

Zedmed's Current Release

Version: 4.00 | Last Modified on 16/09/2025 3:25 pm AEST

Zedmed v38.7.4

11 September 2025 | This release includes 5 new features, 11 enhancements and 10 fixes.

NEW Link Appointment Types and Activity Types

Currently, a practitioner's scheduled time is assigned a colour-coded Activity Type in the Appointment Book to let reception know what the practitioner is doing during that time.

This new release allows the practice to assign specific Appointment Types to an Activity Type, so only those Appointment Types are selectable when a booking is made. This helps manage what Appointment Types are available to reception staff in Zedmed and to patients using OLA.

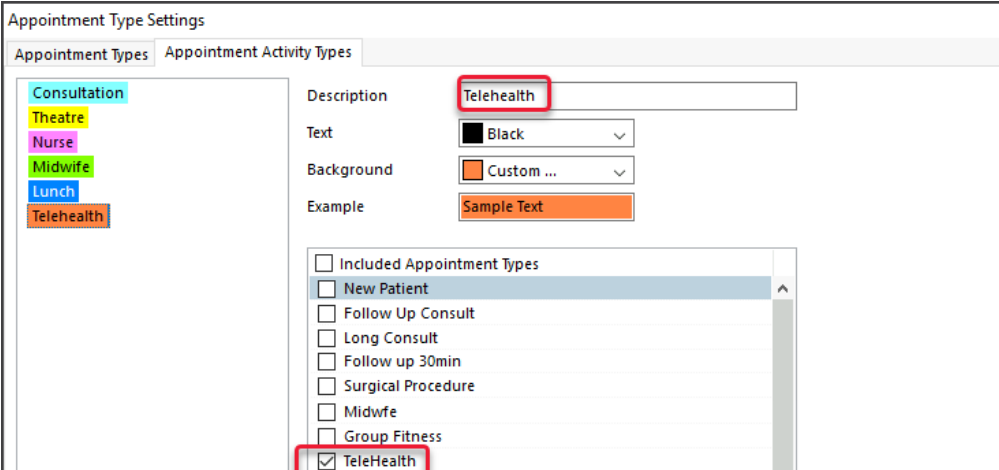
For example, a GP's schedule is divided up into two Activity Types, Consultations and Telehealth. The Activity Type 'Consultations' only allows Short, Long and New patient Appointment Types - they are the only three options available when making a booking. Time scheduled with the Activity Type 'Telehealth' only gives the option to select a Telehealth appointment.

Activity Types and Appointment Types are now tabs in the new Appointment Type Settings screen. New and current Activity Types have all Appointment Types selected by default. New Appointment Types need to be added to an Activity Type.

See the [Manage Appointments and Activities](#) guide to learn more.

To configure Appointments and Activities:

1. Select **Practice Setup > Appointments > Appointment Type Settings**.
2. Select the **Activity Type** from the left.
3. Tick/Untick the **Appointment Types** to be available for that Activity.
4. Optional - Review the Activity Types used in each **practitioner's schedule**.



NEW Appointment Grid UI enhancements

The following improvements have been made to the Appointment Grid:

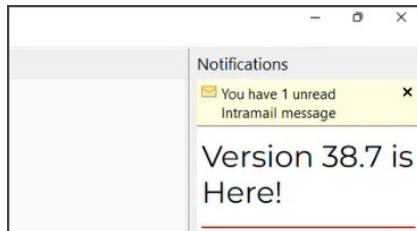
- Appointments that span multiple slots are now shown as a single block with the patient name at the top.
- Appointment Details has an editable start time field, which does not need to align with the slot's start time.
- Appointments can be booked outside of a practitioner's scheduled time (grey area of Appointment Book).

- An Activity Type's name can now be displayed in the earliest free spot in a block of scheduled time. This option is enabled under Appointment Book: View > Options > 'Show activity type description at top of schedule'.

		15	Consultation
		30	17 Jones, Marianna-Louise Long Consultati
		45	
0	34 Lamb, Herb	Std Consultation (09:15 - 09:30)	0

NEW Live messaging

Zedmed can display live updates in Office to advise customers of time-sensitive issues like outages and software updates. These messages are displayed in the Office Notifications panel (screenshot below) and in a notification bar at the bottom of the Appointment Grid.



This feature is disabled by default and not recommended for Zedmed Cloud or practices running Zedmed on-prem via Terminal Servers. To enable this feature, select **Practice Setup > Practice** - tick **Show Zedmed Notifications**.

API Gateway Key <input type="text" value="dB*TUJLSaEHm#6s8SAITdWyz7FY5r6QZG2V8uNuONUfrnjB0o%2s^QgFHi"/>		
<input checked="" type="checkbox"/> Family Links	<input type="checkbox"/> Find arch'd/deceased	<input checked="" type="checkbox"/> Global File Numbers
<input checked="" type="checkbox"/> Round to 5 cents	<input checked="" type="checkbox"/> Show DoB in Selectors	<input checked="" type="checkbox"/> Using Zedmed Clinical
Template Mail Merge using <input type="text" value="Internal"/>		
<input checked="" type="checkbox"/> Track count of Patient Referral Sessions		
<input checked="" type="checkbox"/> Show Zedmed Notifications		

NEW Track patient referral session count.

Zedmed can now display how many sessions a referral is for and how many have been used. The total number is added manually, and each time the patient is billed using that referral, the number used increases by 1. For example, a patient who is entitled to 3 visits on a referral would show 2/3 after being billed for 2 sessions. Refer to the [Referrals guide](#) to learn more.

Referrals		
<input type="text" value="Vivian Mortier"/>	<input type="text" value="21/07/25"/>	<input type="text" value="12 Mths"/>
<input type="button" value="Add"/>	<input type="button" value="Details"/>	<input type="text" value="Session Count (2/3)"/>
<input type="text" value="Other Contacts"/>		

Enable referral session count.

To enable the feature, select Practice Setup > Practice > 'Track count of Patient Referral Sessions' - then reopen Office.

Configuring the referral session count

When a patient has a referral for a number of sessions, type that number into the Session Count field in the Patient Record's Referral Details.

For Referrals added before enabling this feature, the session count will be 0/0.

Referral Details

Patient: Jones, Marianna-Louise

Referral Doctor: Dr Vivian Mortier Select Dr Referral Doctor Details

Practice Location: 123 Testing Street NORTH MELBOURNE Provider# 2121331W

Letter Date	Start Date	Period	Session Count
21/07/2025	21/07/2025	12	3 (2/3)

Specialist: Davis, Dr Phillip Referral Type: Specialist

Session count considerations

- Voiding an invoice will decrease the count.
- If your practice invoices cancellations, deselect the referral from the invoice.
- The used sessions count can grow greater than the number of sessions the referral is for.
- The referral session count increases each time the patient is billed, so the referral must be linked to the invoice when billing.

Request/Referral Dr	To	Starts	Mths	Notes
Dr Vivian Mortier	PD	21/07/2025	12	

Refund/Gap Calculation: ☐ Fund ☒ Medicare

Claim:

Date	Item#	Description	Fee	Tax	Unit Value	Qty	Amount	Notes
31/07/2025	23	Level B Surgery Consultation	P1	FRE	95.00	1	95.00	

Where the session count is displayed

- Office: Patient Details - Referrals (referral Details).
- Office: Appointment Details.
- Clinical: Patient Demographics (by referrer name) - For Specialist sites only (Site Type > Specialist under Global Options).

Jones, Ms Marianna-Louise

Address: 6 Jones Pl,
GOWRIE 2904

DOB: 19/05/1967 Home:
Age: 58 years Work:
Medicare No: 22980398741 Mobile: 0406991730
File No: 17 Occupation:

Hosp UR No:

Referrer: Dr Vivian Mortier - Session 3/5

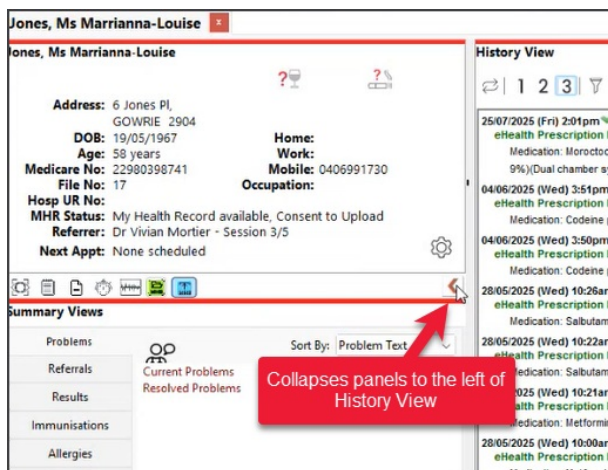
Next Apt: None scheduled

NEW Custom clinical layout

You can now hide the left panels to free up space for features like Heidi and Telehealth and have the History and current Encounter side by side. The Clinical menu its and Summary view tabs displayed can also be modified to remove feature that are not used. To learn more, see the [Customising Clinical's layout](#) guide.

