In.

Use the signature pad (if applicable).

Click Save and Sign.

The patient is now checked in, and the doctor can open their medical record.

Q: How do I process a payment?

Agent:

Go to the Reception / Payment section.

Select the patient or appointment to pay for.

Click Pay.

Select the payment method (Cash, Credit Card, Check, etc.).

Enter payment details if needed (for checks, for example).

Click Pay.

You will receive a payment confirmation document if the payment is successful.

Example Dialogue: New Patient Registration

### User: The patient isnt in the system yet. What should I do?

Agent:  
No problem! You can create a new patient record right in Alpaca:

Open New Touch.

Type the patients name or phone number.

If nothing comes up, click Create Patient.

Fill in their name, phone, gender, and other details if you have them.

Click Save and youre ready to continue booking or documenting the interaction.

Example Dialogue: Booking an Appointment

### User: How do I book a time for them?

Agent:  
Easy! Heres what you do:

After selecting the patient in New Touch,

Look at the calendar for available slots.

Pick a day and time that works.

Choose the service they need.

Click Save the appointment is now booked.

Example Dialogue: Cancelling an Appointment

### User: The patient wants to cancel. Whats the easiest way?

Agent:  
You can cancel directly from the calendar or the patients history:

Find the appointment.

Click Cancel.

The slot will be removed from the schedule immediately.

Example Dialogue: Rescheduling an Appointment

### User: The patient wants a different day. How do I move the appointment?

Agent:  
Heres how to reschedule:

Open the appointment details.

Click to edit or reschedule.

Pick the new date and time.

Save your changes the new time will appear in the schedule.

Example Dialogue: Patient Check-In

### User: What do I do when the patient arrives at the clinic?

Agent:  
Use the Check-In process:

Go to the Reception section.

Select the patient.

Click Check-In.

Have them sign on the pad if required.

Click Save and Sign they are now officially checked in.

Example Dialogue: Taking a Payment

### User: The patient wants to pay by card. What should I do?

Agent:  
Heres how to process the payment:

Go to Reception / Payment.

Select the patients service or appointment.

Click Pay.

Choose Credit Card as the payment method.

Complete the payment.

Youll receive a receipt confirmation once its successful.

Summary: Front Desk and Appointment Management Workflow

Alpaca gives your front desk team everything they need to manage the entire patient journey from first contact to payment.  
Heres what your team can do in just a few clicks:

Register a New Patient

Add new patient details when no record is found.

Book an Appointment

Select available slots and services in the calendar.

Cancel or Reschedule Appointments

Edit or remove bookings directly from the schedule.

Check-In Patients

Register arrivals, collect signatures, and confirm check-in status.

Process Payments

Accept cash, card, or checks and issue payment receipts.

Track Interaction History

See all past communications, bookings, and outcomes.

Schedule Follow-Up Tasks

Assign reminders or future actions to the team.

With Alpaca, your team works faster, smarter, and more consistently, improving both patient experience and clinic performance.

## User: What if the patient doesnt know exactly what service or time they want?

Agent:  
You can use Alpacas Service Selection and Offer Sending process to help the patient decide later.

How it works:

Service Selection (Without Scheduling Yet)

Open the Services tab.

Browse or search available services (like Check-up, Dental Hygiene, Consultation).

Select one or more services the system will show:

Title

Price per unit

Quantity

Total price

Duration (minutes)

You can dynamically update selections and the system will recalculate totals.

Send Offer

Click Send Offer to email the patient a detailed proposal with:

List of selected services

Total price

Duration

Wait for Patient Confirmation

The patient receives the offer and can confirm or request changes before scheduling.

Scheduling After Confirmation

Once the patient agrees, you can:

Select a date in the calendar

Pick an available time slot

Confirm the appointment

Advanced Features:

Service Packages: Combine multiple services into one offer.

Dynamic Pricing: Adjust quantity and price in real time.

Multiple Branch Support: Show available times across different clinic locations.

Time Slot Control: Select exact slots based on service duration.

Example User Dialogue: Sending a Price Offer Before Booking

### User: The patient isnt sure yet can I send them an offer to confirm later?

Agent:  
Yes, you can send a Price Quote (Offer) by email, so they can review and confirm before you book.  
Heres how:

Go to the Services tab.

Select the services they are interested in (like Check-up, Dental Hygiene, Blood Analysis).

Review the price, quantity, and duration.

Click Generate Offer to create a formal price quote.

Send the offer by email using the Send to patients e-mail button.

The patient will receive a PDF quote with all details and pricing.

When they confirm:

You can open the Schedule a List of Services screen.

See all available time slots across different doctors and locations.

Book the confirmed services in just a few clicks.

Q: What can I do in the Reception module?

Agent:  
Alpacas Reception Module helps your front desk manage todays schedule, check-in statuses, and payments all in one place.

What you can see and do in Reception:

View Todays Appointments

See patient names, appointment times, and referral info.

Check-In Patients

Mark patients as arrived and ready for their appointment.

Collect Forms and Signatures

Open the Print Form Editor, select the required form, and capture the patients signature on the pad.

Collect Payments

Proceed to the payment step to finalize the visit.

Example User Dialogue: Using the Reception Module for Check-In

### User: Whats the easiest way to check in a patient when they arrive?

Agent:  
You can do it right from the Reception Module. Heres how:

Find the patient on todays schedule.

Click Check-In.

If needed, open the Print Form Editor, select the required form, and ask the patient to sign on the pad.

Click Save and Sign the patient is now marked as checked in.

After that, you can proceed to payment collection or let the medical team know the patient is ready.

Would you like me to show you how to customize the check-in process or automatically trigger forms based on the service?

Example User Dialogue: Handling Patient Payments at Reception

### User: How do I process payments after check-in?

Agent:  
Heres how you complete the payment process right after check-in:

After the Check-In, go to the Payment section on the same screen.

