

# Telehealth user guide

Version: 1.01 | Last Modified on 01/07/2025 2:44 pm AEST

Telehealth allows practitioners to run remote video consultations with patients. A Telehealth Appointment sends the patient an SMS link before consultation time, and the practitioner is notified when the patient is online and waiting to begin.

Requires Zedmed 38.5 or later.

## Overview

Key features included with Telehealth:

- Provides an integrated workflow for managing Telehealth appointments.
- Embeds video within Clinical and provides display options for your web browser or phone.
- Notifies when the patient is waiting in the Telehealth session by displaying a banner on the patient record.
- Reminds patients of the session by sending an SMS that includes a link for the Telehealth session.
- Identifies Telehealth bookings in the Appointment Book and the Waiting Room.
- Includes a Companion App to help cloud users manage the Waiting Room on their local web browser.
- Integrates with Single Sign On (SSO) for streamlined authentication.

## Workflow Summary

1. The patient books a Telehealth appointment and receives a confirmation SMS.
2. Before the appointment (e.g., 15 minutes), the patient receives an SMS with the Telehealth link.
3. The patient taps the link to open Telehealth, then taps **Join** (selectable 30 minutes before appointment).

This starts the video connection and **Attends** them to the **Waiting Room**.

4. The practitioner sees the patient in the **Waiting Room** and selects **Admit**.

This opens the patient's record and starts the consultation timer.

5. The practitioner opens Telehealth from Zedmed or the **Companion App** (for Zedmed Cloud).
6. The practitioner selects **Start Consult** in Telehealth.

## Reception workflow

Reception creates Telehealth appointments as required, which are indicated by a camera icon in the Appointment Grid.

0	✓	17 Jones, Marrianna-Louise	Telehealth (13:00 - 13:15)	✓
15	✓	22 Jones, Happy	Telehealth (13:15 - 13:30)	✓
30	✓	2 Church, Lawrence	Telehealth (13:30 - 13:45)	✗
45	✓	3 Berg, Max	Telehealth (13:45 - 14:00)	✗
0				
30				

The patient is automatically **Admitted** to the **Waiting Room** when they select **Join** on the Telehealth homepage. Reception can see the Appointment Type and monitor the Attend time if required.

FILE #	Status	Patient Name	Appt Time	Attd Time	Admit Time	Doctor	Appt Type	Dept	Attd Notes
17		Jones, Marrianna-Louise	08:15	08:05		PD	Telehealth		
22		Jones, Happy	08:30	08:18		PD	Telehealth		

## Practitioner: on-prem workflow

To run the Telehealth consultation.

1. Monitor the **Waiting Room**.

The patient will appear there when they have opened Telehealth and selected **Join**.

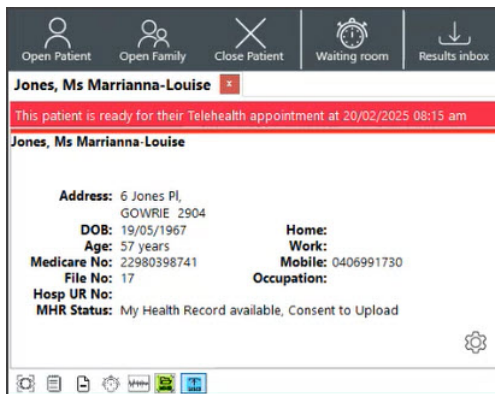
The patient's Telehealth will have the video and audio running, and display the message, 'Waiting for doctor'.

2. When ready, select **Admit**.

This opens the patient's record in Zedmed and starts the consultation timer.