Hide left side panels (Summary Views, Demographics, Reference)

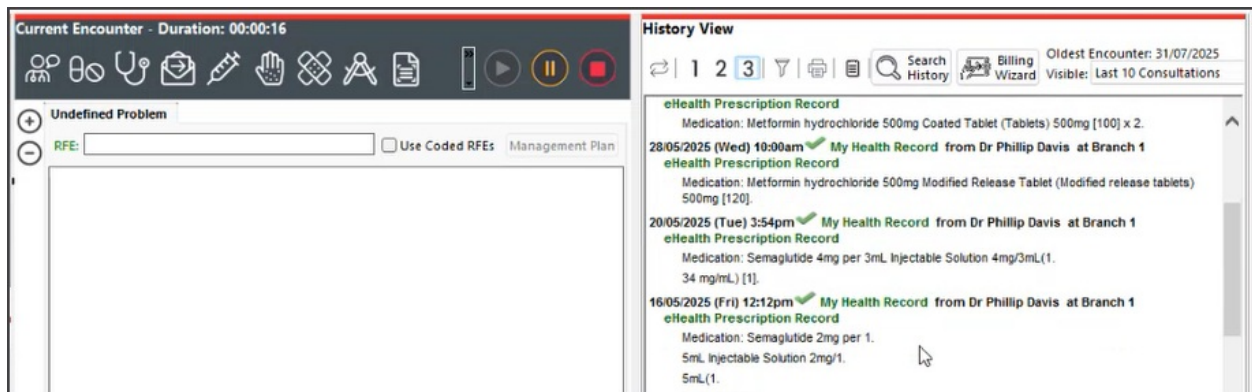
Click the chevron to collapse the panes to the left of History View. This provides more room for Zedmed 's Telehealth and Heidi AI. The chevron icon moves to the left of the screen and can be clicked to reopen the panels (mouseover to preview Summary Views).



History and Current Encounter - side by side

Each practitioner can now switch between History View and Current Encounter as a 'side-by-side' display or 'top-bottom'.

Enable this option under Clinical > My Options > 'Patient History and Encounter'.

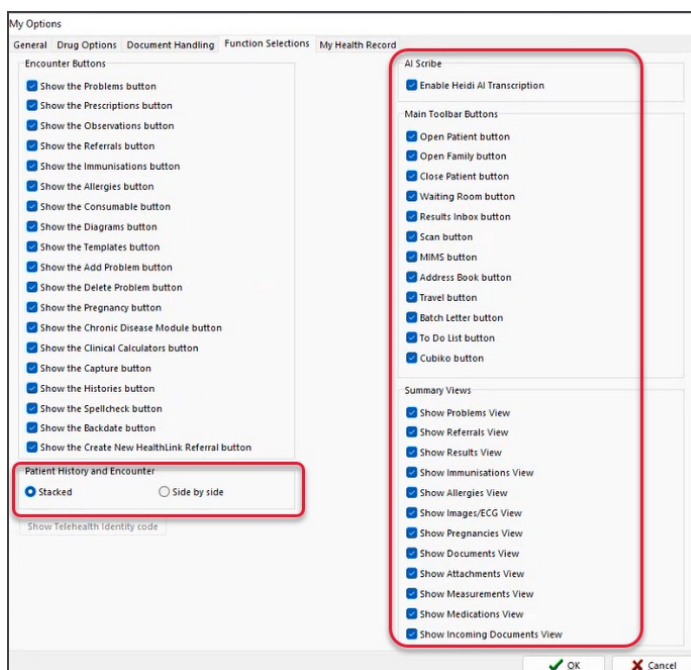


Show or hide selected Clinical buttons and Summary Views tabs

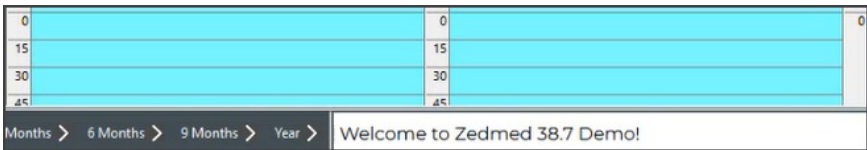
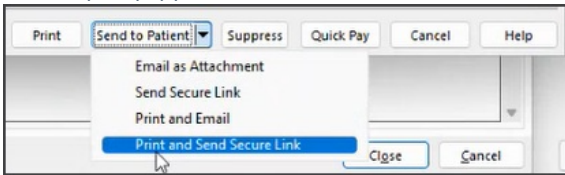
Each practitioner can now hide specific Clinical Menu buttons and Summary Views tabs.

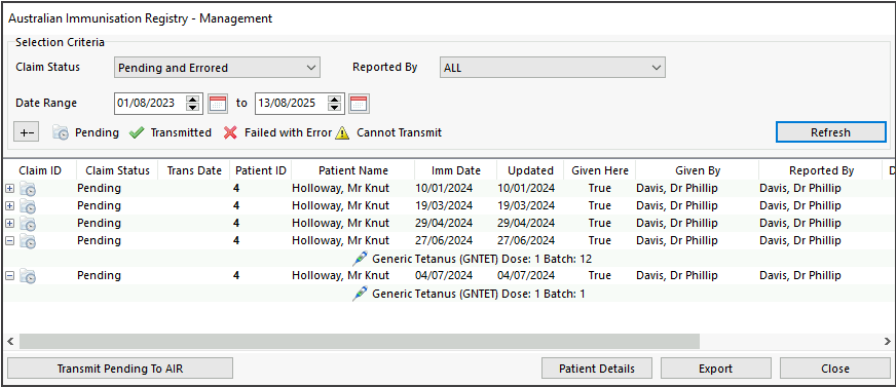
Enable these options under Clinical > My Options > Function Selects tab.

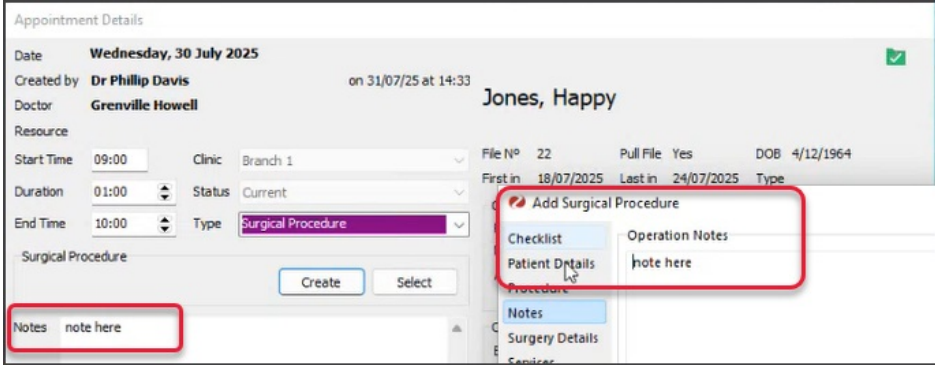
Previously, you could only hide modules in the Current Encounter menu.



Enhancements

General		
Office	ZED-10227	Zedmed's Patient report now lets you choose the save location Allow the user to select a save location for the CSV export of patient report data.
Office	ZED-10270	Add an embedded web page to Office. Zedmed Office can now display live updates in the notification panel.
Office	ZED-10280	Add an embedded web page to the Appointment grid Zedmed Office can now display live updates in the Appointments screen. 
Office	ZED-10321	Add an export button to 3rd Party Batching An Export to CSV option has been added to the Third Party Batch Enquiry form.
Office	ZED-10373	Add the Service date as a filter in the Debtors Report. The selection criteria for invoices on the Debtors Report now include the option to filter by Service Date.
Office	ZED-10379	Added all 100 private fee values to the Item Report CSV export dataset Previously, when running the Item details report only codes in the Fee 1-10 Tab were displayed.
Office	ZED-10380	Added a print and email option for invoicing. Added an option to both Print and Email or Print and Secure Send an invoice or receipt during the invoice/quick pay process. This menu is also available in Account Enquiry and QuickPay screen. 
Office	ZED-10396	Improve the admission time picker usability Replaced the Admission time selector (in Surgical Procedures module) with one that can be typed in and change all times to 24-hour.