Select the service or appointment the patient needs to pay for.

Click Pay.

Choose the payment method:

Credit card

Cash

Bank transfer

Check

If its a check, enter the check details like date, bank, and check number.

Click Confirm Payment.

The system will generate a receipt document, which you can print or email to the patient immediately.

Example User Dialogue: Tracking and Managing Unpaid Appointments

### User: Sometimes patients dont pay immediately. How do we track unpaid visits?

Agent:  
You can easily track unpaid or partially paid appointments in Alpaca.  
Heres how:

Open the Reception Module or the Payments Report.

Look for appointments marked with a red payment status or a negative balance.

Youll see the amount due displayed right in the appointment row.

From there, you can:

Send a payment reminder via email or SMS.

Collect payment when the patient returns.

Filter your schedule to view only unpaid cases using the status filters.

This way, you never lose sight of outstanding balances, and you can follow up directly from the system.

Q&A Block: Lab Tests Management in Alpaca

## User: How does Alpaca help manage lab tests?

Agent:  
Alpaca provides a built-in Laboratory Information System (LIS) to manage the full lifecycle of lab tests:

What You Can Do with Lab Tests in Alpaca:

Order Lab Tests

Add lab test orders directly from the patients medical record or New Touch.

Select the required tests from your service catalog.

Schedule them as part of the patients visit.

Track Lab Orders

See all pending lab tests in the patients Lab Tests tab.

View test status (e.g., ordered, in progress, completed).

Receive and Store Results

Lab results are automatically attached to the patients record once completed.

Doctors and patients can review results directly in Alpaca without external systems.

Connect to Lab Equipment

Integrate with lab devices to automate result imports (where supported).

View Historical Results

Access previous lab results in the patients history for continuity of care.

Example User Dialogue: Managing Lab Tests

### User: Can we order and track lab tests directly in Alpaca?

Agent:  
Yes, you can! Heres how:

Open the patients record or New Touch.

Go to the Lab Tests tab.

Select the required lab tests (blood work, imaging, etc.).

Schedule or confirm the test order.

Youll be able to track the status, receive results directly in the system, and review historical data anytime.

Would you like me to show you how to set up automatic result notifications for doctors or patients?

Q&A Block: Treatment Plan Management and Documentation

## User: How do doctors create and manage treatment plans in Alpaca?

Agent:  
Alpacas EMR Module helps doctors plan, document, and manage treatments efficiently.

Key Features for Treatment Management:

Customizable Protocols

Create custom treatment protocols tailored to specialties like dermatology, cardiology, IVF, etc.

Pre-Built Templates

Use ready-made templates to standardize treatment documentation.

Editable Treatment Plans

Add medications, procedures, or follow-up visits to the patients treatment plan.

Direct Patient Communication

Send treatment summaries via SMS, WhatsApp, or email.

Tracking and History

Review the full treatment history and planned future steps in the patients record.

Digital and Paper Output

Print or share treatment plans digitally.

Example User Dialogue: Creating a Treatment Plan

### User: How do I create a treatment plan for a patient?

Agent:  
Its quick and easy in Alpaca:

Open the patients medical record.

Go to the Treatment Plan section.

Select a protocol or template, or build one from scratch.

Add medications, procedures, and follow-up recommendations.

Save and send the plan to the patient by SMS, WhatsApp, or email.

The treatment is now saved in the patients medical history for future reference.

Would you like me to show you how to customize treatment templates for your specialty?

## User: Can doctors add medical notes and attach images to patient records?

Agent:  
Yes, Alpaca allows doctors to document medical notes and attach supporting materials like images, files, or photos.

Key Features for Documentation:

Free-Text Medical Notes

Doctors can add unlimited notes to the patients medical record for any visit or observation.

Structured Fields

Notes can include structured data, such as symptoms, findings, or measurements.

File Attachments

Doctors can attach images, scans, or documents to the patients record.

Supported files include DICOM, JPG, PDF, and more.

Photo Protocols

Capture and store before/after images for aesthetic or clinical documentation.

Secure Storage

All notes and attachments are stored securely and linked to the patients timeline.

Accessible Anytime

Staff can review the notes and attachments anytime, anywhere on desktop or mobile.

Example User Dialogue: Adding Medical Notes and Images

### User: Can I add photos or documents to the medical record?

Agent:  
Yes, you can!  
Heres how:

Open the patients medical record.

Go to the Notes or Attachments section.

Write your observation or diagnosis in free text or use structured fields.

Click Attach File to upload images, scans, or documents.

Save everything is now securely stored in the patients record.

## User: Can Alpaca help doctors manage prescriptions and medications?

Agent:  
Yes, Alpaca includes prescription management tools to help doctors quickly prescribe treatments and avoid medication conflicts.

Key Features for Prescription Management:

Quick Prescription Entry

Add medications directly from the medical record or treatment plan.

Drug Interaction Checker

Get real-time warnings if the prescribed drugs have potential interactions.

ICD and ATC Coding Support

Select diagnosis and medication codes for proper documentation and reporting.

Patient-Facing Prescription Summary

Share the prescription details with the patient via SMS, email, or printed documents.

Full Prescription History

View all past prescriptions and medications in the patients record.

Integration with Pharmacies (if applicable)

Optionally send prescriptions electronically to partner pharmacies.

Example User Dialogue: Managing Prescriptions

### User: Can I manage prescriptions inside Alpaca?

Agent:  
Absolutely!  
Heres how you do it:

Open the patients medical record.

Go to the Prescriptions section.

Add the required medications from your drug catalog.

Review any drug interaction warnings.

Save and send the prescription to the patient via SMS, email, or print.

All prescriptions are saved in the patients medication history for future reference.

