

Zedmed v38.5.0

Version: 1.00 | Last Modified on 30/07/2025 11:40 am AEST

New Features

Office ZED-9954

Refund support for Payment Gateway (ePayments)

You can now refund ePayments to patients without using Tyro's eCommerce portal.

1. Open the patient's **Account Enquiry**

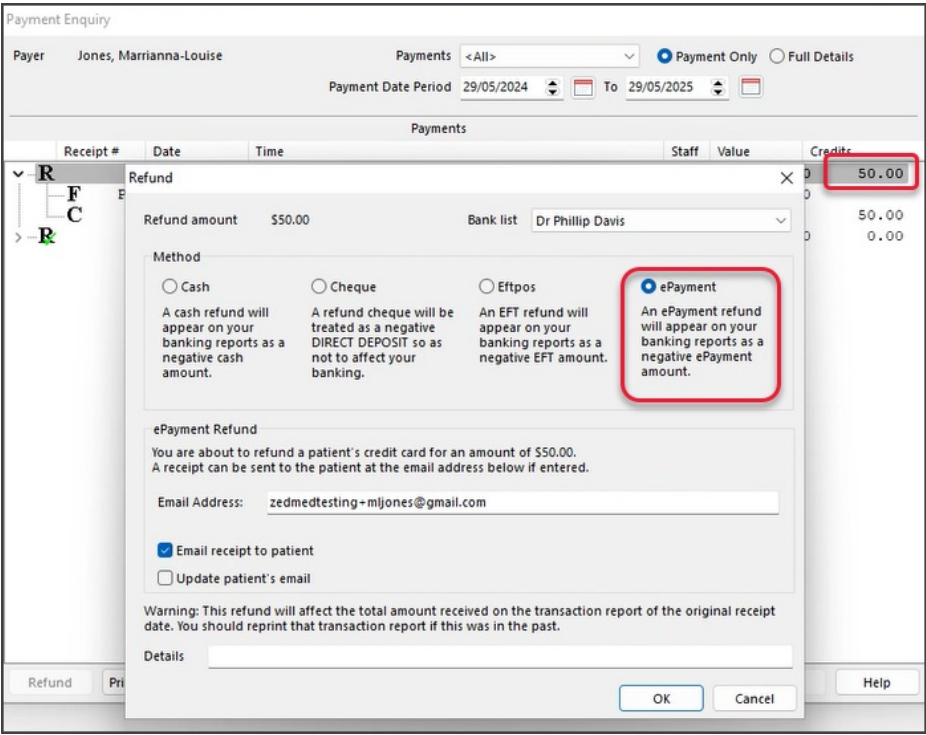
You will see the current **Credits** in the top right.

2. Select **Payments** to open **Payment Enquiry**.
3. Select the **Receipt** to open the **Refund** screen.
4. Select **ePayment**.

The screen will expand to show the email address and details.

5. Select **OK**.

This will process the refund and send an email notification.



The screenshot displays the 'Payment Enquiry' window with a 'Refund' modal open. The modal includes a 'Method' section with radio buttons for 'Cash', 'Cheque', 'Eftpos', and 'ePayment' (which is selected). Below this is the 'ePayment Refund' section, which contains a warning message and an 'Email Address' field. The 'Refund amount' is set to \$50.00, and the 'Bank list' is 'Dr Phillip Davis'. The 'Credits' column in the background table shows a value of 50.00.

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 patient details in the order they are used.

To learn more, see the new **ePayment Refunds guide**.

Office

ZED-10149

Patient search is now embedded in the Reception tab

The patient Search function is now embedded in the Reception tab background and no longer needs to be opened. 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.

The **Notifications** pane will still open on the right to display new messages, e.g incoming Intramail.