Office	ZED-10423	<p>AIR Immunisation Loading time optimisation</p> <p>The time taken to load immunisation data is now faster.</p> <p>A progress dialogue is displayed as data is loaded, and a cancel button has been added to stop the loading.</p> <p>When changing any of the selection criteria, the user must now click the Refresh button to display the new data. This allows multiple changes to be made without the data refreshing after each change.</p> 
Office	ZED-10563	<p>Improved Patient Merger performance</p> <p>The merging of payment card data within the Patient Merger module has been made significantly faster.</p>
Clinical	ZED-10357	<p>If a MIMS drug is discontinued, you can now search for an alternative</p> <p>Allow a doctor to search for a new drug to prescribe in the event they attempt to re-prescribe a drug that no longer exists (with the exact ID) in MIMS.</p>
Appointments & Activities		
Office	ZED-10291	<p>Update Activity and Appointment screens</p> <p>The Appointment Type and Activity Type screens are now combined into Appointment Type Settings.</p>
Office	ZED-10292	<p>Link Appointment Types to Activity Types</p> <p>When booking an appointment, Zedmed now restricts appointment types according to the slot's activity type. This provides better control over what appointment types can be scheduled for each activity type.</p>
Office	ZED-10294	<p>Show the Activity Type's name at the top of the appointment block</p> <p>The Appointment Grid can now display a slot's Activity Type name in the first blank scheduled slot.</p>
Office	ZED-10295	<p>Single Appointment block over multiple slots</p> <p>Appointments that span multiple slots are now shown as a single block with the patient name at the top.</p>

Office	ZED-10397	<p>Appointment notes are included in Surgical Notes when adding a surgical procedure</p> <p>Surgical procedure notes now start with the notes from the appointment when creating a procedure from an appointment.</p> 
Office	ZED-10398	<p>When billing from the Appointment Grid, the invoice date defaults to the appointment's date</p> <p>Billing past appointments <u>from the Appointments screen</u> will now use the booking date as the attendance and service day instead of the current date.</p>
Office	ZED-10399	<p>You can now edit the appointment time when creating an appointment</p> <p>Users can now create appointments with custom start times, allowing flexibility for bookings that don't need to begin at the exact start of a schedule slot or occupy its full duration.</p>
Referral letters		
Office	ZED-10442	<p>When creating/editing a referral, capture the total number of sessions and store in the database</p> <p>When creating or editing a referral a Total Number of sessions can be entered for this referral and the number of sessions used by the patient is also displayed.</p> <p>This feature is enabled via a new practice setting Track count of patient referral settings.</p>
Office	ZED-10443	<p>When displaying the Patient Details in Office, show the Session Count used/total for the Referral displayed</p> <p>When the Track count of Patient Referral Sessions feature is enabled, the Sessions Used/Total Sessions are now displayed for the currently selected referral in Patient Details screen.</p>
Office	ZED-10444	<p>When displaying the appointment details, show the Session Count used/total if a referral is present.</p> <p>When the Track count of Patient Referral Sessions feature is enabled, the Sessions Used/Total Sessions are now displayed in the appointment screen if there is an associated referral.</p>

Clinical	ZED-10445	<p>When displaying the Patient Record in Clinical show the Session Count used/total if a referral is present.</p> <p>When the Track count of Patient Referral Sessions feature is enabled and the site type is set to Specialist, the Sessions Used/Total Sessions are now displayed next to the referral in the Patient Record screen.</p>
Clinical UI		
Clinical	ZED-10183	<p>Hide Summary Views</p> <p>A new set of options has been added to My Options -> Function Selections in Clinical, to customise which tabs appear in the Patient Record Summary Views.</p>
Clinical	ZED-10185	<p>Pin and retract the Patient Demographics</p> <p>In Clinical's Patient Record screen the left part of the screen containing the Patient Demographic Information can now be collapsed, using a new chevron button, to allow the Encounter and Patient History to occupy the whole screen. The left part of the screen can be easily restored by clicking on the chevron button that remains visible.</p>
Clinical	ZED-10189	<p>View History and Consultation panels side by side</p> <p>A new option in My Options enables a side-by-side view of Patient History and the Patient Consultation when a consultation is in progress.</p>
Clinical	ZED-10190	<p>Hide some main toolbar buttons</p> <p>Clinical's My Options now has a set of new Function Selections to customise which buttons appear in the main toolbar.</p>

New fixes v38.7.4

Office	ZED-10747	<p>Unable to view details or edit referral - qryReferral Dataset not in edit or insert mode</p> <p>Fixed error that occurs when opening a referral's details in office.</p>
--------	-----------	--

New fixes v38.7.3

Office	ZED	<p>In App Messaging is turned off by default.</p> <p>This feature is disabled by default and not recommended for Zedmed Cloud or practices running Zedmed on-prem via Terminal Servers.</p> <p>To enable this feature, select Practice Setup > Practice - tick Show Zedmed Notifications.</p>
--------	-----	---

New fixes v38.7.2

Office	ZED-10683	<p>Users are unable to edit long appointments if double-clicking below the patient name.</p> <p>The appointment details edit dialogue now correctly handles bookings that span multiple time slots. This prevents incorrect warnings about booking start times when editing multi-slot appointments.</p>
--------	-----------	---

Clinical	ZED-10685	Update ChildhoodSchedules xml for the new Prevenar 20 vaccine. Updated 13vPCV to 20vPCV for the childhood immunisation schedule.
Clinical	ZED-10686	Document Preview is not able to close if more than one patient is open in Clinical. Fixed the issue where the close icon was not displayed on the document preview in clinical.
Clinical	ZED-10689	Pregnancy Icon mouse-over text is incorrect. Fixed Pregnancy icon mouse over text.

New fixes v38.7.1

Clinical	ZED-10374	Predictive ICPC Search slowness on first patient after opening clinical Added an indication when loading ICPC data into local cache.
Clinical	ZED-10375	WP Tools Page Setup – Paper Size: DIN A4 (210 x 297 mm) is Missing Fix display of paper sizes in the RTF editor page setup form (Office and Clinical).
Clinical	ZED-10376	Radiology Plain Paper Type N - Print multiple printouts Radiology referral Fixed issue causing duplicate referrals to print when making multiple orders in the same session using the Plain Paper Type N pathology or radiology order forms.
Clinical	ZED-10410	Zedmed Clinical custom dictionary/spellcheck for Zedmed Cloud Fix issue for cloud users that causes Zedmed to forget custom spell check words in Clinical.
Clinical	ZED-10440	Zedmed creating duplicate sessions in Heidi Possible fix for issue where Heidi is generating duplicate sessions for patients.
Clinical	ZED-10459	Zedmed API Service - Out Of Memory Issue Fixed potential cause of memory leak in the download of My Health Record immunisation data.

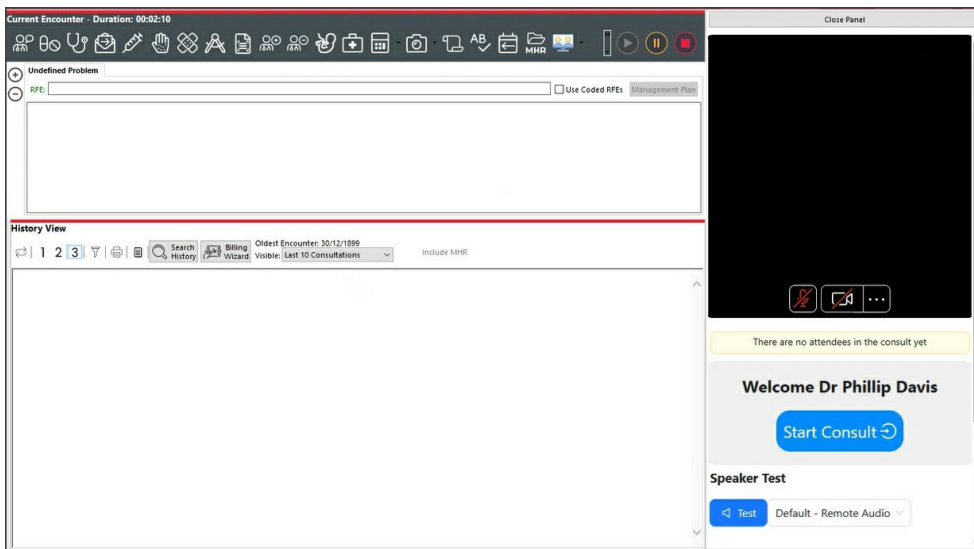
Zedmed v38.6.2

7 August 2025 | This release includes 4 new features, 7 enhancements and 20 fixes.

NEW Telehealth (Zedmed on-prem customers only)

Telehealth allows practitioners to run remote video consultations from Zedmed. This feature includes integrated Telehealth Appointment types and notifications, including SMS messages with links to the video consultations and practitioner notifications when a patient joins.

New feature for Zedmed on-prem customers. Sign up using the [Telehealth Expression of Interest form](#).



Advantages of Zedmed Telehealth:

- Provides an integrated workflow for managing Telehealth appointments.
- Identifies Telehealth bookings in the Appointment Book and the Waiting Room.
- Embeds video within Clinical and provides practitioner display options via web browser or phone.
- Notifies if a patient is waiting in the Telehealth session by displaying a banner on the patient record.
- Automatically sends the patient an SMS with the link for the Telehealth session.
- Automatically attends the patient to the Waiting Room when they join the Telehealth session.