FILE #	Status	Patient Name	Appt Time	Attd Time	Admit Time	Doctor	Appt Type	Dept	Attd Notes
17		Jones, Marrianna-Louise	13:00	12:51		PD	Telehealth		

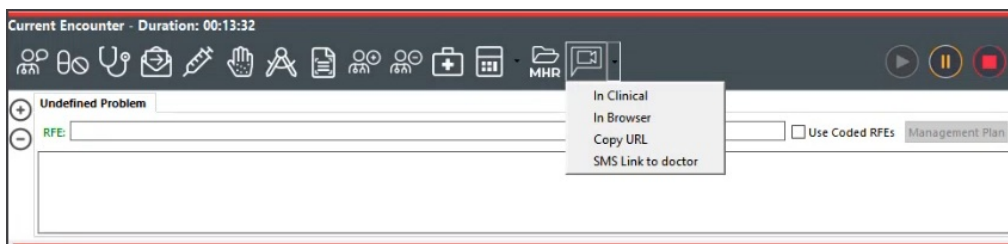
3. A **Red** notification banner appears on the patient's record when they have select **Join** in Telehealth.



4. From the **Current Encounter** menu, the practitioner opens Telehealth using one of four options:

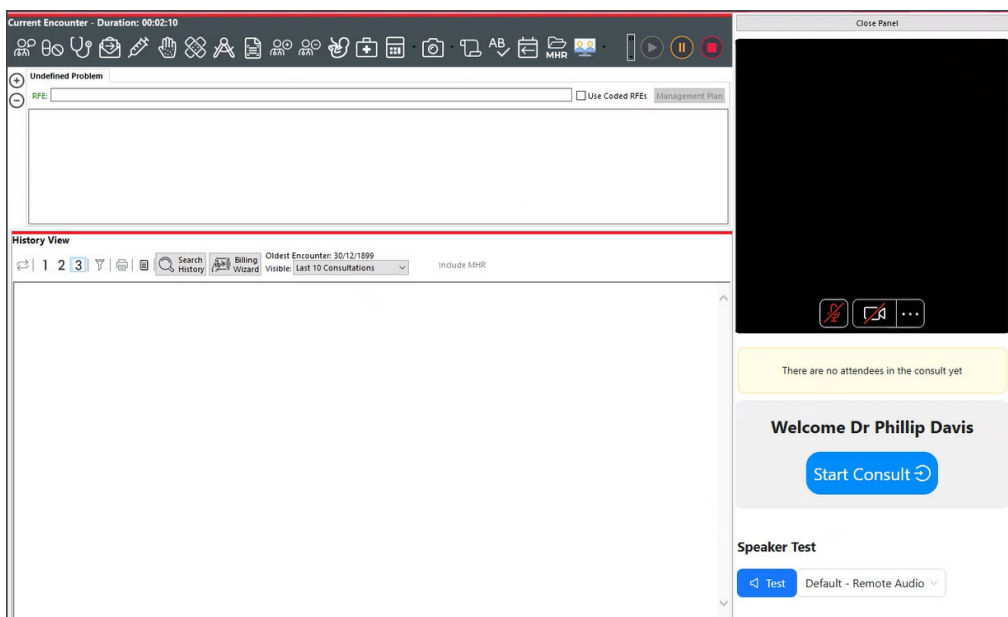
- **In Clinical** - opens Telehealth within Clinical.
- **In Browsers** - the default browser launches Telehealth.
- **Copy URL** - for Zedmed Cloud users. Open your desktop browser and copy-paste the URL provided.
- **SMS Link to doctors** - sends a link to the doctor's phone using the mobile number in their Doctor Details.

**TIP:** The **Browser** option is ideal when a practitioner has two monitors or needs room for Heidi AI.



5. The practitioner selects **Start Consult**.

This initiates the Telehealth call with the waiting patient. The screenshot shows Telehealth **In Clinical**.



If there is a disconnection, select **Re-Join** to resume the Telehealth consultation.

6. When the leave Icon is selected, Telehealth will close. This does not end the Encounter in Zedmed.



## Practitioner: cloud workflow

Due to the bandwidth limitations of Zedmed Cloud, Telehealth practitioners:

- Open the **Telehealth link** in a web browser on their local desktop or mobile phone.
- Use Zedmed's **Companion App** to manage the Waiting Room on their local PC's web browser.