The screenshot displays the ZEDMED software interface. At the top, there is a menu bar with options: File, Machine, View, Input, Devices, Help. Below this is a sub-menu bar for 'Branch 1' with options: Management Reports, Tools, Practice Setup, WP Setup, Utilities, Themes, Help. The main interface has a tabbed view with 'Reception' selected. On the left side of the Reception tab, there is a vertical list of buttons: Patients (F4), Waiting Room, Appointments, Daily Reports, Marketing, Banking, and Clinical Records. The central area of the Reception tab is a 'Smart Patient Search' window. It has a search input field containing 'joe' and buttons for 'Search' and 'Clear'. Below the input field, there is a 'Smart Patient Search' section with instructions: 'Enter multiple search terms to find your patient. Searches will be performed across all name, phone number, address, Medicare, IHI and DVA fields.' This is followed by a 'Hints' section with a bulleted list: 'Separate each search term with a space', 'Quick name search - Separate family name and first (preferred) name with a comma', 'To search on family name only, enter the family name followed by a comma (eg. Smith,)', 'Do not use spaces in phone numbers', 'Date of birth fields are dd/mm/yyyy or dd/mm/yy (including the forward slash)', 'To search for patient file number, start the search term with * with no spaces in between', and 'To search for invoice number, start the search term with # with no spaces in between'. At the bottom of the search window, there are checkboxes for 'Include archived and deceased' and 'Include merged', and buttons for 'New Patient' and 'Open Patient'. In the bottom left corner, there is a 'Message of the Day' box with contact information for Zedmed S/W Support. In the bottom right corner, there is a 'ZEDMED' logo and a 'Patients' status box indicating 'Zedmed Office You have 1 new'.

Tyro Terminal Management

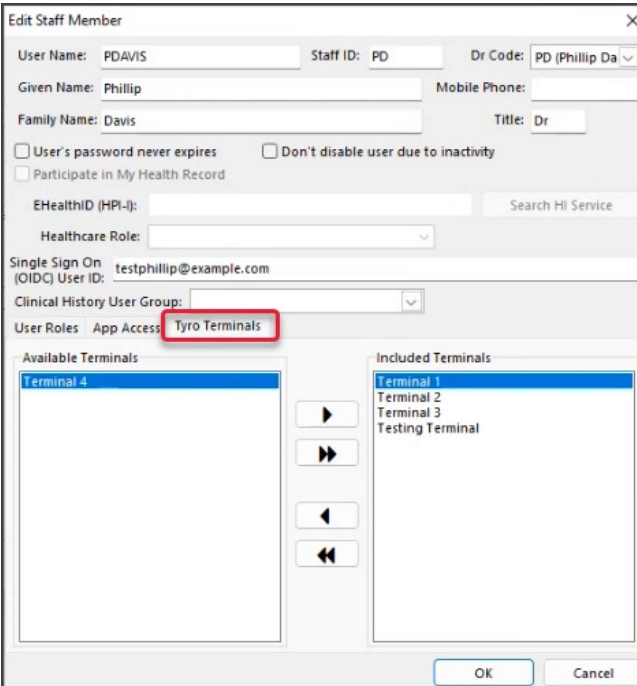
Practices with Zedmed v38.5 or later can use the Security module to assign Tyro terminals to users who require them.

The practice will need to add existing Tyro Terminals to the Security module to start using this feature. The practice can do this themselves, and when new terminals are installed, they may be able to do it with Tyro's assistance.

Once the terminals have been added, you can then assign them to the appropriate users. The most common task will be adding new users to the terminals they need.

When a user with more than one Tyro Terminal assigned to them logs into Zedmed, they will be prompted to choose the terminal to use.

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



The screenshot shows the 'Edit Staff Member' dialog box with the 'Tyro Terminals' tab selected. The 'User Roles' section shows 'Tyro Terminals' selected. The 'Available Terminals' list contains 'Terminal 4'. The 'Included Terminals' list contains 'Terminal 1', 'Terminal 2', 'Terminal 3', and 'Testing Terminal'. The 'OK' and 'Cancel' buttons are at the bottom right.

Updates to features in development

Single Sign On

- Updated to allow SSO to be configured per Zedmed instance.
- HTTPS is now used for internal communication by the Zedmed API and Application Server services.

Telehealth

- Clicking the link to open a Telehealth consultation more than once now displays a warning and only joins the consultation once.
- Updated the icons displayed in Office and Clinical.

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="403 311 1217 784"><p>Debtor Report</p><div><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</p></div><div><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><p>Close</p></div></div>
--------	-----------	--

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.



