

Zedmed Telehealth

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This Zedmed add-on allows practitioners to conduct Telehealth appointments. The practice sends a scheduled SMS with the Telehealth link to the patient, and the practitioner opens the live stream in Zedmed Clinical, a browser or their phone. Telehealth is billed monthly for each practitioner who uses the add-on that month.

Telehealth setup

Requirements

- Zedmed version 38.x.x or later.
- A subscription to Zedmed's Telehealth add-on.
- ZedSMS to send Telehealth links.
- The practitioner should have audio input and output, for example, a headset with a microphone.
- Payment Gateway is required to remotely bill patients. [Learn more.](#)

Purchase the Telehealth add-on

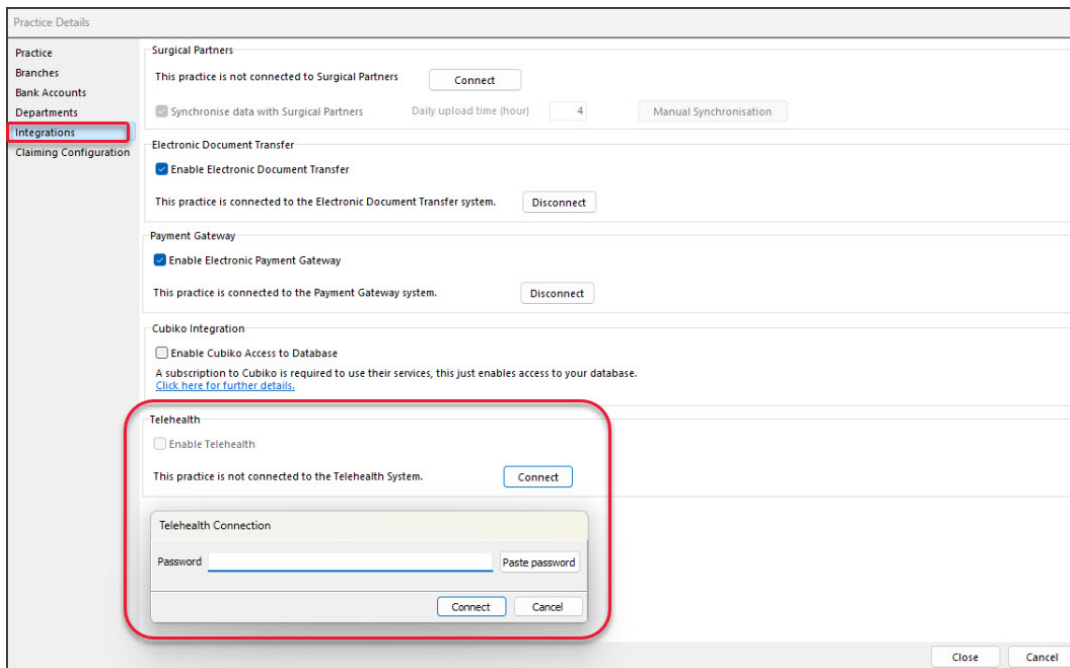
To get a Telehealth subscription:

1. Contact [Zedmed Sales](#).
2. Sales will provide a quote and billing information.
3. Sales will arrange for a Zedmed onboarder to contact you.

Enable Telehealth in Zedmed

Zedmed will perform the following steps as part of your onboarding:

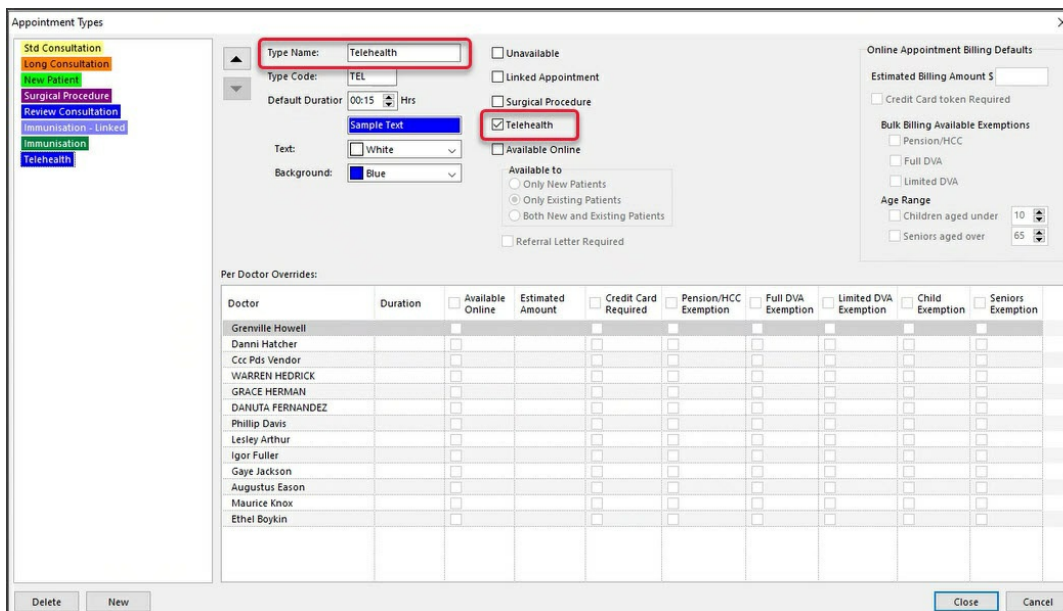
1. Login into Zedmed with administrator access.
2. Select **Practice Setup > Practice**.
3. Select the **Integrations** tab.
4. Select **Connect**.
5. Paste a Zedmed-generated password into the connection dialogue.
6. Select **Connect**.
7. Tick **Enable Telehealth**.