### Opening the Companion App

When the practitioner starts Zedmed, they should also open the bookmarked Companion App in their local web browser. For optimal results, use a second monitor or device. Alternatively, if you are using a single monitor, position the Companion App browser at 1/4 or 1/3 screen width next to Zedmed's browser.

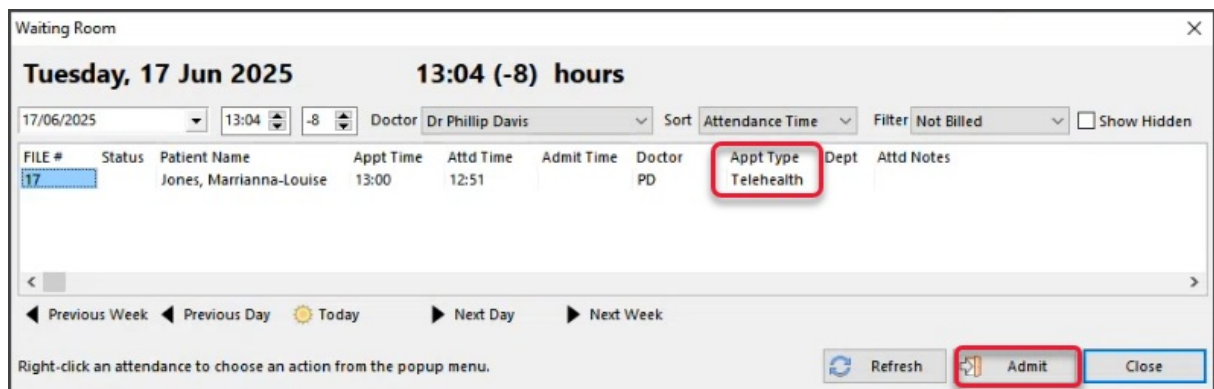
### To run the Telehealth consultation:

1. Monitor the status of patients with appointments in the **Companion App**.
  - Patients who have not joined, but the doctor has **Admitted**, will appear as yellow - **Admitted**.
  - Patients who opened TeleHealth and selected **Join** will appear as green - **Patient arrived**.
  - Patients who are not ready show as grey, and the practitioner cannot start a Telehealth consult with them.

Tuesday, 17 June		PDAVIS		01:37:38 PM	
Show Billed Hiding Billed Consults		Telehealth Filter		Refresh	
Jones, Marrianna-Louise Telehealth		Admitted	01:00 PM Duration 15 mins	Open Telehealth	
Jones, Happy Telehealth		Patient arrived	01:15 PM Duration 15 mins	Open Telehealth	
Church, Lawrence Telehealth			01:30 PM Duration 15 mins	Telehealth	
Berg, Max Telehealth			01:45 PM Duration 15 mins	Telehealth	

2. When ready, **Admit** the patient from the **Waiting Room**.

This opens the patient's record in Clinical and starts the consultation timer.



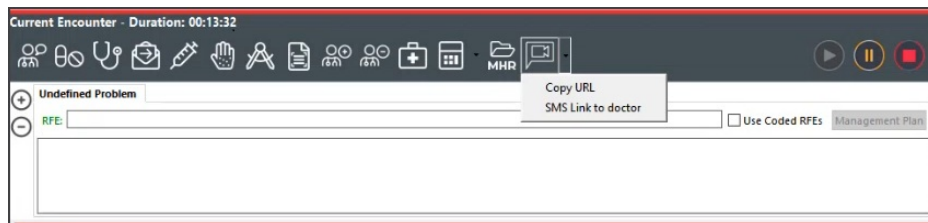
3. Join the video consultation using one of three methods:

- On the **Companion App**, select the **Open Telehealth** icon (patient must be admitted)

This will display Telenealth in place of the Companion App (back arrow to return to the App).