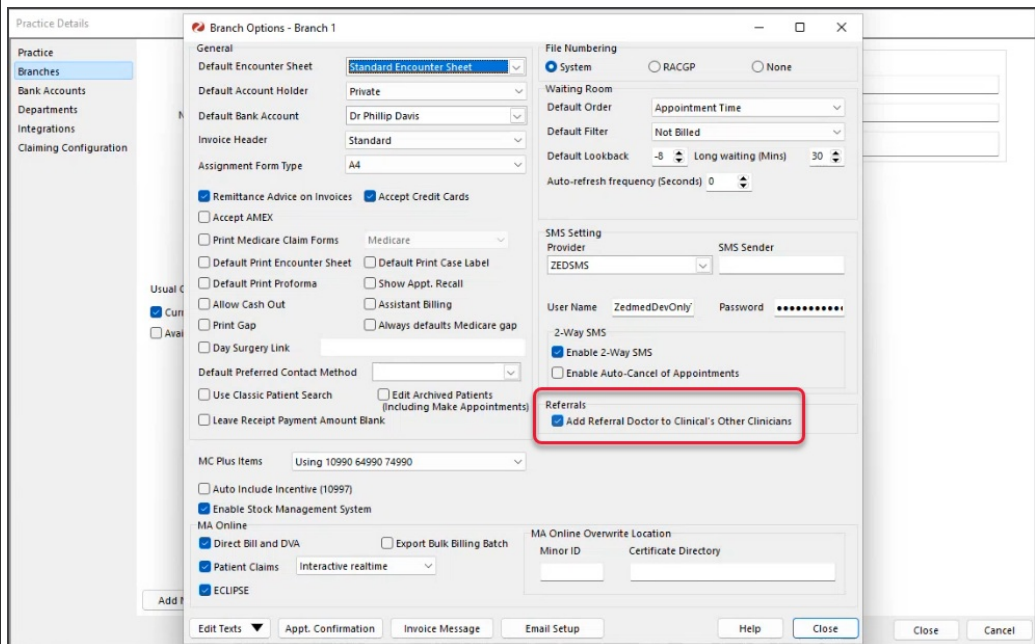
Patient - Jones, Ms Marrianna-Louise

NOK and Emergency Contact Family, Social & Past History Smoking Alcohol Illicit Drugs Other Clinicians

General Practitioner

Other Clinicians Dr Vivian Mortier

This is enabled in Practice Setup > Branches > Options > Add Referral Doctor to Clinical's Other Clinicians.



Practice Details

Branch Options - Branch 1

General

Default Encounter Sheet Standard Encounter Sheet

Default Account Holder Private

Default Bank Account Dr Phillip Davis

Invoice Header Standard

Assignment Form Type A4

☒ Remittance Advice on Invoices ☒ Accept Credit Cards

☐ Accept AMEX

☐ Print Medicare Claim Forms Medicare

☐ Default Print Encounter Sheet ☐ Default Print Case Label

☐ Default Print Proforma ☐ Show Appt. Recall

☐ Allow Cash Out ☐ Assistant Billing

☐ Print Gap ☐ Always defaults Medicare gap

☐ Day Surgery Link

Default Preferred Contact Method

☐ Use Classic Patient Search ☐ Edit Archived Patients (Including Make Appointments)

☐ Leave Receipt Payment Amount Blank

MC Plus Items Using 10990 64990 74990

☐ Auto Include Incentive (10997)

