

# Starting an encounter

Version: 2.01 | Last Modified on 22/04/2026 12:45 pm AEST

Start an encounter from the Zedmed Waiting Room, or manually start an encounter for a patient who is not on-site. You can then use **Clinical Records** to **record patient information** and **end the encounter** when you've finished.

## Quickstart video

## Start an encounter - from the Waiting Room

This method is for doctors admitting patients from Zedmed's Waiting Room.

When a patient arrives, reception updates the patient to **Attend** status in the Appointment Book and the patient then appears in the Zedmed Waiting Room screen. The patient's Clinical Record opens when a doctor uses the **Admit** option on a patient in the Waiting Room.

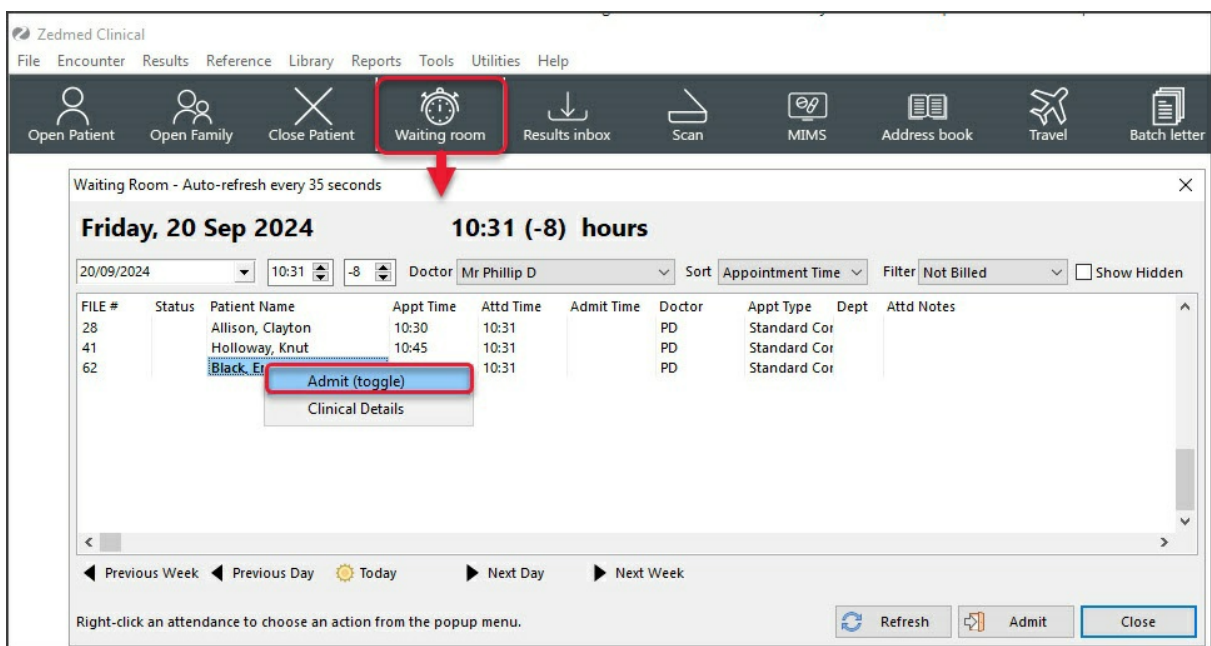
By default, the Waiting Room shows patients who have not been billed sorted by the time they arrived at the practice. Once a patient has been billed by reception, they will disappear from the Waiting Room.

To start an encounter from the Waiting Room:

1. From the Reception tab, open **Clinical Records**.
2. Select **Waiting Room** from the top menu.
3. Right-click the patient and select **Admit**.

The patient's **clinical records** will open and the encounter will automatically start.

You can now use the clinical modules, **record information** and **end the encounter** when you have finished.

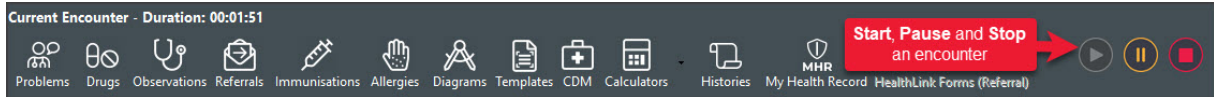


The screenshot shows the Zedmed Clinical interface. The top navigation bar includes 'File', 'Encounter', 'Results', 'Reference', 'Library', 'Reports', 'Tools', 'Utilities', and 'Help'. Below this is a toolbar with icons for 'Open Patient', 'Open Family', 'Close Patient', 'Waiting room' (highlighted with a red box and arrow), 'Results inbox', 'Scan', 'MIMS', 'Address book', 'Travel', and 'Batch letter'. The main window is titled 'Waiting Room - Auto-refresh every 35 seconds' and displays a table of patients. The table has columns for FILE #, Status, Patient Name, Appt Time, Attd Time, Admit Time, Doctor, Appt Type, Dept, and Attd Notes. The 'Admit (toggle)' button for the patient 'Black, Er' is highlighted with a red box. Below the table are navigation buttons for 'Previous Week', 'Previous Day', 'Today', 'Next Day', and 'Next Week'. At the bottom right are 'Refresh', 'Admit', and 'Close' buttons.