- From Zedmed Select **Copy URL**, and paste the telehealth link into a browser
- From Zedmed, select **SMS Link to doctor** to send a link to the practitioner's phone.

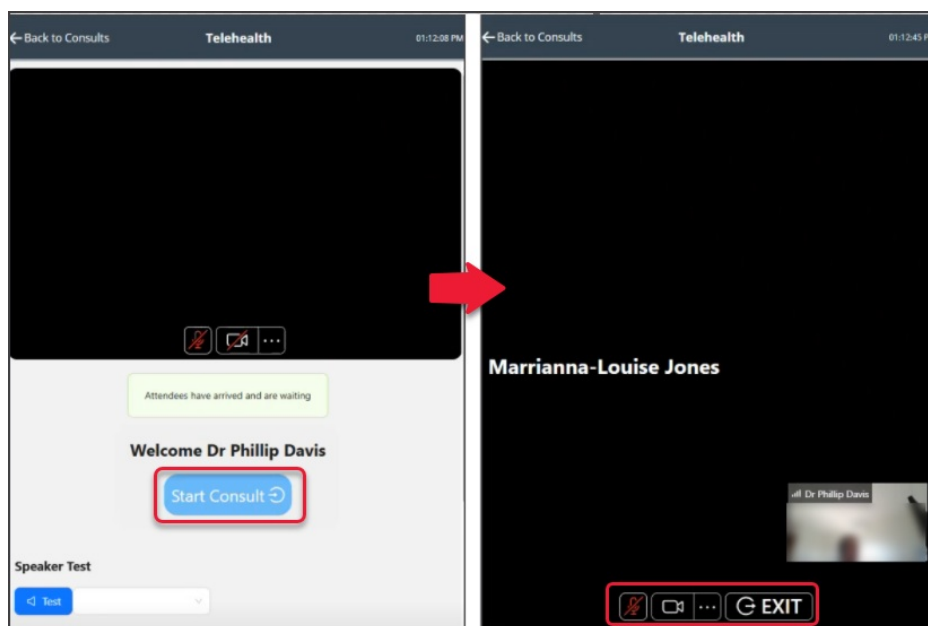
4. Each option opens the Telehealth home page.



5. Select **Start Consult**.

Conduct the consultation as normal, using the video to view and communicate with the patient.

The patient will be removed from the Companion App once they have been billed.



Companion App options:

- Filters** - Choose between **All** appointments and **Telehealth** appointments only.

- **Tele Waiting** - Show only patients who have arrived (opened the link and clicked **Join**).  
If they leave, they will change to **Telehealth** appointments.
- **Show Billed** - Includes patients who have been billed (The Waiting Room is checked for this status).
- **Refresh** - The Companion App refreshes the patients shown every minute, or when the **Refresh** button is selected.

## Patient workflow

To join the Telehealth consultation:

1. Receives the Reminder SMS - commonly 15 minutes before the appointment.
2. Selects the Telehealth link in the SMS.
3. From the landing page, the patient can preview their camera and microphone setup (middle screenshot below).

A message (screenshot three below) will display advising either:

- The practitioner has started the call.
- The practitioner will arrive shortly.