☒ Enable Stock Management System

MA Online

☒ Direct Bill and DVA ☐ Export Bulk Billing Batch

☒ Patient Claims interactive realtime

☒ ECLIPSE

File Numbering

☒ System ☐ RACGP ☐ None

Waiting Room

Default Order Appointment Time

Default Filter Not Billed

Default Lookback -8 Long waiting (Mins) 30

Auto-refresh frequency (Seconds) 0

SMS Setting

Provider ZEDSMS SMS Sender

User Name ZedmedDevOnly Password

2-Way SMS

☒ Enable 2-Way SMS

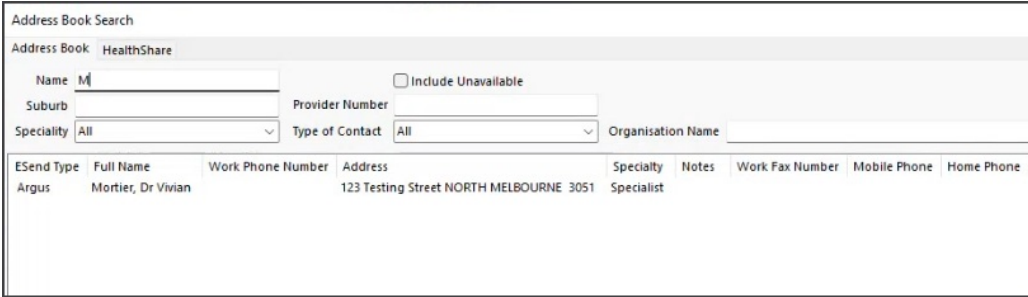


☐ Enable Auto-Cancel of Appointments


Referrals

☒ Add Referral Doctor to Clinical's Other Clinicians

Edit Texts Appt. Confirmation Invoice Message Email Setup Help Close Close Cancel

Clinical ZED-10091

Clinical	ZED-10098	<p>Address Book upgrades</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>Smoking icon updates</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>Illicit drug icon updates</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>Alcohol icon updates</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	<p>SMS Icon does not show in the Appointment Book when the Doctor display group is selected</p> <p>Fixed issue where the SMS and Online Appointment icons were not displayed on the appointment grid if a doctor display group is selected.</p>
Office	ZED-10094	<p>Surgical Partners Synchronisation Failed - e-Payment</p> <p>Fixed issue with ePayment transactions not synchronising with Surgical Partners.</p>
Office	ZED-10115	<p>Unable to reconcile claims if there is a null value in the Benefit Paid.</p> <p>The issue that caused the failure to reconcile has been fixed.</p>
Office	ZED-10170	<p>Remove the Report designer button</p> <p>Removed Report Designer from the Tools menu in Office, as this menu item is no longer required.</p>
Office	ZED-10225	<p>Error when Exporting Referrals Expiring Report to CSV. Error: Nullable must have a value</p> <p>Fixed issue where exporting the report containing a patient with a blank DOB would fail and display an error.</p>
Office	ZED-10228	<p>Fixed patient profiles switching to display the correct MyMedicare information.</p> <p>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</p>
Office	ZED-10275	<p>Do not accept a request for a credit card if the appointment does not have a patient assigned.</p> <p>Removed the ability to attempt to send a payment card request message when there is no patient associated with an appointment.</p>
Clinical	ZED-10112	<p>Healthlink Smartforms - Deleted Problems are incorrectly picked up in the form.</p> <p>Deleted problems are no longer imported into the Healthlink form.</p>

Clinical	ZED-10117	AV when moving the results inbox to a 2nd screen, then closing clinical Closing Clinical while the Results Inbox displays an RTF document will no longer display in an error.
Clinical	ZED-10226	Unable to find Archived Patients in Patient Search for Scan Document 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	Remove Remote Desktop signage Removed background text indicating a Remote Desktop connection from Clinical.
Clinical	ZED-10259	Error when uploading an open file into Zedmed Fixed issue where an error was displayed when trying to upload an open file into Clinical.
Clinical	ZED-10268	Adding a problem from Summary Views does not default to a Selection Method despite settings 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 using OKTA.

Updates

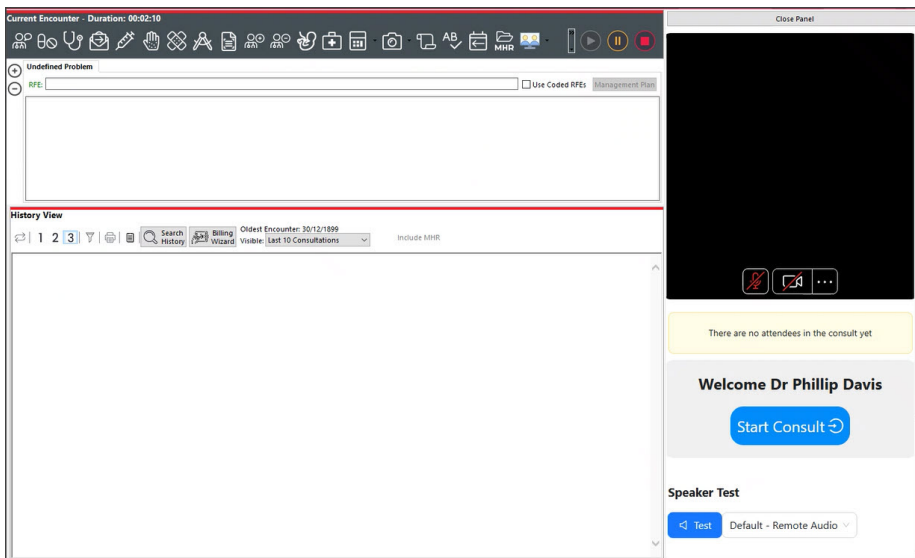
Clinical	ZED-10331	Issue if a Heidi patient has an apostrophe in their name Resolved this issue with an update to the Heidi interface to handle apostrophes in patient names
----------	-----------	---