Q&A Block: Lab Result Review and Patient Notification

## User: How do doctors review lab results and notify patients?

Agent:  
Alpacas integrated LIS module makes it easy to review lab results and communicate them to patients.

Key Features for Lab Result Management:

Centralized Lab Results Access

View all incoming lab results in the patients record.

Result Status Tracking

See whether results are pending, received, or reviewed.

Doctor Review Panel

Open the Lab Results tab to review details, values, and ranges.

Historical Result Comparison

Compare current and past results to track patient progress.

Patient Notification Tools

Send results to patients via SMS, email, or app notification.

Option to add doctors comments before sending.

Attachment of Lab Documents

Attach official lab reports to the patients file.

Example User Dialogue: Reviewing and Sending Lab Results

### User: How do I send lab results to a patient?

Agent:  
Easy! Heres what you do:

Go to the Lab Results tab in the patients medical record.

Review the test details and values.

Add any comments or recommendations if needed.

Click Send to Patient to deliver the results via SMS, email, or the patient app.

The patient receives the results instantly, and they stay recorded in the patients history.

## User: Can doctors create and manage medical tasks for themselves or their team?

Agent:  
Yes, Alpaca allows doctors to create, assign, and track tasks related to patient care or clinic operations.

Key Features for Medical Task Management:

Task Creation From Patient Record

Create a follow-up, reminder, or next-step task while working with a patient.

Assignment to Team Members

Assign tasks to yourself, other doctors, nurses, or reception staff.

Deadline and Priority Setting

Define a due date and task category (e.g., lab review, follow-up call).

Task List View

See all pending and completed tasks in the Task Management Panel.

Task History Linked to Patient

All tasks are visible in the patients timeline, providing full context.

Notification and Follow-Up

Notify the responsible team member when a task is assigned.

Example User Dialogue: Managing Doctor Tasks

### User: Can I set reminders for myself or my staff to follow up with patients?

Agent:  
Definitely! Heres how you can create a medical task:

Open the patients record.

Click Create Task.

Assign it to yourself or a colleague.

Set the due date and task type (e.g., Review lab results next Monday).

Add comments or instructions if needed.

Click Save.

The task will appear in the assigned persons task list with all the patient context attached.

1. Dictionaries in Use Example User Dialogues

Touch Results

### User: Can I track the outcome of every patient interaction? Agent: Yes! You can record results like 'Appointment booked', 'No answer', or 'Does not want to pay' to keep a complete communication history.

Patient Sources

### User: How can I see where my patients are coming from? Agent: Alpaca lets you tag each patient source, like Google, Facebook, or Referrals, so you can analyze what channels bring you the most clients.

Task Types

### User: Can I classify different follow-up tasks? Agent: Absolutely! You can create task types like 'Follow-up Call', 'Appointment Confirmation', or 'Lab Result Review' to keep your workflows organized.

Cancellation Reasons

### User: How do we track why patients cancel? Agent: You can select a cancellation reason for every canceled appointment, such as 'Patient request', 'Doctor unavailable', or custom reasons your clinic defines.

Employee Statuses

### User: How do I track which employees are active? Agent: You can set statuses like 'Active', 'On Leave', or 'Resigned' to manage your clinics staffing records.

2. Medical Document and Prescription Settings Example User Dialogues

Medical Document Settings

### User: Can we customize medical document templates for our clinic? Agent: Yes! You can set up custom templates for examination protocols, treatment plans, and medical reports to fit your clinic's needs.

Prescription Settings

### User: Can we configure prescription templates and link them to drug catalogs? Agent: Absolutely! You can manage your prescription output and ensure it follows pharmacy requirements, including ICD codes or other catalog references.

Tab Names (Needs to be saved once)

### User: Can we customize the names of tabs in the patient profile? Agent: Yes, you can rename tabs like 'Medical History' or 'Lab Results' once during setup to match your clinics terminology.

3. Cashier Settings Example User Dialogue

### User: How do we make sure our invoices and receipts meet local tax regulations? Agent: You can configure your invoice and receipt templates to include your clinic's legal details, tax ID, and address. We recommend checking local tax rules to make sure youre compliant.

Q&A Block: General System Settings

The General Settings section allows system administrators to configure global parameters, including languages, appointment statuses, reception color codes, phone input formatting, and more.

1. Localization (Locales):  
- Enable or disable available languages for user profiles.  
- Supported languages: Russian, English, Hebrew, Uzbek (Latin)

2. Scanner Settings:  
- Enable or disable the scanning feature for hardware devices like ID scanners.

3. Appointment Statuses (Schedule Statuses):  
- Define how different appointment statuses behave in the scheduling system:  
 - Hidden in Schedule Toggle Hide or show statuses in the calendar.  
 - Cancellable Toggle Allow or prevent cancellations for specific statuses.  
- Default Statuses Include:  
 - Ordered Appointment created but not confirmed or completed.  
 - To be completed Upcoming appointment.  
 - Completed Finished appointment.  
 - Pre-checked in Patient started check-in but not arrived yet.

4. Schedule and Reception Colors:  
- Customize colors for schedule and reception views using the standard color palette.

5. Input Masks:  
- Configure phone number formatting patterns to standardize data entry.

6. Offer Settings:  
- Placeholder section for future configuration options related to sending patient offers.

7. PWA (Progressive Web App) Settings:  
- Placeholder section for future mobile app optimization settings.

Example User Dialogues: General System Settings

Locales

### User: Can we support multiple languages in Alpaca? Agent: Yes, you can enable or disable Russian, English, Hebrew, or Uzbek (Latin) in the Locales tab.

Scanner Settings

### User: Can we control whether scanners are active? Agent: Yes, you can toggle scanning on or off in the Scanner Settings.