Learn more:

- [Telehealth one-prem guide](#)
- [Telehealth Practitioner 1-step quickstart](#)
- [Telehealth FAQ](#)
- [Telehealth Practice Manager setup](#)

NEW Embedded patient search in Reception

To make it faster to open a patient record, a simplified patient search field has been added to the Reception tab in Zedmed. The search results have also been updated to include the **email address** of each patient.

Select **Clear** in the upper right to start a new search.

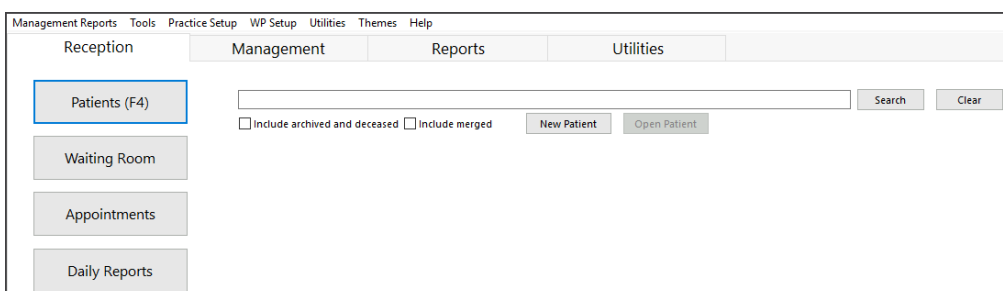
Select **New Patient** to add a new patient record.

F4 twice will still open the last patient record that was opened.

F4 will still bring up a search window.

A classic search can be enabled to open in Branch Options.

To learn more, see the updated [Patient's Guide](#).



NEW Payment Gateway refunds (ePayments)

You can now refund payments made via Payment Gateway within Zedmed with the new ePayment refund option in Account Enquiry. You no longer need to log into the payment recipients' Tyro eCommerce portal.

To learn more, see the new [ePayment Refunds guide](#).

The screenshot shows the 'Payment Enquiry' window for Payer 'Jones, Marrianna-Louise'. The 'Payments' dropdown is set to '<All>' and the 'Payment Date Period' is from 29/05/2024 to 29/05/2025. The 'Payment Only' radio button is selected. A table lists payments with columns: Receipt #, Date, Time, Staff, Value, and Credits. A 'Refund' modal is open, showing a 'Refund amount' of \$50.00 and a 'Bank list' of 'Dr Phillip Davis'. The 'Method' section has three options: 'Cash', 'Cheque', and 'Eftpos', each with a description of how the refund appears on banking reports. The 'ePayment' option is selected and highlighted with a red box. Below this, the 'ePayment Refund' section explains that the refund is for a patient's credit card and provides an email address 'zedmedtesting-mijones@gmail.com'. There are checkboxes for 'Email receipt to patient' (checked) and 'Update patient's email'. A warning message states: 'Warning: This refund will affect the total amount received on the transaction report of the original receipt date. You should reprint that transaction report if this was in the past.' The modal has 'OK' and 'Cancel' buttons at the bottom.

Notes:

- If a bill includes a surcharge, the surcharge must still be refunded through the [Tyro portal](#).
- You can only refund to the credit card billed. A replacement card cannot be refunded to.
- Cards are listed in the patient's details in the order they are used.

NEW Tyro Terminal Management

This feature allows practices to control the Tyro terminals staff connect to. If enabled, a user can be set up for multiple terminals and select a terminal when they log in. This is important for Cloud customers who need flexibility with terminal selections. For on-prem users, it allows staff to use terminals not connected to their workstations.

The practice will need to add existing Tyro Terminals to Zedmed's Security module to start using this feature. Once the terminals have been added, you can then assign them to the appropriate users.

To learn more, see the new [Assign Tyro Terminals to Users guide](#).

Edit Staff Member

User Name: PDAVIS Staff ID: PD Dr Code: PD (Phillip Da)

Given Name: Phillip Mobile Phone:

Family Name: Davis Title: Dr

☐ User's password never expires ☐ Don't disable user due to inactivity

☐ Participate in My Health Record

EHealthID (HPI-I): Search HI Service

Healthcare Role:

Single Sign On (OIDC) User ID: testphillip@example.com

Clinical History User Group:

User Roles App Access **Tyro Terminals**

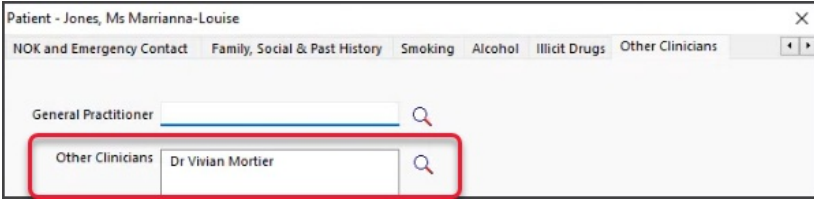
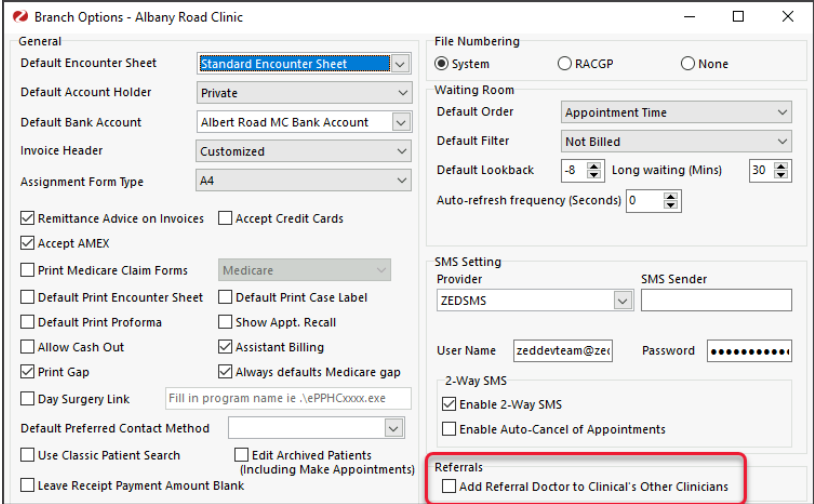
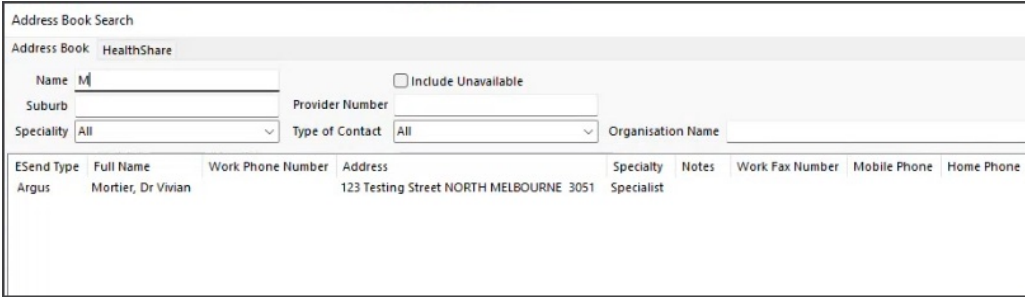
Available Terminals: Terminal 4



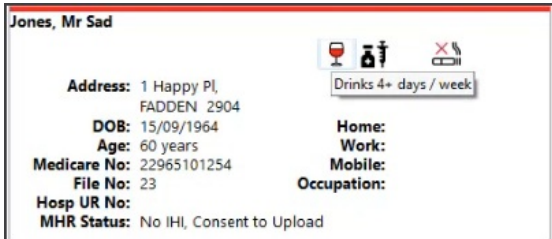
Included Terminals: Terminal 1, Terminal 2, Terminal 3, Testing Terminal

OK Cancel

Enhancements

Office	ZED-10097	<p>The debtor's report now supports grouping by doctor.</p> <p>When grouping by doctor, you can select to start each on a new page. Group by patient is the default.</p> <div data-bbox="402 1079 1216 1556"> <p>Debtor Report</p> <p>Style</p> <p><input checked="" type="radio"/> Invoice Details and Credits</p> <p><input type="checkbox"/> Include Item Details</p> <p><input type="checkbox"/> Include Address Details</p> <p><input type="radio"/> Summary Only</p> <p><input type="radio"/> Credits Only</p> <p>Data</p> <p>Group by doctor <input type="checkbox"/></p> <p>Group by patient <input checked="" type="checkbox"/></p> <p>Sub-total for patient <input type="checkbox"/></p> <p>Start each Doctor on a new page <input type="checkbox"/></p> <p>Held Accounts Only <input type="checkbox"/></p> <p>Print Preview Export Close</p> <p>Criteria</p> <p>Payer Type: Private Status: All</p> <p>From To</p> <p>Branch: Branch 1</p> <p>Doctor: All</p> <p>Category: All</p> <p>Group: All</p> <p>Sub Group: All</p> <p>Accrual Date: 01/01/1997 29/05/2025</p> <p>Ageing Period (days): #1 30 #2 60 #3 90</p> </div>
--------	-----------	--

Clinical	ZED-10091	<p>Referral doctors can be automatically added to a patient's demographics in Clinical. Specialists will be added to 'Other Clinicians' and GPs to the 'General Practitioner' field. To learn more, see the new auto-add referral doctor guide.</p>  <p>This is enabled in Practice Setup > Branches > Options > Add Referral Doctor to Clinical's Other Clinicians.</p> 
Clinical	ZED-10098	<p>The Address Book has new updates.</p> <ul style="list-style-type: none"> Now allows searching by 'Provider Number' and 'Organisation Name'. The width of the search screen has been increased. The ESend Type now displays the ESend Type Name rather than a code. 