Zedmed v38.3.1

Telehealth

This new 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.

To learn more, Zedmed's our [Telehealth user guide](#) and [Telehealth setup guide](#).



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 v38.1.2

Clinical	ZED-10187	Fixed error: Failed to create Edge browser control This error occurred when opening Zedmed Clinical on a Terminal Server, which prevented Heidi from being available if multiple users were running Clinical on the same computer.
----------	-----------	--

Zedmed v38.1.1

Clinical	ZED-10164	AV when selecting Clinical Details in Office and Heidi is not enabled Fixed an AV error that can occur in some instances when the patient history is refreshed.
Office	ZED-10160	Create an installer that installs Web view 2 automatically 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.

Zedmed v38.1.0

NEW Prevent specific patients from booking in OLA

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.

The screenshot shows the 'Patient Details' form for Chris Armstrong. The form is divided into several sections: Personal, Practice, Family, Payers, Referrals, Other Contacts, and Alerts. The 'Block patient from online bookings' checkbox is located in the 'Personal' section, below the 'Ethnicity' field, and is highlighted with a red box. The form includes fields for Family Name, Given Name, Preferred Name, Title, Sex at Birth, Pronouns, Date of Birth, Age, Home address, Suburb, Preferred Contact Method, Mobile number, Email, Usual Dr, Medicare, Veteran, Health Care, Safety Net, Pen. Stat., PBS Co-payment, ATSI, and Ethnicity. The 'Practice' section includes fields for Practice, File#, Hosp. UR No, Usual Branch, First In, Last In, Type, and Status. The 'Family' section includes a dropdown for Family and a 'Family Links' button. The 'Payers' section includes a dropdown for Payers and a 'Fund' field. The 'Referrals' section includes a dropdown for Referrals and an 'Add' button. The 'Other Contacts' section includes fields for NOK Name, Relationship, Mobile, and Emerg. Contact Name. The 'Alerts' section includes a text area for Alerts. The form has buttons for 'Delete', 'Print', 'Patient Verification', 'Find', 'Close', and 'Cancel'.

This is what the patient will see in OLA,

The screenshot shows the 'Confirm My Booking' page in the OLA system. The page has a dark header with the title 'Confirm My Booking'. Below the header is a red banner with the text 'There was a problem booking your appointment, please contact the centre'. The main content area is divided into two columns. The left column is titled 'Patient Selection' and contains a list of patients: Matt, Matilda, Chris (selected), and Lookup Patient. The right column is titled 'Appointment Details' and contains information about Dr. Phillip Davis, including his qualifications and the appointment details: CENTRE: Medical One - QV and TYPE: Std Consultation. At the bottom of the page are two buttons: 'Continue' and 'Select New Appointment'.

