

# Telehealth setup

Version: 3.00 | Last Modified on 30/03/2026 3:28 pm AEDT

Telehealth is set up in Zedmed during a call with Customer Success. The practice then follows this guide to create the Telehealth Appointment type and a ZedSMS reminder, which sends the Telehealth link to the patient.

To use Telehealth, see the [Telehealth documentation](#).

## Requirements

- Zedmed 38.6.2 or later.
- Zedmed v39.3.0 or later recommended.
- 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.

## Step 1 - Create a Telehealth Appointment Type

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

1. Select **Practice Setup > Appointments > Appointment Type Settings**.

To learn more, see the [Appointment Type guide](#).

2. Select **New**.

The screen will display empty fields, ready to be populated with the new Appointment Type information.

3. In the field **Type Name**, type: **Telehealth**

**Important:** If you have different Telehealth consultations, we suggest using only one Telehealth Appointment Type. If you require multiple Telehealth Appointment Types, we recommend prefixing each name with TH to assist with notification management and troubleshooting.

4. In the field **Type Code**, enter a code—e.g TEL or TH1.
5. Choose a **Background** colour.
6. In the **Appointment Type** options, tick **Telehealth**.

**Appointment Type Settings**

Appointment Types | Appointment Activity Types

Std Consultation  
Long Consultation  
New Patient  
Surgical Procedure  
Immunisation  
Review Consultation  
Immunisation - Linked  
Telehealth 15min  
Telehealth 30 min  
Telehealth new

Type Name: Telehealth new  
Type Code: THN  
Default Duration: 00:30 Hrs  
Text: Sample Text  
Background: Custom ...

Unavailable  
 Linked Appointment  
 Surgical Procedure  
 Telehealth  
 Available Online

Available to:  
 Only New Patients  
 Only Existing Patients  
 Both New and Existing Patients

Online Settings

Online Appointment Billing Defaults  
 Estimated Billing Amount \$  
 Credit Card token Required

Bulk Billing Available Exemptions  
 Pension/HCC  
 Full DVA  
 Limited DVA

Age Range  
 Children aged under 10  
 Seniors aged over 65

Per Doctor Overrides:

Doctor	Duration	Available Online	Estimated Amount	Credit Card Required	Pension/HCC Exemption	Full DVA Exemption	Limited DVA Exemption	Child Exemption	Seniors Exemption
Grenville Howell		<input type="checkbox"/>		<input type="checkbox"/>					
Ccc Pds Vendor		<input type="checkbox"/>		<input type="checkbox"/>					
WARREN HEDRICK		<input checked="" type="checkbox"/>		<input type="checkbox"/>					
GRACE HERMAN		<input checked="" type="checkbox"/>		<input type="checkbox"/>					
DANUTA FERNANDEZ		<input checked="" type="checkbox"/>		<input type="checkbox"/>					
Phillip Davis		<input checked="" type="checkbox"/>		<input type="checkbox"/>					
Lesley Arthur		<input type="checkbox"/>		<input type="checkbox"/>					
Igor Fuller		<input type="checkbox"/>		<input type="checkbox"/>					
Gaye Jackson		<input type="checkbox"/>		<input type="checkbox"/>					
Augustus Eason		<input type="checkbox"/>		<input type="checkbox"/>					
Maurice Knox		<input type="checkbox"/>		<input type="checkbox"/>					

Delete New Close Cancel

7. Select the **Appointment Activity Types** tab.
8. Check that the **Telehealth** is ticked for the Appointment Type used

This allows the Telehealth appointment to be booked in the time slot scheduled for that Activity in the Appointment Grid.

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

## Step 2 - Optional: Customise the reminder message and send time

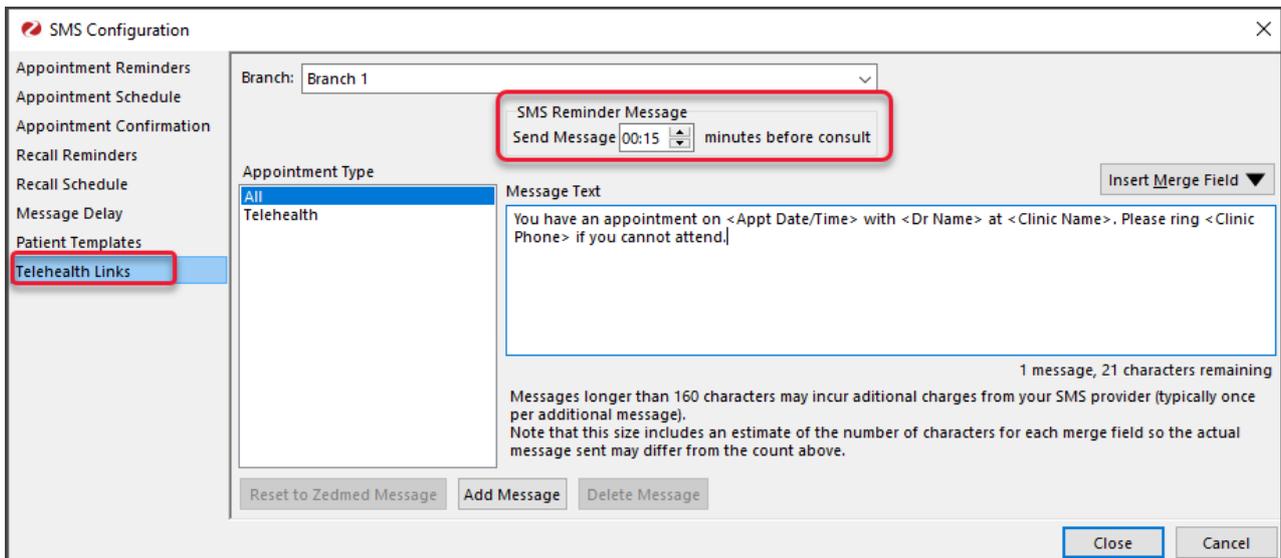
Zemed's **SMS Configuration** screen includes a **Telehealth Link** tab to manage the text used for Telehealth messages and the number of hours before the appointment at which they should be sent.

**Telehealth comes with default text and a default send time for all SMS reminders**

To open this screen, select **Practice Setup > SMS configuration**.

**Default settings:**

- There is an 'All' message that is used for any Appointment Types with the Telehealth setting ticked.
- The Send Message field is set to 15 minutes before the patient appointment.



## To add a custom message

1. Select **Add Message**
2. Select the Appointment Type that will use this custom text.

Any Telehealth Appointment type that does not already have custom text will be selectable.

3. Select **Create New**.
4. Type the text into the **Message text** field.
5. Ensure you have added the Merge field 'Telehealth Link'.
6. Select **Close** to save and exit.

This text will be used instead of the 'All' text, for that Appointment Type.

## To add a custom Send time

The **Send Message** field sets the number of minutes before the appointment that the SMS with the link will be sent.

You can select up to 12 hours, and the time applies to all Telehealth appointment messages.

## Documentation

- [Telehealth Office guide](#)
- [Telehealth FAQ](#)

For Zedmed On-premises customers

- [Telehealth guide for practitioners](#)
- [Telehealth quickstart for practitioners](#) (1-page printable)

For Zedmed cloud

- [Telehealth with Zedmed Mobile for practitioners](#)
- [Telehealth with Zedmed Mobile quickstart](#) (1-page printable)