



*Thank you for Subscribing to*

**JTECH HostConcepts<sup>®</sup>**  
**Curbside Care and Patient Testing Management**

*The Attached Document has further information on what you need to do to  
setup HostConcepts<sup>®</sup> for Curbside Care and Patient Testing Operations.*

*Please contact us with any questions!*

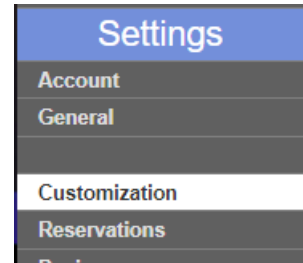
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# HostConcepts® Curbside Care Management Custom Message Set-Up

1. Log in at [www.hostconcepts.com](http://www.hostconcepts.com)
2. Enter your client ID and Password to access the administrative panel. *New HostConcepts users' password and client ID are the same. After logging in you can reset your password in settings.*



3. HostConcepts' default text messages and your company name are activated when you sign up. If you would like to create custom text messages, please follow the steps below:

- a. Go to SETTINGS
- b. Select CUSTOMIZATION
- c. Substitute WAIT LIST ADD PATIENT (Guest) default message with a customized "Curbside" message\*. This is the text notification that your patients will receive when they are added to the list.

Suggested Message:

*Patient testing for Covid-19. We will text you when we are ready to see you.*

- d. Substitute your PAGE PATIENT (Guest) default message with your customized "Curbside Care" message\*. This is the text notification you will send if you are ready for the patient to be tested.

Suggested Message:

*Your test is ready to be done! Please pull forward to the white tent. Text us with the description of your vehicle.*



4. Be sure to click Save

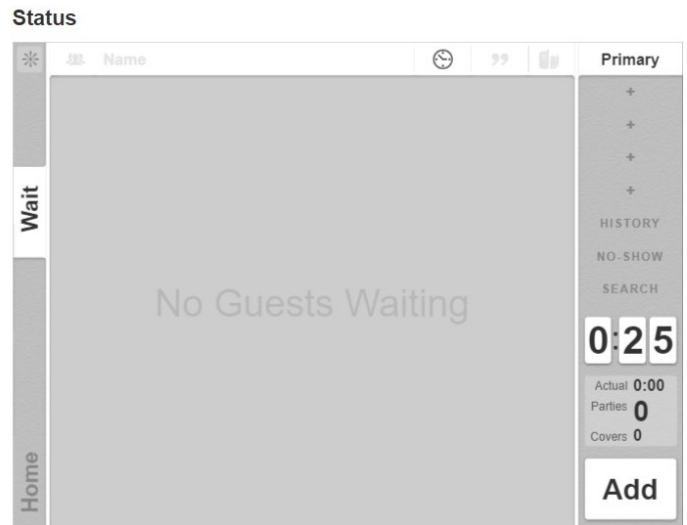
**Save Settings**

*\*Custom messages must be within the available character limits. See bottom of screen for the number of characters remaining when creating your custom message.*

# Curbside Care Management User Instructions

## Start the Curbside Patient Visit

1. Select Wait Tab
2. Set Test Time  
*This is the estimated time the staff needs to take each test.*
3. Click "Add" to add the Patient information



## Add Guest Information:

1. Add Number in Party (you can choose to track the number of tests or number of patients)
2. Enter Cell Number
3. Enter Patients Name
4. Enter the Test Phase Associated with this Patient (Ex. Symptom Evaluation, Pre-Screen, High Risk)



Step 4



Step 5



Step 6



Step 7

**You and your patient are now set to receive notifications for the testing process!**

## Patient Text Notifications

- Patients will receive your customized text message with instructions and how to identify themselves upon arrival.
- Staff may also send a text to a patient that is not showing checked in as “arrived” when their testing procedure is ready to be done.

## Curbside Care Tracking & Staff Notifications:

- Easily Identify when your staff is approaching a quoted test time (yellow)
- Easily Identify when your staff has exceeded a quoted test time (red)
- Staff receives notification when the Patient has arrived for test

## Test is Complete

1. Once your patient has arrived and they are seeing a medical professional, click the green arrow.
2. Select “Complete” to clear the patient from the list and send the entry to history