Update

Clinical	ZED-10142	Cannot focus on a disabled or invisible windows Fixed an issue where an error was displayed when opening a patient from the clinical waiting room.
----------	-----------	--

Zedmed v38.0.0

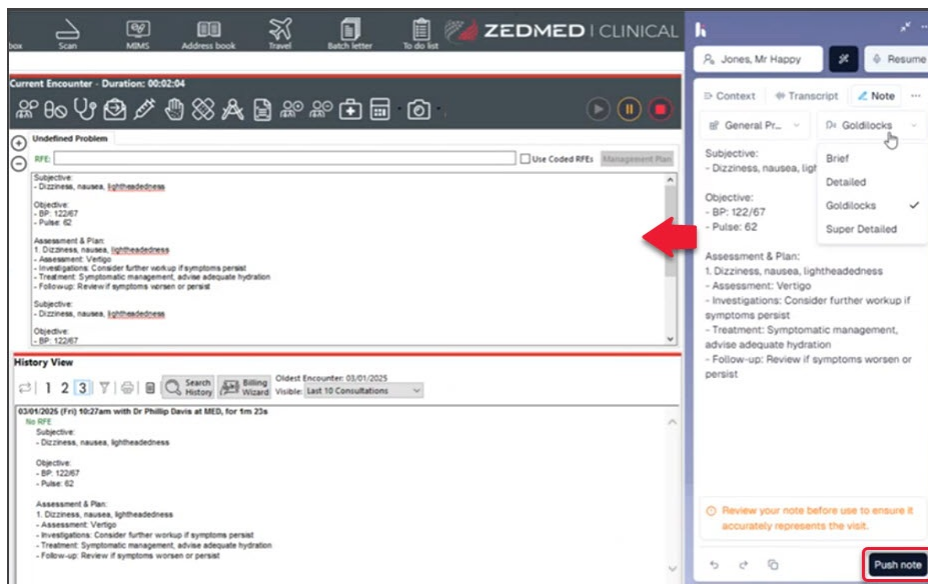
NEW Heidi AI

Originally released as pilot build v37.9.0

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.

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



NEW OLA document requests

Practices can now ask patients to upload documents (such as referrals) when making online appointments. The document requirement are 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

[Skip](#) [Continue](#)

Appointment Details

Dr Bozena Evelyn Stanza
Violetta Falkowska-Longsurname--Surname
TBC

Appointment Details

CENTRE: [Redacted]

Your local time (AEDT)

DATE: Wednesday 19 February 2025

TIME: 12:00 pm

TYPE: Std Consultation

[Cancel Appointment](#)

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

Set Schedules for Doctor or Resource

Doctor: Davis, Phillip Resource: [Redacted]

Schedules

Start Date	End Date	Cycle (Days)	Branch
1/01/2017		7	Branch 1
1/08/2016		7	Apostrophe sand
1/08/2016		7	Branch 3
1/08/2016		7	Branch 4

[Save](#) [Add](#) [Copy](#) [Delete](#)

[Graphic Display](#) [Show all schedules](#) [Clear...](#)

Sessions

Day #	Day Of Week	Start Time	End Time	Slot Length	Activity Type	Available Online
2	Tuesday	09:30	12:00	15 Min	Consultation	<input type="checkbox"/>
1	Monday	08:00	12:00	15	Consultation	
2	Tuesday	09:30	12:00	15	Consultation	
2	Tuesday	13:00	16:00	15	Consultation	
3	Wednesday	08:00	12:00	15	Consultation	
4	Thursday	08:00	12:00	15	Consultation	
5	Friday	08:00	12:00	15	Consultation	

[Save](#) [Messages](#) [Add](#) [Delete](#) [Duplicate](#) [Check For Conflicts](#)

Please resolve the following conflicts to save and close the schedule.

A session from Monday 14:00 to 16:00 for a Schedule with Start Date 1/08/2016 for Doctor Phillip Davis conflicts with a session from Monday 13:00 to 15:00 for a Schedule with Start Date 1/01/2017

A session from Tuesday 14:00 to 16:00 for a Schedule with Start Date 1/08/2016 for Doctor Phillip Davis conflicts with a session from Tuesday 13:00 to 16:00 for a Schedule with Start Date 1/01/2017

This practitioner works at 4 branches and has overlaps between 2 branches on Monday and Tuesday. A conflicting session will need to be modified or removed for each overlap.

[Close](#) [Cancel](#)

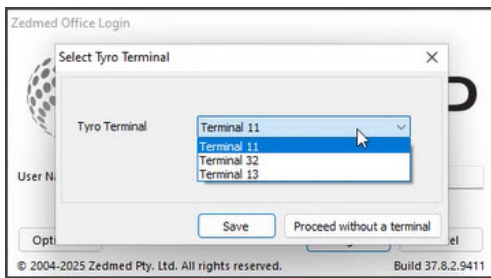
NEW Tyro Terminal selector

Originally released as pilot build v37.8.2


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.