Clinical	ZED-10297	<p>A patient's next appointment displays in Clinical Demographics.</p> <ul style="list-style-type: none"> Will show 'None scheduled' if no appointment is booked. If there are multiple appointments, it will show the closest appointment. 
Clinical	ZED-10298	<p>The Smoking icon has been updated.</p> <ul style="list-style-type: none"> Added “undefined- ?” smoking icon when no information is provided. Clicking on the icon will open the smoking tab of patient demographics directly. The icon mouse-over now shows more information. 
Clinical	ZED-10299	<p>The Illicit drug icon has been updated.</p> <ul style="list-style-type: none"> Clicking on the illicit drug usage icon now opens the illicit drug tab of patient demographics directly. The icon mouse-over now shows more information.
Clinical	ZED-10300	<p>The Alcohol icon has been updated.</p> <ul style="list-style-type: none"> Added an alcohol drinking icon, which defaults to “undefined” when no information is provided. Clicking the icon will open the alcohol tab of patient demographics directly. The icon mouse-over now shows more information. 

Fixes

Office	ZED-10088	SMS Icon now shows in the Appointment Book when the Doctor group is selected. Fixed issue where the SMS and Online Appointment icons were not displayed on the appointment grid if a doctor display group is selected.
Office	ZED-10094	Resolved Surgical Partners Synchronisation issue. Fixed issue with ePayment transactions not synchronising with Surgical Partners.
Office	ZED-10115	Claims no longer fail due to a null value in Benefits. Resolve an issue that caused claim reconciliations to fail if there was a null value in Benefit Paid to.
Office	ZED-10170	Removed the Report designer button. Removed Report Designer from the Tools menu in Office, as this menu item is no longer required.
Office	ZED-10225	Resolved Exporting Referrals Expiring Report error: Nullable must have a value. This issue occurred when exporting the Referrals Expiring Report error to CSV, and was caused by the report containing a patient with a blank DOB.
Office	ZED-10228	Switching between patient profiles now correctly displays MyMedicare status and information. Fixed an issue where switching between different patient profiles (Family Links) displayed the incorrect MyMedicare registration status and information. MyMedicare - Patient details Family Links will now Carry Over Registration Status/Information When Switching Between Patient Profiles.
Office	ZED-10275	Credit card requests now require an appointment to have a patient. Removed the ability to attempt to send a payment card request message when there is no patient associated with an appointment.
Clinical	ZED-10112	Deleted Problems no longer included in HealthLink SmartForms. Fixed a problem that caused deleted problems to be incorrectly picked up in HealthLink SmartForms.
Clinical	ZED-10117	Clinical will no longer display an error when closing Results Inbox on a second screen. Closing Clinical while the Results Inbox displays an RTF document will no longer display in an error. This was caused by moving the results inbox to a 2nd screen, then closing clinical.
Clinical	ZED-10226	Archived Patients can now be searched for in the Clinical Scan. Fixed an issue where searching for an archived patient in the Scan module could not find the patient, even when the 'Include archived and deceased patients' option was selected.
Clinical	ZED-10236	Remote Desktop text removed. Removed background text indicating a Remote Desktop connection from Clinical.
Clinical	ZED-10259	Uploading an open file into Zedmed no longer causes an error. Fixed an issue where an error was displayed when trying to upload an open file into Clinical.

Clinical	ZED-10268	Adding a problem from Summary Views now correctly defaults to the Selection Method in My Options. The problem dialogue will now respect the user's preferences for the default search mode when opened from the summary views tab.
----------	-----------	--

Zedmed v38.4.0

Single Sign On

Zedmed introduces Single Sign-On support for enterprise customers. Contact Zedmed to learn more.

Fixes

Clinical	ZED-10331	Heidi issue with apostrophes in patient names Resolved this issue with an update to the Heidi interface to handle apostrophes in patient names
----------	-----------	--

Zedmed v38.3.0

Office	ZED-6311	Warning: Transaction reference number is empty when a Tyro Eftpos transaction is cancelled Improved the message displayed when a Tyro EFT transaction is declined and cancelled.
Office	ZED-10067	Open patient details screen over the messages screen A View Patient icon has been added to the Message Manager screen to enable the selected patient details to be viewed over the top of Message Manager without closing the latter.
Office	ZED-9986	Add an email address and My Medicare registration details to Marketing function New search criteria have been added to the Marketing screen for MyMedicare registration. The report fields have also been updated to include: <ul style="list-style-type: none"> The patient's email address The MyMedicare registered Branch and Doctor
Office	ZED-10192	Access violation at address 0067FBF2 in module 'patients.exe' Zedmed Office will suppress updates to the current time indicator while refreshing the appointment grid to prevent errors.
Office	ZED-10200	Disable the use of the Expect header when communicating with claiming.com.au Applied a fix to allow for upcoming changes to claiming integration to work.
Clinical	ZED-6243	When a practitioner defines a problem, the system allows it to be saved although the date (onset date) is not correct Fixed an issue where problems with invalid onset dates would cause the upload of Shared Health Summaries to fail.
Clinical	ZED-6243	When a practitioner entered an immunisation, the system allows it to be saved although the immunisation date is not correct. Fixed an issue where immunisations with invalid dates would cause the upload of Shared Health Summaries to fail.
Clinical	ZED-10040	Investigate why re-prescribing dosage is blank when UnitVolume and UnitVolunits change Zedmed Clinical will now prompt the user to confirm the dosage when re-prescribing a medication where the drug description has changed due to medication unit or volume change since last prescription.
Clinical	ZED-10049	HL7 PRD3 section is inputting Home Address of the Doctor Modified PDR section of HL7 record to use clinic's address instead of the home address of the treating doctor.

Zedmed v38.2.3

Office	ZED-10090	AIR Management Date Range filters do not work Fixed the issue of the Date Range filters not working correctly in the AIR management screen.
Office	ZED-10095	Office - Dollar icon colour to be changed on Status In the Office waiting room and appointments grid, patients who have been billed can now be distinguished from those that have paid in full, or those with voided invoices via different colouration of the billed icon.
Office	ZED-10114	Tyro Terminal selector enhancements The Tyro terminal selector UI for Zedmed Cloud users has been simplified to have a single button for terminal selection.
Office	ZED-10140	Request a credit card from the patient details screen Users can now request payment card details from patients directly within the Patient Details > Payment Cards screen. Also fixed an issue with sending SMS card details request for an appointment with a resource.
Office	ZED-10237	Enhance Tyro adapter to show terminal unique name The Tyro terminal selector can now display a unique "display name" for each terminal. This fixes the issue where there are multiple terminals with the same terminal id.
Clinical	ZED-10037	The "Medications" section from My Health Record is not appearing in the Summary view Fixed the issue of My Health Record medications not displaying in the Medications tab of Summary Views.

Zedmed v38.2.2

8 April 2025 | This release includes 6 new features, 12 enhancements and 35 fixes.

Zedmed v38.1.2 is the first public version. To view all v8 incremental updates, see [v38.1.2](#). For v37 releases, see [v37.9.0](#).