Create a Telehealth Appointment Type

A new Appointment Type must be created and used for Telehealth appointments.

1. Create an **Appointment Type**, as explained in the [Appointment Type guide](#).
You can use any name for your Appointment Type, for example. **Telehealth**.
2. In the **Appointment Type** options, select **Telehealth**.
3. Select **Close** to save and exit.



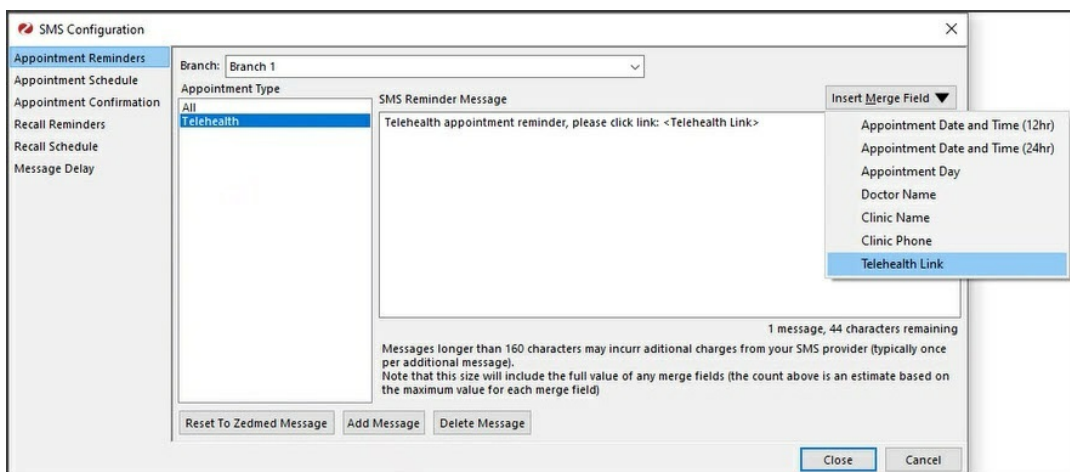
Schedule a Telehealth reminder

Telehealth reminders are sent to the patient within 12 hours of the appointment, and include a link for the Telehealth session.

Create a Reminder

Create a reminder message specifically for Telehealth that includes the **Telehealth link** merge field. This merge field can only be selected if there is an Appointment Type with Telehealth enabled (ticked).

1. Create a Reminder, as explained in the [Create a Custom Reminder](#).
2. You can use any name for the Reminder.
3. Add the **Telehealth Link** merge field.