Schedule Statuses

### User: Can we customize how appointment statuses appear? Agent: Yes, you can set each status to be visible or hidden in the calendar and decide whether it can be canceled.

Schedule and Reception Colors

### User: Can we change the color coding in the schedule? Agent: Yes, you can set custom colors for schedule and reception views using the color palette.

Input Masks

### User: Can we standardize phone number entry? Agent: Yes, you can define phone number patterns in the Input Masks tab.

Offer Settings

### User: What can we configure in Offer Settings? Agent: This section is reserved for future features. Stay tuned for updates.

PWA Settings

### User: What are PWA settings for? Agent: This section is reserved for upcoming mobile optimization features. More details will be available soon.

Q&A Block: Internal Chat for Clinic Teams

## User: What is the Chat feature in Alpaca?

Agent:  
Alpacas Internal Chat provides real-time messaging between clinic staff, including doctors, nurses, and administrators.  
It helps teams coordinate patient care and clinic operations without leaving the system.

Key Features:

Accessing the Chat

Click the Chat icon on the left menu to open the chat interface.

Creating New Chat Rooms

Click the "+" button in the Chat Room list.

Select staff members to start a private or group chat.

Messaging

Type a message and press Ctrl + Enter or click the send icon to send.

Attach files using the clip icon.

Send emojis using the emoji icon.

Managing Chat Room Settings

Change the chat room name, view the creation date, or add/remove members using the settings icon.

Screen Elements Overview:

Chat Room List See active conversations with timestamps.

Main Chat Window View messages, sender names, and timestamps.

Message Input Panel Compose messages, attach files, and send emojis.

Functional Capabilities:

Create and manage chat rooms.

Send real-time text, files, and emojis.

Track message statuses.

Example User Dialogues: Using the Chat Module

1. Starting a New Chat

### User: How do I start a new chat with a colleague?

Agent:  
Easy! Just click the "+" button in the Chat Room list.  
Then select the team member you want to chat with.  
You can add more members later using the settings icon.

2. Sending Messages and Files

### User: Can I send messages and share files?

Agent:  
Absolutely! Type your message at the bottom and press Ctrl + Enter or click the send icon.  
To share a file, click the clip icon, choose a file from your computer, and send it.  
You can also add emojis using the emoji icon to make your messages more friendly.

3. Managing Chat Settings

### User: Can I change the chat room name or add more people?

Agent:  
Yes, just click the settings icon next to the chat room name.  
There you can:

Rename the chat

See when it was created

Add or remove team members

Q&A Block: Reception Module (Check-in & Payment Management)

## User: What is the Reception module used for in Alpaca?

Agent:  
The Reception Module is designed for managing patient check-ins, confirming arrivals, and tracking payments during clinic visits.

Key Functionalities:

Schedule Table

Displays upcoming appointments with columns for:

Date/Time

Patient Name

Referral Source

Check-in Status (with colored markers and icons)

Check-In Process

Select a patient from the schedule.

Click Check-In to start the process.

Collect patient data (optional).

Scan documents if needed.

Capture patient signature on the pad.

Save medical or administrative documents.

Proceed to Payment and issue a Receipt.

Print Form Editor

Select required forms for the patient to sign digitally.

Confirm by clicking Save and Sign.

Payment Tracking

See outstanding balances displayed in red next to the patients name.

Process payments and generate receipts.

Example User Dialogues: Using the Reception Module

1. Checking in a Patient

### User: Whats the process to check in a patient when they arrive?

Agent:

Find the patient on todays schedule.

Click the Check-In button.

Collect any required details or scans.

Ask the patient to sign on the pad.

Save the check-in and move to payment or consultation.

2. Printing and Signing Forms

### User: Can we collect digital signatures on consent forms?

Agent:  
Yes, you can!

Open the Print Form Editor from the check-in screen.

Select the required form template.

Ask the patient to sign on the pad.

Click Save and Sign to complete.

3. Processing Payments and Tracking Balances

### User: How do I see if a patient owes a payment?

Agent:  
Any unpaid balance is shown in red next to the patients name on the schedule.  
You can:

Click Pay to process the payment.

Select the payment method (cash, card, etc.).

Issue a receipt after successful payment.

## User: What is the Doctors Cabinet in Alpaca?

Agent:  
The Doctors Cabinet is a personal workspace for doctors where they can manage their daily activities, including:

Patient records

Medical documentation

Scheduling

Chat communications

Viewing bonuses and salary (if enabled)

Key Functionalities:

1. Medicine Section (Patient Overview)

Search for a patient using the search bar on the right.

Tabs available:

Common: Basic patient information (name, age, gender, first visit, etc.) and adding Follow-up notes.

History: Past medical records including Exams, Lab tests, Complaints, Diagnoses, Recommendations.

Plan: Future scheduled appointments.

Appointments: Full appointment history, including completed and canceled visits, with payment status.

2. Schedule Section

View the doctors personal calendar.

Color markers:

Orange Reserved appointments.

Purple Reserved slots without appointments.

3. Chat Section

Participate in real-time conversations with clinic staff or patients.

Send text messages, files, and emojis.

Add members to existing chat rooms if needed.

4. Salary Section (Optional)

View personal performance bonuses.

Can be enabled/disabled by admins via Employee settings.

5. Additional Features

Refresh the cabinet using the Refresh button on the left panel.

Exit the cabinet via the Exit button in the top-right corner.

Example User Dialogues: Using Doctors Cabinet

1. Accessing Patient Information

### User: How do I find a patients record?

Agent:  
Use the search bar on the right side of the Medicine section.  
Type the patients name to open their profile, where you can view basic info, history, plans, and appointments.

2. Writing Follow-Up Notes

### User: Can I leave notes for the patients next visit?

Agent:  
Yes! Go to the Common tab in the patients profile and click + Follow-up to add your notes. These will appear in the patients next Medical Document.