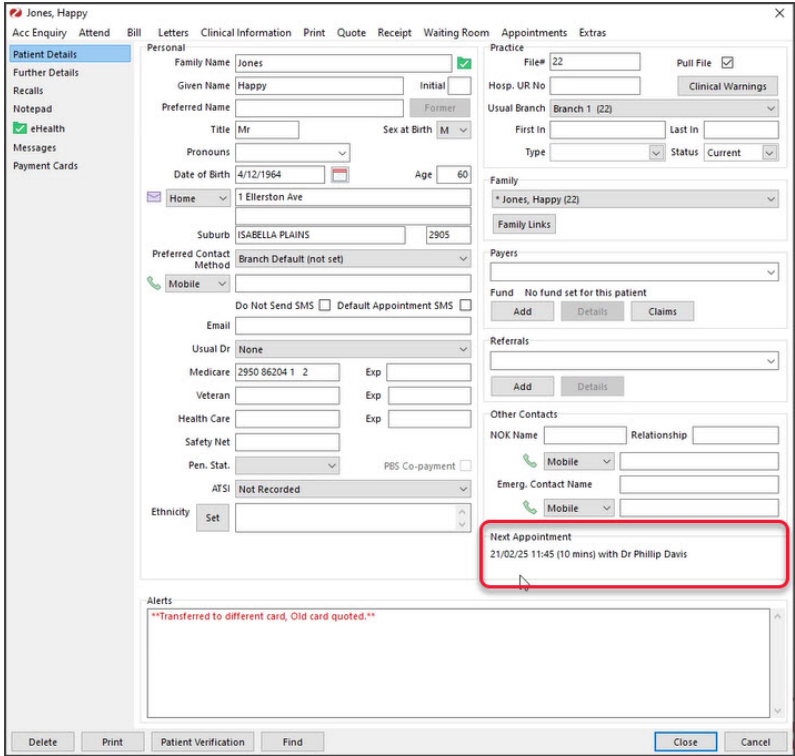
This new feature allows users to select the required terminal when they log in. For on-premise customers, workstations are linked to Tyro terminals (not users) so no change is needed.

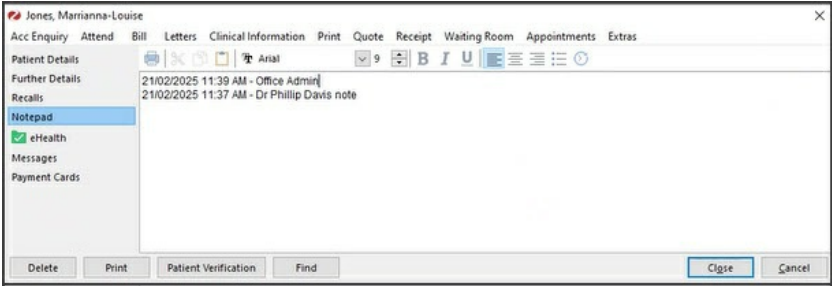
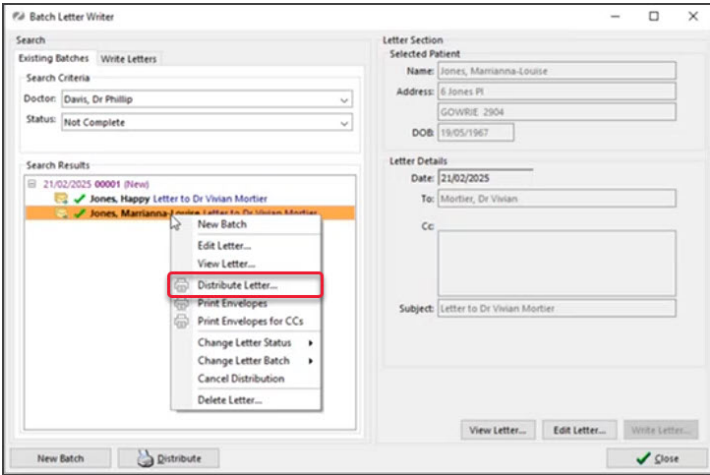
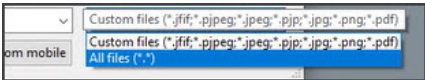
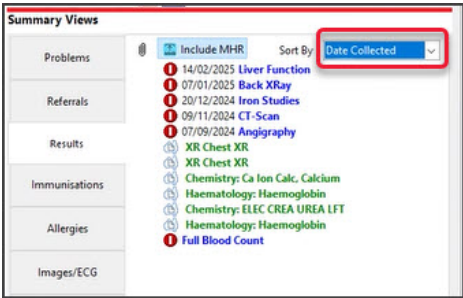
To learn more, see the [Tyro Terminal selector guide](#).