FILE #	Status	Patient Name	Appt Time	Attd Time	Admit Time	Doctor	Appt Type	Dept	Attd Notes
28		Allison, Clayton	10:30	10:31		PD	Standard Cor		
41		Holloway, Knut	10:45	10:31		PD	Standard Cor		
62		Black, Er		10:31		PD	Standard Cor		

When the encounter starts, the **Duration** timer will appear. You can pause and resume the encounter. If you

stop the encounter, you can start it again by selecting **Continue Encounter** if it is the same day.



## Start an encounter - manually

You can manually open a patient's clinical record and start the encounter when:

- The practice does not use Zedmed's Waiting Room.
- It is a telehealth consultation.
- The practitioner wants to review or update a patient's information.

To manually start an encounter:

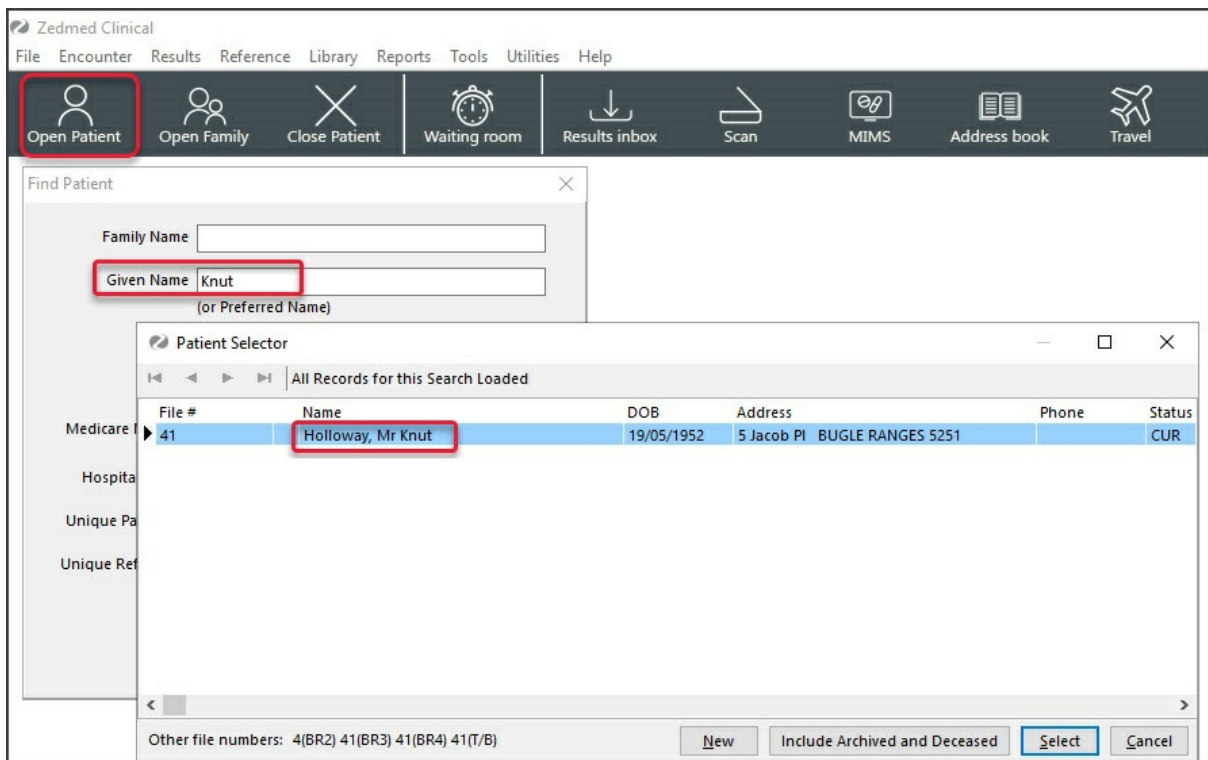
1. From the Reception tab, open **Clinical Records**.
  2. Select **Open Patient**.
- The **Find patient** dialog will open.
3. Enter search criteria, like the patient's **Family** and **First Name** (can be the first 3 letters) or **DOB**.
  4. Select **Find** or press the enter key to run the search.

The **Patient Selector** screen will open with the search results.

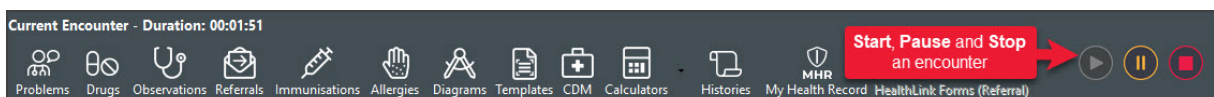
For more information, see the [Find a patient article](#).

5. Double-click the patient in the search results.

The patient's information will open in the **Clinical Records** screen.



6. Select the **Play** icon to start the encounter.



The **Current Encounter** modules will open so you can **record information** and **end the encounter** when you have finished.

---