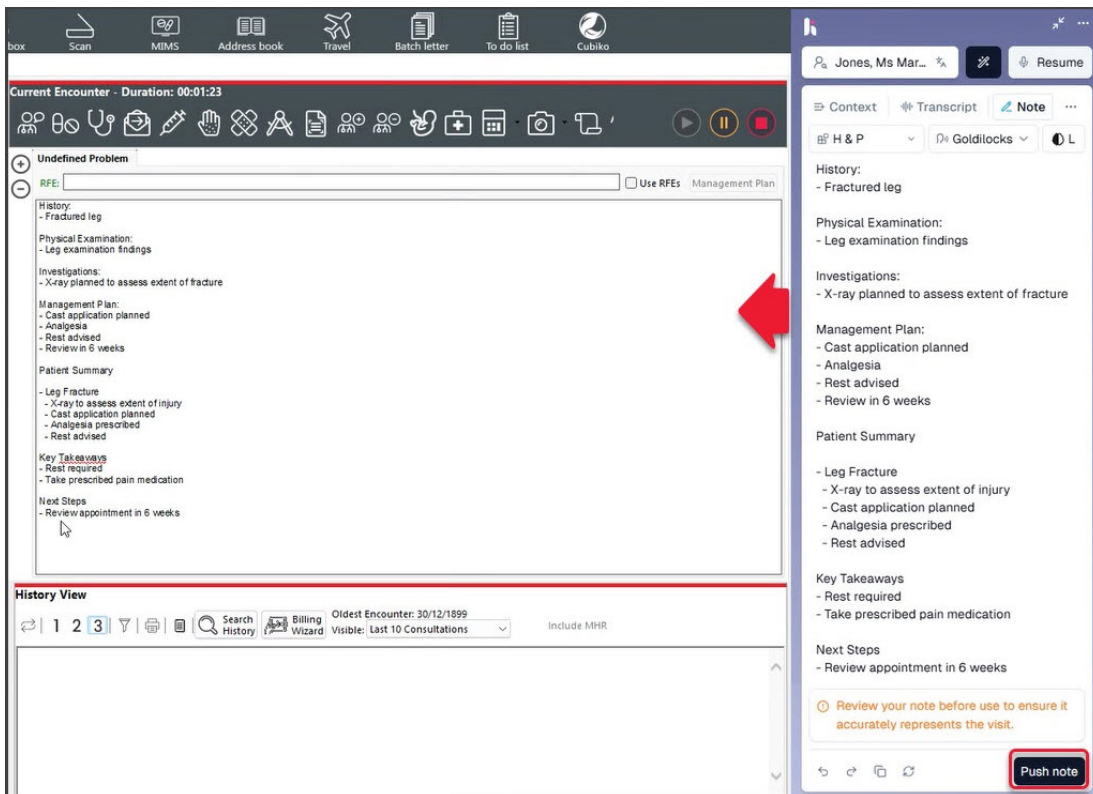
NEW Heidi AI

Zedmed's Heidi AI integration uses voice input to generate AI-enhanced clinical notes and consultation transcripts. Before it is added to a patient's file, all generated content can be reviewed and manually edited.

To use Heidi AI, each practitioner needs their own paid subscription. To subscribe, select the **Set up Heidi link** in Clinical's Heidi AI widget. You can also use Heidi's 30-day free trial via this link.

Note: This feature requires the Windows WebView 2 component, which is included with Windows 11 and Office 365. It will be added to versions of Windows 10 that do not already have it.

To learn more, see the [Heidi AI guide](#).

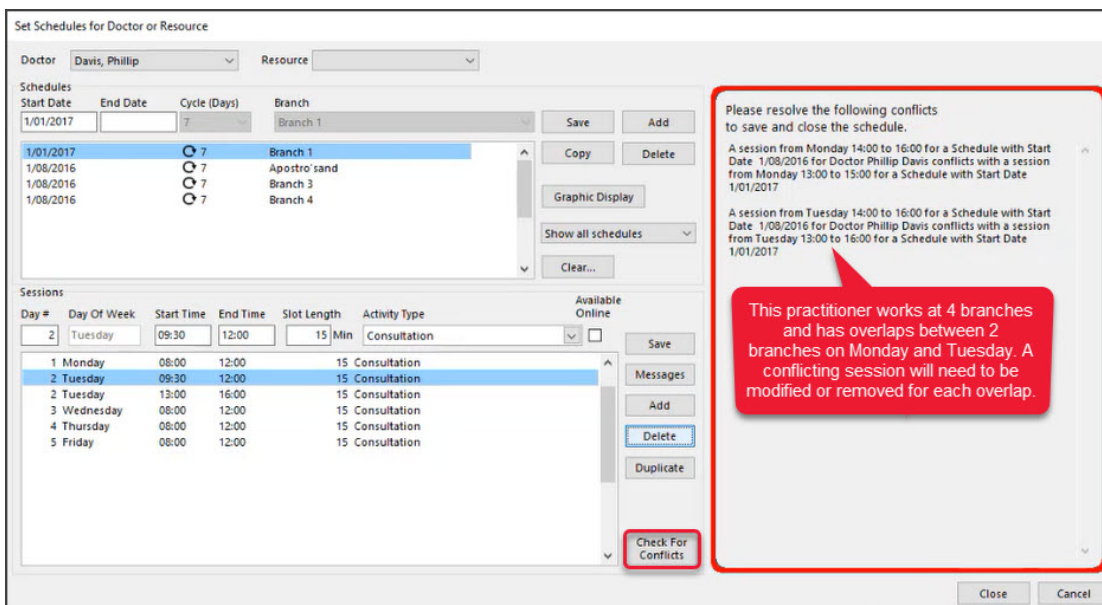


NEW Schedule conflicts preview

When adding or editing a schedule, you can now view conflicts on a dedicated pane, making it easier to review all conflicts and their details in one place. Conflicts often occur when changes are made, and those conflicts will be displayed on the right pane with a red border.

To learn more, see the [Create a Schedule](#) guide.

This new feature will allow you to review and modify conflicts

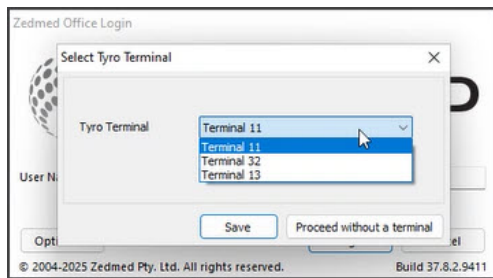


NEW Tyro Terminal selector

Currently, for Zedmed Cloud, users are linked to Tyro terminals, and each user can only be linked to one. This causes problems if users move desks or need to use a different terminal.

This **new** feature allows users to select the required terminal when they log in. For on-premise customers, workstations are linked to Tyro terminals (not users) so no change is needed.

To learn more, see the [Tyro Terminal selector guide](#).



NEW OLA Prevent specific patients from booking

Practices can now block existing patients from booking appointments using OLA. The feature is enabled using a tick box in the Patient Details and applies to existing patients with OLA accounts that have been reconciled to their patient record.

This is what the patient will see in OLA,

NEW OLA Document requests

Practices can now ask patients to upload documents (such as referrals) when making online appointments. The document requirement is enabled for specific Appointment Types, and the documents are delivered to the practice mailbox.

To learn more, see the [OLA document requests guide](#).

Screenshot of a Patient being prompted to provide a referral in OLA.

Patient Selection
Please select the patient attending this appointment from the list below, or select "Lookup Patient" and fill in their details.

☒ Matt
☐ Lookup Patient

Please upload any relevant documentation (referral letter, test result etc.) or select "Skip" if you would prefer to bring a copy with you to the appointment.

Drag & drop your referral letter here or click to select your file

Appointment Details
CENTRE: [Redacted]
Your local time (AEDT)
DATE: Wednesday 19 February 2025
TIME: 12:00 pm
TYPE: Std Consultation

NEW Secure Send for batch writer

Secure Send is provided as a right-click option for each letter. This allows the letter to be sent to a specific patient's email address. [Learn more](#).

Batch Letter Writer

Search
Existing Batches: Write Letters
Search Criteria
Doctor: Davis, Dr Phillip
Status: Not Complete

Search Results

- 25/11/2024 00010 (New) Green, Roger Letter to Testman, Dr Alex
- 25/11/2024 00009 (New) Green, Roger Letter to Testman, Dr Alex
- 16/10/2024 00008 (New) Boyes, Simon Letter
- Campbell, Michael Letter
- 21/08/2024 00007 (New) Wigg, John

Right-click context menu:
New Batch
Edit Letter...
View Letter...
Distribute Letter... (highlighted)
Print Envelopes
Print Envelopes for CCs
Change Letter Status
Change Letter Batch
Cancel Distribution
Delete Letter...

Send to Patient
This will send a download link for the selected file to Patient/Payer via Email and/or SMS. The download will prompt for a one-time password on the respective email/mobile no.