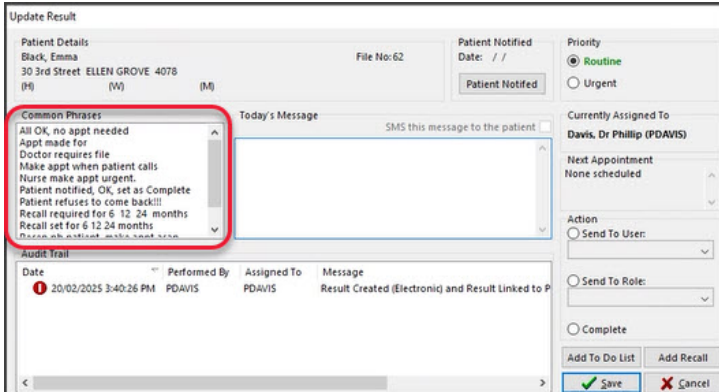
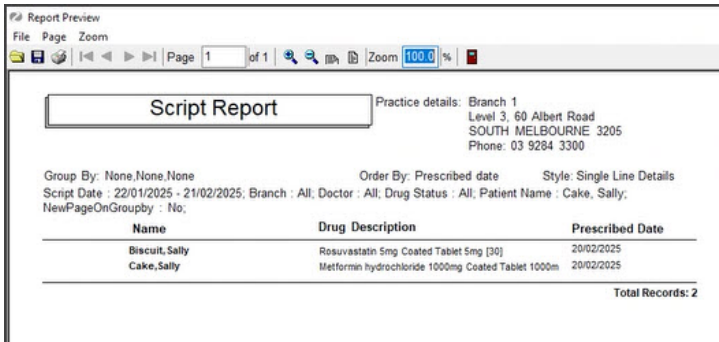
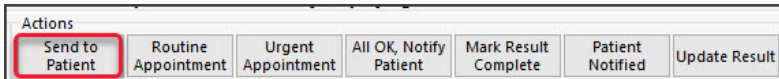


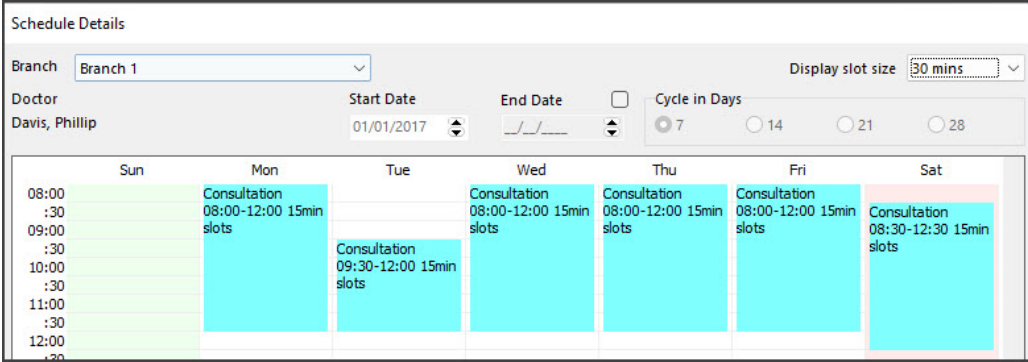
Enhancements

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</p> <p>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.</p> <p>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.</p> 
Clinical	ZED-9745	<p>Summary Views now supports more file types.</p> <p>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.</p> <p>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.

See all [Zedmed v37 release notes](#)

See all [Zedmed v36 release notes](#)