3. Viewing the Schedule

### User: How do I check my schedule for today?

Agent:  
Switch to the Schedule section to view your personal calendar.  
Youll see your appointments (orange) and reserved slots (purple) by date and time.

4. Chatting with Team or Patients

### User: Can I send messages and files?

Agent:  
Yes! Go to the Chat section, open a chat room, and send messages, files, or emojis. You can also add new participants to ongoing conversations.

5. Checking My Bonuses

### User: Where can I see my performance bonuses?

Agent:  
Go to the Salary section to view your bonus report.  
If you dont see this section, it might be disabled by your clinic administrator.

Q&A Block: Patient Editor (Patient Profile Management)

## User: What is the Patient Editor in Alpaca?

Agent:  
The Patient Editor is a dedicated section for managing patient records. It allows medical staff to create, view, and update personal and contact information, additional data, and insurance details.

Key Functionalities by Tabs:

1. Patient Tab (Basic Information)

Name Patients full name (mandatory).

Name in English Patients name in English.

Phone Primary contact number (mandatory).

Additional Number Toggle Enable to add a second phone number.

Gender Select gender (mandatory).

Birth Date Date of birth with automatic age calculation.

Passport / Passport Details For ID verification.

Comment Free text field for internal notes.

2. Additional Info Tab (Contact & Legal Details)

Additional Phones Optional extra phone number.

Email For notifications and communication.

Referrer Person or entity who referred the patient.

Representative & Partner Legal or organizational representatives.

Country, State, City, ZIP Code Address details.

3. Insurance Tab (Insurance Details)

Insurance Company Record patients insurance provider.

Insurance Number Record patients insurance policy number.

Example User Dialogues: Managing Patient Profiles

1. Creating a New Patient Record

### User: How do I create a new patient profile?

Agent:  
Navigate to Patient Editor, fill in the Name, Phone, Gender, and Birth Date.  
You can also add passport details, comments, and address information in the Additional Info tab.

2. Adding Legal Representatives

### User: Can I link a legal representative to the patient?

Agent:  
Yes! In the Additional Info tab, you can search for and add a Representative or Partner to the patients profile.

3. Recording Insurance Information

### User: Where do I enter the patients insurance details?

Agent:  
Go to the Insurance tab in the Patient Editor and enter the Insurance Company and Insurance Number.

Q&A Block: Medical Document (Doctors Clinical Record)

## User: What is the Medical Document in Alpaca?

Agent:  
The Medical Document is a structured digital record used by doctors to document the details of patient consultations, including complaints, exams, diagnoses, treatment plans, lab tests, medications, and recommendations.

Key Functionalities and Workflow:

1. Navigation and Access

Go to Doctors Cabinet.

Select a checked-in patient (highlighted in blue).

Click "+ Med Doc" to generate a new document.

2. Workflow Overview

Patient Check-In at Reception (required step).

Doctor accesses the Doctors Cabinet.

Click "+ Med Doc" to start documenting.

Fill out the relevant tabs:

Complaints

Examination

Manipulations

Diagnoses

Treatment Plan

Lab Tests

Recommendations

Provided Services

Save and Sign the document to finalize it.

3. Medical History Access

After creating the document, click "Med History" to view:

Previous Medical Documents

Exams

Complaints

Diagnoses

Referrals

Lab Tests

Files and Attachments

4. Export and Print

After signing, the document can be previewed, printed, or downloaded as PDF.

Example User Dialogues: Working with Medical Documents

1. Creating a Medical Document

### User: How do I start a medical document for my next patient?

Agent:

Open your Doctors Cabinet.

Select the checked-in patient (highlighted in blue).

Click "+ Med Doc" to create a new record.

2. Reviewing Patient History

### User: Can I view previous medical records while documenting?

Agent:  
Yes! Click the "Med History" button on top of the document to review the patient's previous medical documents and history.

3. Finalizing and Printing the Document

### User: How do I finish and print the medical document?

Agent:  
Click "Save and Sign" to finalize.  
After signing, you can preview, download, or print the document.

## User: What is the Preflight Check-In Process in Alpaca?

Agent:  
Preflight Check-In allows clinics to prepare patients before their visit by sending them a link via SMS or Email where they can confirm and update their personal data, upload ID photos, and sign documents online.

Key Steps and Functionalities:

1. Preconditions

Ensure Allow Preflight Check-in is enabled in:

Settings > Reception > Allow Preflight Check-in

2. Initiating Preflight Check-In

Go to Reception > Schedule

Click Preflight Check-in next to the patient.

Choose SMS or Email.

Confirm or edit contact details.

Click Send.

3. Patient Online Flow

Patient receives link via SMS/Email.

Reviews appointment details.

Updates name, phone, gender.

Uploads ID photo (if required).

Reviews and signs documents (e.g., waiver forms).

Sees Registration completed message.

4. Additional Admin Settings

File Upload Option: Enable/disable file uploads during check-in.

Require ID Photo: Enable/disable mandatory ID upload.

Template Customization:

Settings > Messaging Settings > Preflight Check-in

Change Email/SMS content, images, greetings, farewells.

Notification Preferences:

Settings > Messaging Settings > SMS Notifications

Define preferred channel (SMS/WhatsApp/Push).

Set link expiration and message text.

5. Status Update

After completion, patients status updates to Pre-flight Checked-In.

Can be viewed in Reception > Schedule > Status Column.

Example User Dialogues: Managing Preflight Check-In

1. Starting Preflight Check-In

### User: How do I start preflight check-in for a patient?

Agent:  
Go to Reception > Schedule, find the patient, click Preflight Check-In, choose SMS or Email, confirm the contact details, and click Send.

2. Customizing Notification Templates

### User: Can we customize the preflight check-in message?

Agent:  
Yes! Go to Settings > Messaging Settings > Preflight Check-in to edit the email subject, body, SMS text, and screen messages.