Patient: Campbell, Michael
Payer: Campbell, Michael

Notifications to be sent:
☐ Recipient Email: mcampbell@email.com
☒ Recipient Mobile: 0455555555


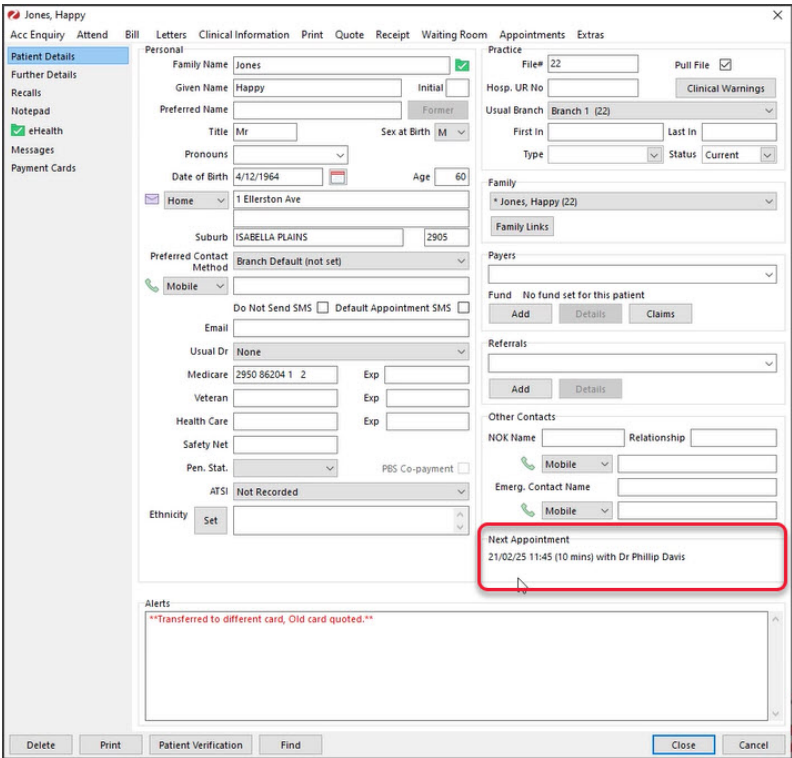
☐ Pin not required (Less secure)

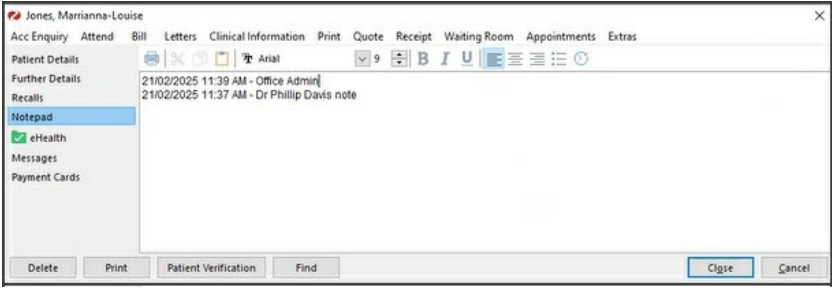
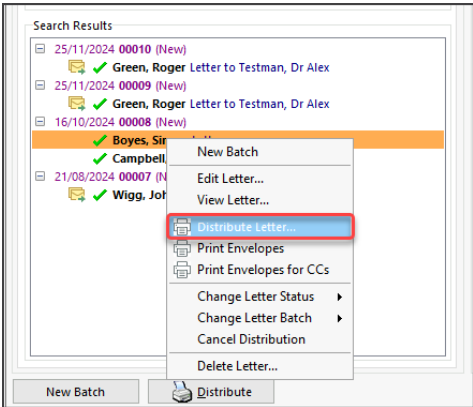
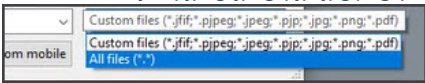
Send a copy to:
Copy To Email: [Search]
Copy To Mobile: [Search]

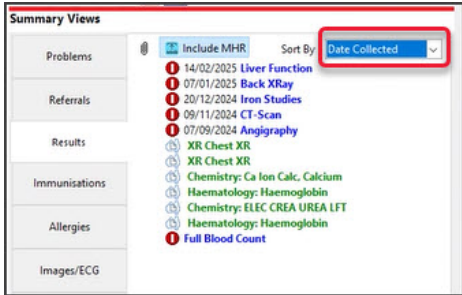
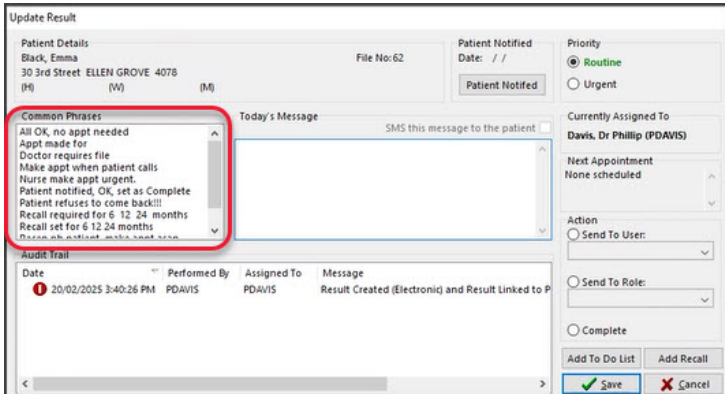
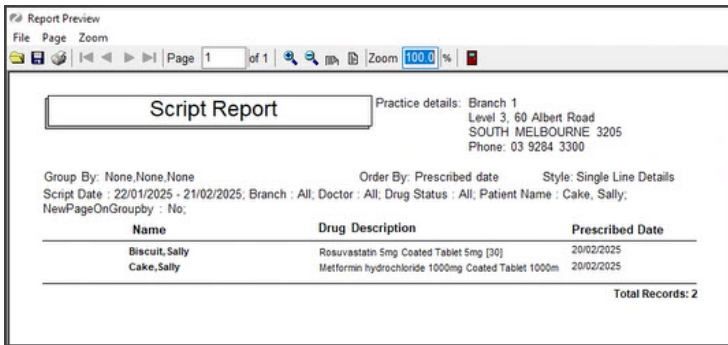
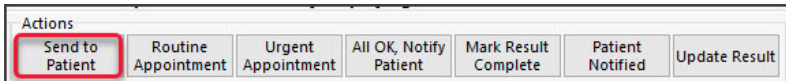
☐ Print envelopes without tracking

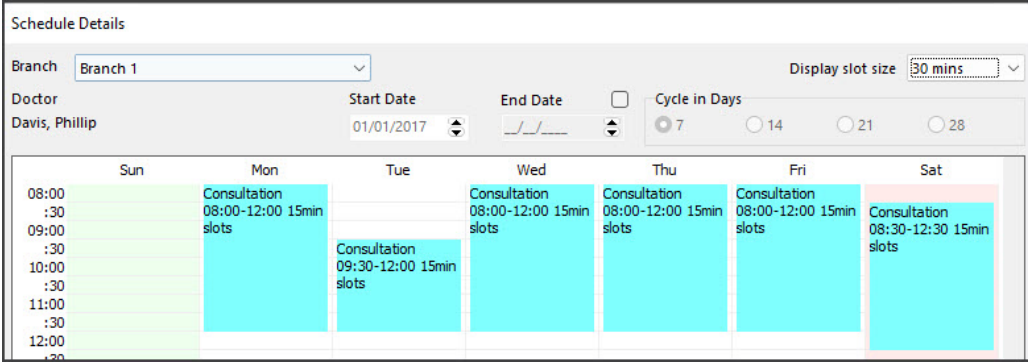
Enhancements

Office	ZED-10160	Windows WebView 2 component (v38.1.1) Each time Office starts up, it will check if WebView2 is installed; if not, it will run the installer silently. Logging added at Debug level in the Patients.log, which shows the check and if the installer was run.
--------	-----------	---

OLA		<p>Practices can set the order of doctors in OLA.</p> <p>The order in which doctors appear in OLA can be modified in Branches > Online Appointment Details. If this feature is used, it overrides the current order, which is determined by the left-to-right doctor order in the Appointment book. To learn more, see the OLA setup guide.</p> 
Office	ZED-9831	<p>A patient's next appointment is now shown on their patient record.</p> <p>Appointments in the past are not shown and will display “No upcoming appointments” if the patient has no future appointments.</p> 
Office	ZED-9846	<p>Unassigned Tasks will no longer show in Task Manager.</p> <p>Task Manager now displays tasks that have not been assigned to staff when selecting the ALL Assignee option. NOT ASSIGNED has been added to the list of Assignees to enable viewing just unassigned tasks.</p>

Office	ZED-10000	<p>In Patient details, the Notepad timestamp now has both the date and time Added time to the timestamp note in patient details, which previously only had the date.</p> 
Clinical	ZED-9633	<p>Secure Send can now be used in Batch Letter Writer for individual letters. Because a batch is sent at once and there is nowhere to add individual emails, Secure Send is provided as a right-click option for each letter. Learn more.</p> 
Clinical	ZED-9745	<p>Summary Views now supports more file types. Image files can now be attached to the ECG/Images, Incoming Documents and Results tabs. The supported file list is now: jfif, pjpeg, jpeg, pjp, jpg png, pdf.</p> 
Clinical	ZED-9901	<p>Summary Views now support the Docx file type. The docx files can now be attached to Incoming Documents, Documents, Results, and ECG/Images.</p>