4. Select **Close** to save and exit.

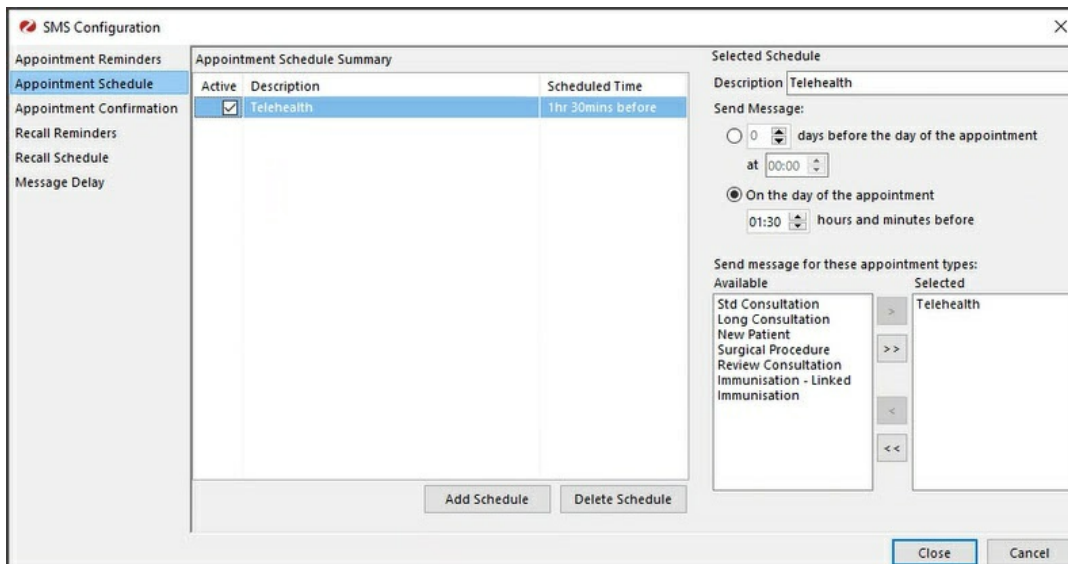
Create a Schedule

A Telehealth Reminder must have a schedule that sends an SMS on the day of the appointment.

1. Create a schedule for the Telehealth reminder, as explained in [Schedule Reminders](#).
2. Add the Telehealth Reminder to the **Selected** pane.
3. Select **On the day of the appointment**. This option should only be used for Telehealth.
4. Select a time within 12 hours of the appointment.

This 12-hour limit prevents patients from initiating appointments too early (e.g. two days before the appointment).

5. Select **Close** to save the schedule.



Practice workflow

Below is the full workflow for managing and performing a Telehealth consultation.

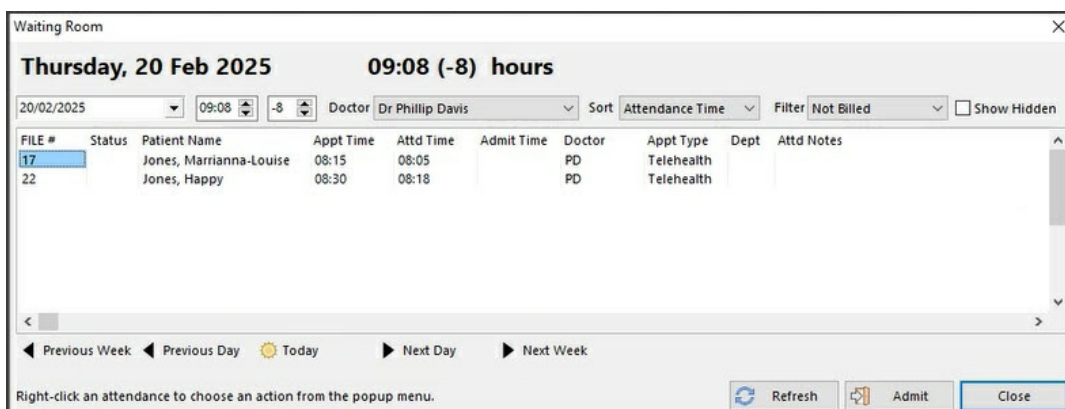
Standard Telehealth workflow:

1. Reception Books a Telehealth appointment.

Davis, Phillip				
0				0
15	✓	17 Jones, Marrianna-Louise	Telehealth (08:15 - 08:30)	✓
30	✓	22 Jones, Happy	Telehealth (08:30 - 08:45)	✓
45				45

2. The Patient receives an SMS the day of the appointment containing a link to open Telehealth.
3. The patient opens the Telehealth link and clicks **Join**

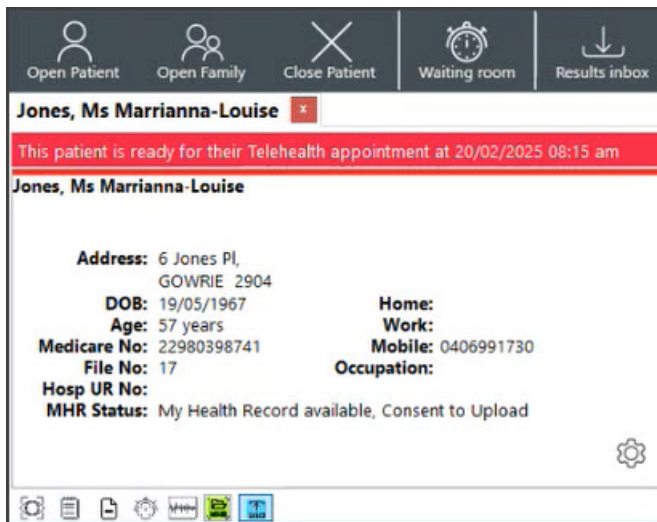
This will automatically **Attend** them to the Clinical **Waiting Room**.



