

# Zedmed Telehealth

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Telehealth appointments send a scheduled SMS with the Telehealth link to the patient. The practitioner opens a live video connection when the appointment starts. This video stream can be within Zedmed Clinical, a web browser or a mobile phone.

## 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 bill patients remotely. [Learn more.](#)
- The Practice must configure Telehealth as outlined in the [Telehealth Setup guide](#).

## Practice workflow

This is the workflow for the Telehealth appointment booking and reminder SMS (which contains the video link).

1. Reception Books a Telehealth appointment.

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

2. The patient receives an SMS on 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**.

Waiting Room									
Thursday, 20 Feb 2025 09:08 (-8) hours									
20/02/2025	09:08	-8	Doctor	Dr Phillip Davis	Sort	Attendance Time	Filter	Not Billed	Show Hidden
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		

< Previous Week Previous Day Today Next Day Next Week >

Right-click an attendance to choose an action from the popup menu.

Refresh Admit Close

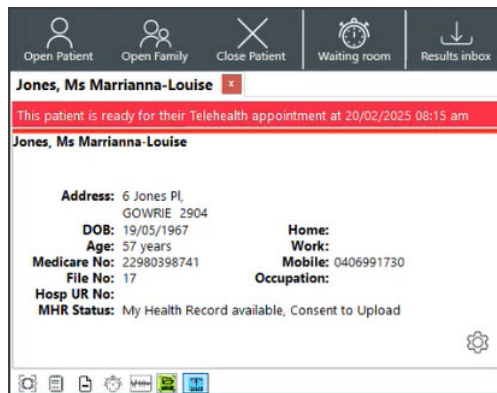
## Practitioner workflow

Admit the patient, then use the **Telehealth** icon on the **Current Encounter** menu to choose where you want to open the video link.

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

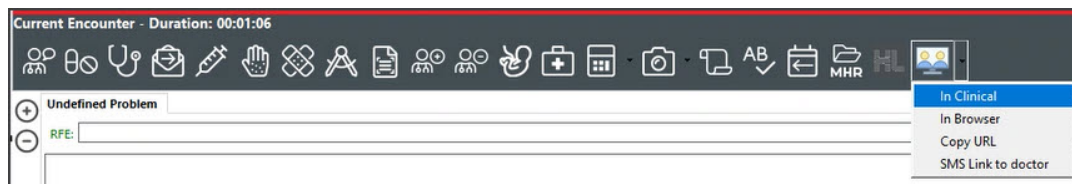
This will open the patient's record and start the encounter.

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



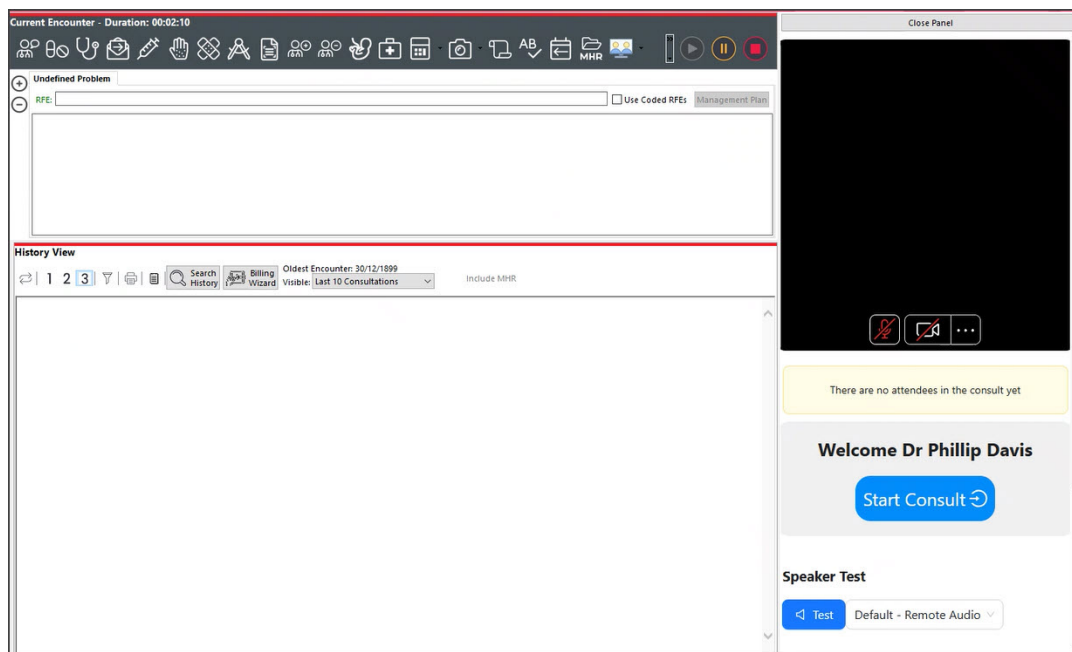
2. From the Active Encounter menu, the practitioner opens Telehealth using one of four options:
  - **In Clinical** - opens Telehealth within Clinical. Screenshot below.
  - **In Browsers** - the default browser is launched, and Telehealth is opened.
  - **Copy URL** - for Zedmed Cloud users. Open your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



3. 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.

4. 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, it 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
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