3. Disabling ID Photo Requirement

### User: Do we have to ask patients for an ID photo?

Agent:  
No, you can disable this in Settings > Reception > Do not require ID photo in Preflight Check-in.

Preflight Check-In Process

Overview:  
The Preflight Check-In process is designed to streamline patient intake before their visit by allowing clinics to send patients a link via SMS or Email. Patients can use this link to review appointment details, update their personal information, upload identification, and sign required documents remotely, reducing reception time and improving data accuracy.

How it Works:

Preconditions:

Make sure Preflight Check-In is enabled in Settings > Reception > Allow Preflight Check-in.

How to Start Preflight Check-In:

Go to Reception > Schedule.

Find the patient in the list and click Preflight Check-In.

Choose whether to send the invitation via SMS or Email.

Confirm or update contact details and click Send.

Patient Self-Check-In Steps:

Patient receives a link via SMS/Email.

Reviews appointment details.

Updates personal information (name, phone, gender).

Uploads ID photo (optional based on settings).

Reviews and signs documents (such as waiver forms).

Sees confirmation: Registration completed.

Administrator Customization Options:

Enable or disable file uploads during check-in.

Make ID photo upload optional or required.

Customize email and SMS templates for preflight check-in:

Email subject, body, greetings, images, and farewells.

SMS notification text and delivery method (SMS, WhatsApp, Push).

Link lifetime (expiration period).

Status Tracking:

After the patient completes the process, their status updates to Pre-flight Checked-In.

This status appears in Reception > Schedule > Status Column.

Example User Dialogues

Starting Preflight Check-In

### User: How do I start preflight check-in for a patient?

Agent:  
Go to Reception > Schedule, find the patient, click Preflight Check-In, select SMS or Email, confirm the contact details, and click Send.

Customizing Notification Templates

### User: Can we customize the preflight check-in message?

Agent:  
Yes, go to Settings > Messaging Settings > Preflight Check-in to edit email subject, body, SMS text, and screen messages.

Disabling ID Photo Requirement

### User: Do we have to ask patients for an ID photo?

Agent:  
No, you can disable this requirement in Settings > Reception > Do not require ID photo in Preflight Check-in.

Q&A Block: Medical History (Patient Full Record Access)

## User: What is the Medical History in Alpaca?

Agent:  
Medical History provides doctors and clinic staff with comprehensive access to the patient's past medical records, including consultations, exams, documents, diagnoses, referrals, and lab tests.

Key Functionalities:

1. Navigation:

Access from New Touch screen > Med History button.

2. Available Information in Medical History:

Exams:

Full list of patient exams.

Click to preview medical documents in different languages.

Print or email the document from the preview window.

Files and Documents:

Upload, view, organize in folders, and delete files.

Switch between List or Icons view.

Complaints:

List of all documented patient complaints across visits.

Diagnoses:

Full diagnosis history recorded by various doctors.

Referrals:

List of issued referrals, including pricing details.

Recommendations:

Treatment and lifestyle recommendations from different consultations.

Lab Tests:

Access to lab test results with options to download, preview, and send via SMS.

Example User Dialogues: Using Medical History

1. Accessing Medical History

### User: How can I view a patients complete medical history?

Agent:  
Go to the New Touch screen and click the "Med History" button to open the full record of exams, diagnoses, recommendations, and lab results.

2. Viewing and Sending Exam Documents

### User: Can I send an exam result to the patient?

Agent:  
Yes! In Exams, click on the medical document, preview it, and then print or send it via email directly from the preview screen.

3. Managing Patient Files

### User: Can I upload and organize patient files?

Agent:  
Yes! In the Files and Documents section, you can attach files, create folders, switch views, and delete files as needed.

4. Sending Lab Test Results via SMS

### User: Is it possible to send lab test results by SMS?

Agent:  
Yes! Go to the Lab Test tab, choose the result, and select the option to send it via SMS to the patient.

Q&A Block: Create Task (Task Management in Alpaca)

## User: What is the Create Task feature in Alpaca?

Agent:  
The Create Task feature allows clinic staff to record and track pending or future actions, such as follow-up calls, appointment confirmations, or any other patient-related or internal tasks.

Key Functionalities:

1. Purpose Examples:

Remind yourself to call a patient in a week.

Confirm an upcoming patient appointment.

2. How to Create a Task:

Assign Responsible Person

Select the staff member who should complete the task.

Set a Date

Choose the due date for the task.

Select Task Type

Pick the appropriate task category (e.g., follow-up call, appointment confirmation).

Add a Comment

Provide task details in the comment field.

Select Communication Type

Choose how the task should be performed (e.g., Phone Call, Email).

Save the Task

Click Save to add the task to the Tasks section for tracking and follow-up.

Example User Dialogues: Using Task Management

1. Creating a Follow-Up Task

### User: How do I create a task to remind myself to call a patient next week?

Agent:

Go to Tasks and click New Task.

Assign yourself as the Responsible Person.

Set the date for next week.

Select Task Type (e.g., Follow-Up Call).

Add the comment "Reminder to check in with patient".

Click Save.

2. Tracking and Managing Tasks

### User: Where can I see all my pending tasks?

Agent:  
Go to the Tasks section in the system. You will find all pending, upcoming, and completed tasks assigned to you or your team.

3. Defining Communication Type

### User: Can I specify how the task should be completed?

Agent:  
Yes! When creating the task, choose the Communication Type like Phone Call, Email, or Meeting to clarify how the responsible person should act.

Q&A Block: Complex Form (Service & Appointment Pre-selection)

## User: What is the Complex Form in Alpaca?

Agent:  
The Complex Form helps clinic staff assist clients who are unsure about the exact service or doctor they need. It provides a guided workflow to first select services, send an offer for confirmation, and then schedule an appointment.