4. The practitioner sees the patient in the Waiting Room and **Admits** them.

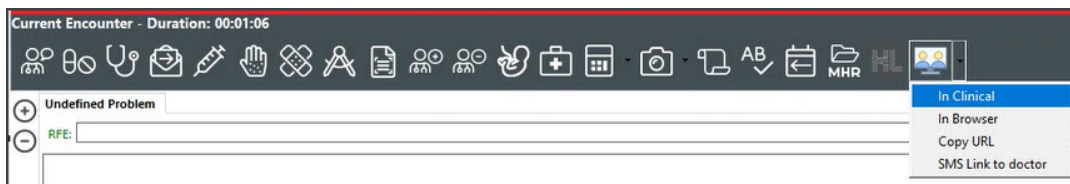
This will open the patient's record and start the encounter.

A patient's record will display a notification banner when they open the link and are waiting for the Telehealth session.



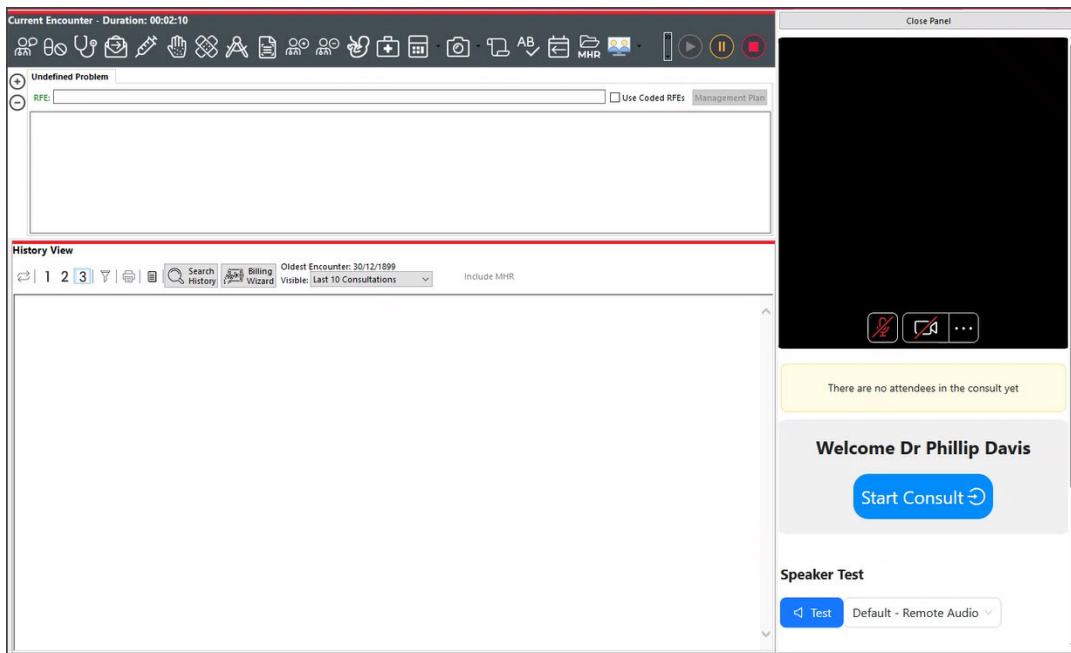
5. From the Active Encounter menu, the practitioner opens Telehealth using one of four options:
- **In Clinical** - opens Telehealth within Clinical. Screenshot below.
 - **In Browsers** - launches the default browser and opens Telehealth.
 - **Copy URL** - for Zedmed Cloud users. Open your desktop browser 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.



6. 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.

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



Patient workflow

The patient will open Telehealth on their phone or device. Because the link is contained in an SMS, the link would need to be copied to another device if the patient does not want to use their phone.

When the link is opened:

- A message will display advising either:
 - The practitioner has started the call.
 - The practitioner will arrive shortly.
- Selecting the **Join** button will start the call and automatically **Attend** the patient to the **Waiting Room**.

Open the Telehealth link

Approve pictures and video

Tap Join