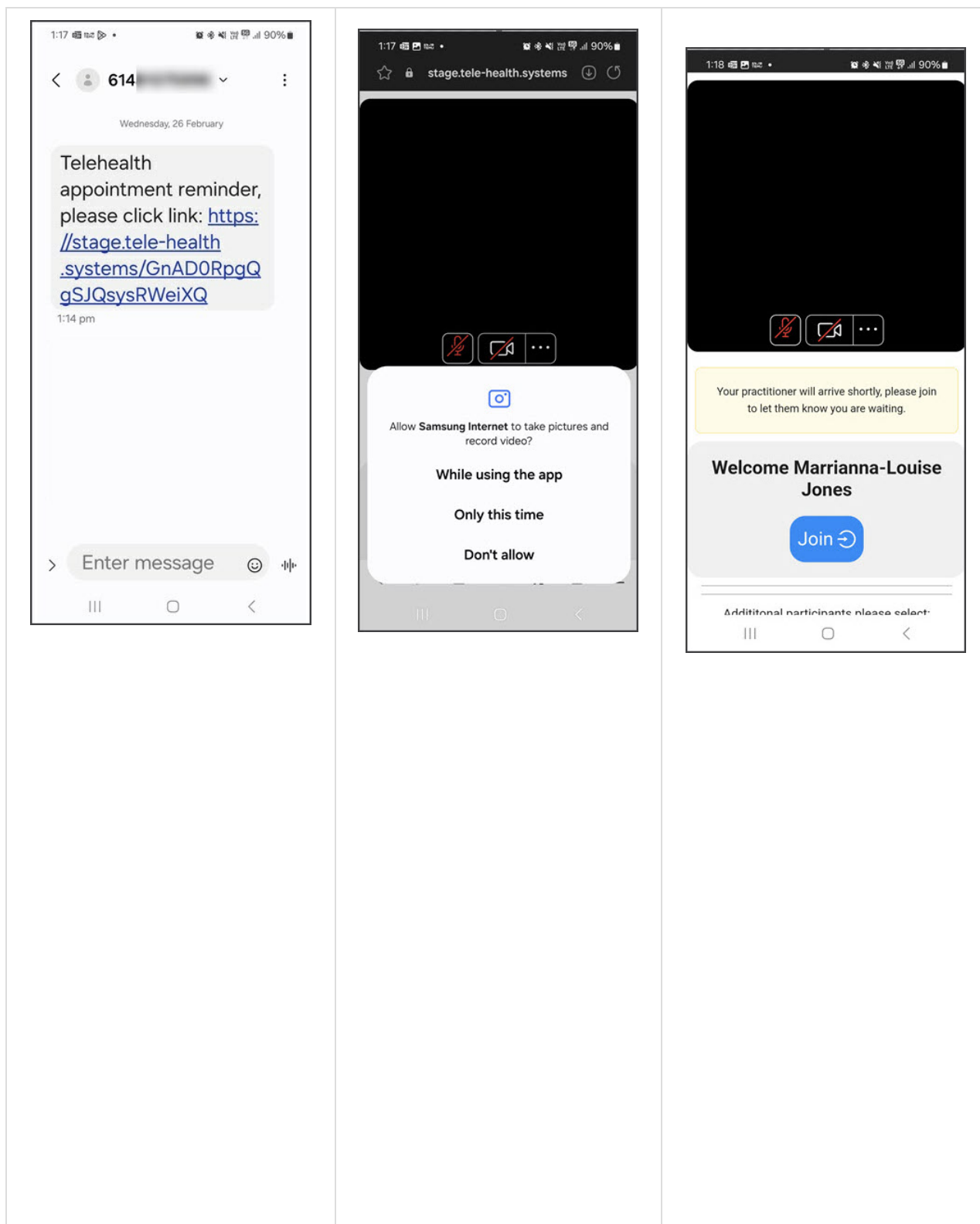
4. Select the **Join** button.

The Join button becomes available 30 minutes before the consultation. A message will advise the patient of this.

Selecting Join will automatically **Attend** the patient to the **Waiting Room**.

For Zedmed Cloud users, the patient will also appear in the **Companion App** as **Patient Arrived**.

Open the Telehealth link	Approve pictures and video	Tap Join
--------------------------	----------------------------	----------



## Switching Clinics

The Companion App supports multiple clinics, and the practitioner can switch between each clinic's Waiting Room.

To change Clinics:

1. Select the selector icon on the top right.

2. Select the Clinic from the list shown.

The Companion App will now show the Waiting room for that Clinic

To add another clinic, see the [Companion App setup](#).