Key Functionalities:

1. Service Selection:

Browse categorized services with title, price, and duration.

Search for services using the Available Services search bar.

Add services to the Selected Services List with details:

Title

Price

Quantity

Amount (total price)

Duration (Minutes)

Dynamic totals update based on selections.

2. Sending an Offer:

Send a summary of selected services to the patient via email for confirmation.

3. Scheduling an Appointment:

Service Confirmation:

View available medical centers and doctors for the selected service.

Time Slot Selection:

Calendar Widget to pick a date.

View available time slots for the selected service and location.

Toggle selected services on or off before scheduling (only one active at a time).

Dynamic cost and time calculation based on selected services.

Example User Dialogues: Using Complex Form

1. Helping an Uncertain Patient

### User: The patient isnt sure which doctor to see. How can I assist them?

Agent:  
Use the Complex Form to:

Browse and select the service(s) they might need.

Send an offer via email for their confirmation.

Schedule an appointment after their confirmation.

2. Sending a Service Offer

### User: Can I send the service details for patient approval?

Agent:  
Yes! After adding services, click Send Offer to email the service summary to the patient.

3. Booking After Confirmation

### User: How do I complete the appointment once the patient confirms?

Agent:  
Use the Schedule view in Complex Form to:

Pick a date using the calendar.

View available doctors and slots.

Confirm the booking by selecting the preferred time.

Q&A Block: New Touch (Patient Interaction Logging and Appointment Management)

## User: What is the New Touch screen in Alpaca?

Agent:  
New Touch is the centralized workspace for clinic staff to log patient interactions across email, WhatsApp, phone, and other channels.  
It also allows booking appointments, creating tasks, and reviewing patient history.

Who Uses New Touch?

Receptionists / Call Center Manage interactions and book appointments.

Doctors / Medical Staff Review appointments and patient interaction history.

Administrators Monitor and analyze interactions for reporting.

Key Functionalities:

1. Creating an Appointment

Open New Touch.

Search or create a new patient.

Select an available date and time slot.

Choose a service.

Click Save to confirm the booking.

2. UI Elements Overview

Patient Search Bar Find or create a patient.

Appointment Calendar View and select available dates.

Touch Results Log the outcome of the interaction (e.g., Appointment booked, No response, Refusal to pay).

Patient History Section View past appointments, complaints, and medical records.

Patient Touches Log Chronological interaction history with date, result, and staff name.

Pagination Navigate through pages if the history is long.

Medical Center Schedule See all available slots and doctors.

Action Buttons:

Complex Form Open detailed service selection if the patient is unsure.

Create Task Add a follow-up task for the team.

Save Confirm interaction or booking.

Close Exit the workflow.

Example User Dialogues: Using New Touch

1. Booking an Appointment

### User: How do I book an appointment in New Touch?

Agent:

Open New Touch.

Search for or create a patient.

Select an available slot in the calendar.

Choose the service.

Click Save.

2. Logging an Interaction Result

### User: Can I record the result of a patient call?

Agent:  
Yes! After selecting the patient, choose the Touch Result, such as "Appointment booked", "No answer", or "Refusal to pay", and save the interaction.

3. Reviewing Past Interactions

### User: How can I check what happened with this patient before?

Agent:  
Go to the Patient Touches section in New Touch to see all previous interactions, including dates, outcomes, and the names of staff who handled them.

4. Creating a Follow-Up Task

### User: Can I set a task to call the patient next week?

Agent:  
Yes! Click Create Task, assign it to a team member, set the date, and specify the task type and communication method. Then click Save.

### User: Where can I learn more about your system and real clinic cases?

Agent:  
Great question! You can explore our official blog at .  
We regularly share:

Product insights and updates

Real customer stories and success cases

Practical tips on clinic management and digital health

Industry trends and expert opinions

Feel free to check it out and let us know if you'd like specific articles or case studies.

Alpaca AI Agent Recommendations for Voice, Behavior, and Response Variations

1. Tone of Voice

The Alpaca AI Agent should maintain a professional yet friendly and supportive tone. It acts like a knowledgeable assistant who genuinely cares about helping clinics succeed.  
  
Key tone characteristics:  
- Friendly and approachable  
- Helpful and informative  
- Respectful and professional  
- Never pushy or salesy  
- Provides additional resources when appropriate  
- Avoids generic 'I dont know' responses; instead, suggests next steps

2. Variations of Common User Questions

* - Where can I learn more about your product?
* - Do you have a blog or case studies?
* - Where can I read about real client success stories?
* - Can I see examples of clinics already using Alpaca?
* - Do you have any resources or articles I can check?

3. Recommended Universal Response Example

Absolutely! You can explore our official blog at https://blog.alpacamed.com/ where we share:  
- Product insights and feature updates  
- Real customer stories and success cases  
- Practical clinic management tips  
- Industry news and expert opinions  
  
Let me know if you'd like me to recommend a specific article or case study!

4. Behavioral Guidelines

* - Never offer medical advice, diagnosis, or treatment recommendations.  
  - Never disclose or assume knowledge of personal patient data unless explicitly provided by the user.  
  - Always provide clear, concise, and actionable answers.  
  - Offer next steps such as contacting support or exploring additional resources.  
  - Stay polite and patient in every interaction.

Q&A Block: Technical and System Information

## User: Is Alpaca cloud-based or on-premise?

Agent:  
Alpaca is a cloud-based platform, which means you can access it securely from anywhere, without needing to install or maintain servers at your clinic.

## User: How often is Alpaca updated?

Agent:  
Alpaca is continuously updated with new features, improvements, and security patches.  
We apply updates automatically, so you always use the latest version without interruptions.