Clinical	ZED-9808	<p>'Results' in Summary Views can be sorted by Date Collected.</p> <p>A new option to sort by 'Date Collected' has been added to the Results tab on the Summary Views. When sorting by this option, the appropriate date is displayed for each result listed.</p> 
Clinical	ZED-9872	<p>Results Inbox 'Common Phrases' now support more characters.</p> <p>The length Common Phrases used to update a result in the Results Inbox in Clinical Records has been extended to 320 characters.</p> 
Clinical	ZED-9893	<p>The Script Report now shows all drugs for a patient, even if they changed their name.</p> <p>The Clinical Script Report now filters patients using their unique patient IDs. This update resolves the issue where patients who have changed their names and received medication under different names were not correctly identified.</p> 
Clinical	ZED-9930	<p>Moved the 'Send to Patient button' in the Results Inbox.</p> <p>The Send To Patient button has been moved to the left of the configurable buttons in the Results Inbox. It was previously to the right of the Show Result Complete.</p> 

Office		<p>Updated the Schedule Details Graphic display:</p> <ol style="list-style-type: none"> 1. Removed the Doctor and Resource radio buttons. 2. Changed the Doctor/Resource dropdown to be a label that displays the selected schedule 3. The End Date check box defaults to the current date rather than the scheduled start date. 
--------	--	---

Fixes

Office	ZED-6353	<p>Bulk patient Merge issues</p> <p>The following minor usability issues have been fixed on the Patient Merger - Bulk merge</p> <ol style="list-style-type: none"> 1. Do not proceed with merge if the user clicks on the cross icon on the confirmation dialog. 2. Do not show an error message when the user cancels printing.
Office	ZED-9770	<p>3rd party Batch Report - The description overlapped the GST</p> <p>Long item descriptions no longer obscure the GST Amount in the 3rd Party Batch Report.</p>
Office	ZED-9845	<p>Appointment Reminders - Automatic Reminder SMS is not listing resources</p> <p>When sending automatic reminders and confirmations, the Resource name is now displayed if the appointment is with the resource and not a doctor.</p>
Office	ZED-9847	<p>Quote Not Showing GAP Fee</p> <p>Fixed an issue with Billing and Quoting where the Gap was not included on the invoice/quotation even though the print gap option was selected.</p>
Office	ZED-9867	<p>Account Payer Allocation - Unable to view Invoice error " Print Duplicate error"</p> <p>Third Party Account Enquiry/Allocation screen has been fixed to prevent an error when viewing third party invoices.</p>
Office	ZED-9869	<p>Merge Patient files - MyMedicare registration Fields Are Not Saved After Merging</p> <p>When merging patients with My Medicare details, Zedmed now allows the user to select how these are saved in the merged record.</p>
Office	ZED-9891	<p>Appointment grid "Could not convert variant of type (Null) into type (Integer)" error</p> <p>Display a more user friendly message when trying to attend an appointment and the appointment has been deleted by another staff member. Message is "The attendance could not be saved, it has been deleted by another member of staff".</p>

Office	ZED-9834	Assertion failure error for third-party payers Office now blocks attempts to use Secure Send for Third-Party Account Payers, preventing errors that previously occurred when this unsupported feature was incorrectly available.
Office	ZED-9947	Unable to print the Referral Doctor label when using the internal Mail Merge template, getting a Print Referral Doctor Label Error Fixed the issue where an error is reported when there are no referrals relating to the Referral Doctor, using the internal mail merge templates.
Office	ZED-9966	Next Available Search function is not updated after clearing a schedule conflict We have resolved an issue in Zedmed Office where appointment slots were being lost due to scheduling conflicts in doctor schedules.
Office	ZED-10009	Update to Waiting Room auto-refresh frequency branch option Values entered that are 15 or less will now be a refresh in minutes time. Values above 15 will be a refresh time in seconds. The label will automatically change from "(seconds)" to "(minutes)". Label caption at top left of waiting room window will also change.
Office	ZED-10028	Cannot send ZedSMS from new branch - Error - 103: Invalid Config Values When creating a new branch, Zedmed will now correctly save the SMS service provider settings. Previously, users could not send SMS messages from newly created branches.
Office	ZED-10071	Remove the Tip of the Day Editor menu option in Office The Tip of the Day feature is no longer supported and has been removed from Office.
Clinical	ZED-8763	To-Do List freeze when open patient file from result inbox Fixed the issue when clicking Action Performed on a To Do List item for a patient opened from the Results Inbox, Clinical appears to hang.
Clinical	ZED-9629	Results Inbox Access Violation when using arrow keys to navigate from a result that contains an image Fixed an error that can occur when using the keyboard to scroll through results in the results inbox.
Clinical	ZED-9676	AV error when opening the results inbox after importing results Fixed an error that can occur when importing results with a patient record open then opening the results inbox.
Clinical	ZED-9732	Rename option on Pathology/Radiology referrals does not work Removed non-functional rename option from the right click menu of pathology and radiology referrals in the Encounter History view.
Clinical	ZED-9733	AV error when deleting a referral using the contextual menu in History View Disabled non-functional delete option in right click menu for referrals shown in the encounter history. Use the summary view section to manage these documents.

Clinical	ZED-9767	Clinical encounter - Duplicate addendum notes Fix issue that was causing addendums to clinical notes to appear duplicated if a second addendum was added.
Clinical	ZED-9768	Access Violation when viewing/opening images from history view. Clinical no longer throws an error when right clicking on an image in the encounter note.
Clinical	ZED-9769	Referral Templates via Encounter - referral module the global template appears as default instead of the My Option default template. The Clinical Referrals dialog has been fixed to ensure we retain the correct template selections.
Clinical	ZED-9771	Referrals made through HealthLink Smartforms still appear in the list of incomplete referrals even after they have been marked as closed. The Outstanding and Requested referral reports in Clinical have been updated to work with HealthLink referrals.
Clinical	ZED-9804	Update Pregnancy Calculator to current year and beyond. The pregnancy calculator has been updated to allow start dates in the range of 2023 to 2043.
Clinical	ZED-9815	Error -- No Measurement Type exists for measurement SPO2. Fixed error "No Measurement Type exists for measurement SPO2" that occurs when trying to use the SPO2 measurement in clinical observations for some users.
Clinical	ZED-9816	Issue with Distributing Letter from Summary View. Clinical letter writer has been fixed where selecting the distribute button would not show the Distribution screen unless the letter had been modified first.
Clinical	ZED-9868	Range Check Error - Result Inbox. Fixed issue that would cause a range check error to be displayed when viewing some results and selecting the Enhanced View tab.
Clinical	ZED-9892	Billing Wizard - Billing details The "Send Medicare Bulk Billing Consent" button in the billing wizard is covering up text in the payer details. The Medicare Bulk Billing Consent button on the Clinical billing wizard have been repositioned to ensure that the patient's fund details are not cut off.
Clinical	ZED-9912	Clinical Results Inbox filters - on Document or Result does not work after a refresh. The Type filter in Results Inbox was not taking effect on a Refresh. This issue has been resolved.
Clinical	ZED-9931	Printing in progress error. Fixed an issue with printing results, where clicking the print button too many times results in an error.
Clinical	ZED-9968	Referral letter writer screen - Printer in Progress error which leads to an AV. The Clinical letter writer will now handle accidental invocations of the printer when it is already busy printing. Previously, this would trigger an error message.

Clinical	ZED-9977	Access Violation when printing two copies of a referral letter. Clinical Letter Writer has been enhanced to prevent an error when a user closes the window while it is printing two copies of the letter.
Clinical	ZED-9993	Creating a new problem using the same code as an existing or resolved problem incorrectly updates the existing record. It is now possible to create new patient problem(s) for a problem code that has already been created.
OLA	ZED-10044	<i>Released in Zedmed v37.8.3 pilot</i> Resolved performance issues related to the Next Available Appointment query <ul style="list-style-type: none"> • Added a configuration to allow the Next available appointment slot request to cache the next available appointment information. This speeds up the response time. • Added a configuration to modify the number of days OLA will look forward for next available appointments. This configuration is managed by Zedmed support and cannot be done in the Zedmed UI.
Clinical	ZED-10142	Cannot focus on a disabled or invisible windows (v38.1.0) Fixed an issue where an error was displayed when opening a patient from the clinical waiting room.
Clinical	ZED-10164	AV when selecting Clinical Details in Office and Heidi is not enabled (v38.1.1) Fixed an AV error that can occur in some instances when the patient history is refreshed.
Clinical	ZED-10187	Fixed error: Failed to create Edge browser control (v38.1.2) This error occurred when opening Zedmed clinical on Terminal Server, which prevented Heidi from being available if multiple users were running Clinical on the same computer.

See all **Zedmed v37 release notes**

See all **Zedmed v36 release notes**