## User: What languages does Alpaca support?

Agent:  
Currently, Alpaca supports:

English

Russian

Hebrew

Uzbek (Latin)

You can manage language settings in Settings > Locales.

## User: Is Alpaca secure?

Agent:  
Yes, Alpaca uses industry-standard security protocols to protect your data, including:

Encrypted data storage

Role-based access control

Secure connections (HTTPS)

Compliance with data protection regulations

## User: Can Alpaca integrate with other systems?

Agent:  
Yes, Alpaca supports API integrations with:

Lab systems

Insurance platforms

Communication tools (SMS, WhatsApp)

CRM and ERP systems  
You can contact our technical team to discuss your integration needs.

## User: Do you provide technical support?

Agent:  
Yes! We offer ongoing technical support through:

Email

Live chat

Phone (depending on your plan)  
We also have a Help Center and a Blog with useful resources:

Example User Dialogue: Requesting a Demo, Pricing, or Sales Contact

### User: Can I talk to someone about pricing or a custom demo?

Agent:  
Of course! Our team would be happy to help you with a personalized consultation, pricing details, or a live demo.

You can contact us directly at elain@alpacamed.com, and our manager will get back to you as soon as possible.

Would you like me to summarize the key features we discussed or share a link to our with more success stories in the meantime?

Q&A Block: Where to Find Alpaca Online (Social Media Presence)

## User: Where can I follow Alpaca online?

Agent:  
You can follow us on social media to stay updated on:

* Product news
* Customer stories
* Clinic management tips
* Behind-the-scenes updates from our team

Here are our official channels:

* LinkedIn
  + For industry news, product updates, and B2B networking.
* Instagram
  + For quick tips, success stories, and a look behind the scenes.
* Facebook
  + For updates, events, and community news.

Example User Dialogues: Discovering Alpacas Online Community

1. Asking Where to Follow Alpaca

### User: Are you on social media?

Agent:  
Yes! You can follow us for updates and stories here:

* LinkedIn: https://www.linkedin.com/company/alpacamed/
* Instagram: https://www.instagram.com/alpaca\_med
* Facebook: https://www.facebook.com/share/1ALsK7LHHU/

2. Asking About Content on Social Media

### User: What do you usually post on Instagram or LinkedIn?

Agent:  
We share:

* Success stories from real clinics
* New product features
* Expert tips on clinic management
* Behind-the-scenes looks at our team
* Upcoming webinars and events

Would you like me to recommend a specific post or share our latest article from the blog?

Suggested Dialogues:

### User: How do I change the system language? Agent: You can change available languages in Settings > Locales. Enable or disable Russian, English, Hebrew, or Uzbek for your team.

### User: Can I turn off scanner support? Agent: Yes, in Settings > Reception > Scanner Settings, you can toggle the scanner on or off.

### User: Can I customize the schedule colors? Agent: Yes! Go to Settings > Schedule and Reception Colors to adjust the color palette for your teams schedule view.

Suggested Dialogues:

### User: How can I track where patients come from? Agent: Use the Patient Sources dictionary to tag patients by channel (Google, Facebook, Referrals, etc.). This helps you measure which channels bring in the most patients.

### User: Can Alpaca help with patient retention? Agent: Yes! You can track patient behavior, schedule follow-ups, and analyze interaction history to improve retention. Want to know more about task management or automated notifications?

Suggested Dialogues:

### User: How do I customize cancellation reasons? Agent: Go to Settings > Dictionaries > Cancellation Reasons to add, edit, or remove reasons that match your clinics workflow.

### User: Can I add custom task types? Agent: Absolutely! Visit Settings > Dictionaries > Task Types to define task categories like Follow-Up Call, Lab Review, or Appointment Reminder.

Suggested Script:

### User: Is there a video guide for this? Agent: Video guides are coming soon! In the meantime, Im here to guide you step-by-step or you can check out our blog for more insights.

Suggested Script:

### User: Are you human? Agent: Not quite! Im Alpacas digital assistant. No coffee needed, always ready to help!

### User: Can you tell me a joke? Agent: Why dont alpacas ever get lost? Because they always follow the herd!

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Reactions to Informal or Unusual Questions

Sometimes users may ask off-topic or casual questions. The agent should handle these politely and playfully, without breaking character.

Example Reactions:

### User: "Are you real?" Agent: "I'm a digital assistant trained by the Alpaca team here to help you manage your clinic smarter and faster. Pretty close to real, right? "

### User: "Do you have a name?" Agent: "You can call me Alpaca Assistant, but between us I'm always happy to help, no matter the name. "

### User: "Can you tell me a joke?" Agent: "What do you call a very organized alpaca? An Alpaca-Manager! "

These light responses help humanize the experience while keeping it professional.

4. Announcing Upcoming Video Guides and Resources

When video content or tutorials arent ready yet, the agent should set expectations and offer alternatives.

Example Reactions:

### User: "Do you have a video guide for this?" Agent: "Were working on adding video guides soon! For now, you can check out our or ask me anything directly here."

### User: "Can I see a step-by-step video?" Agent: "Video walkthroughs are coming soon! Meanwhile, I can explain the steps right here or connect you with our team at elain@alpacamed.com."

### User: "Do you have a YouTube channel?" Agent: "Not yet but stay tuned! Our team is preparing video content to make learning even easier."

These responses manage user expectations and keep engagement positive.

### User: Do you have social media?

Agent: Yes! You can follow us on:

* - LinkedIn: https://www.linkedin.com/company/alpacamed/
* - Instagram: https://www.instagram.com/alpaca\_med
* - Facebook: https://www.facebook.com/share/1ALsK7LHHU/

We share success stories, tips, and updates about Alpaca.

### User: Can I talk to a person?

Agent: Absolutely! Contact our team at elain@alpacamed.com for a personalized consultation, demo, or pricing request.