

Telehealth Zedmed setup

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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.

Request Telehealth by contacting the Zedmed Sales Team.

Requirements

- Zedmed version 38.6.2 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.

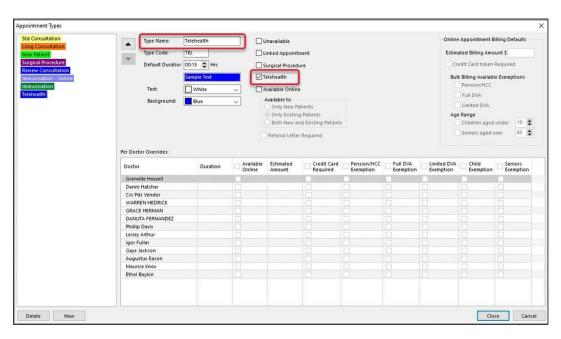
Step 1 - Create a Telehealth Appointment Type

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.

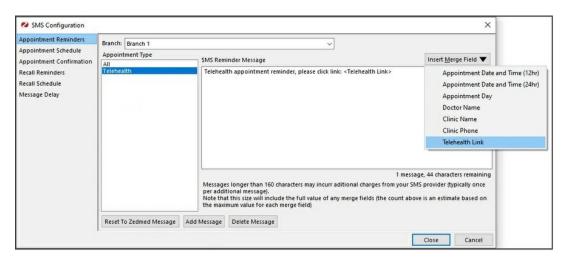


Step 2 - Create a Telehealth reminder message

Create a Telehealth reminder message. This reminder is only for Telehealth and includes the **Telehealth link** merge

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.

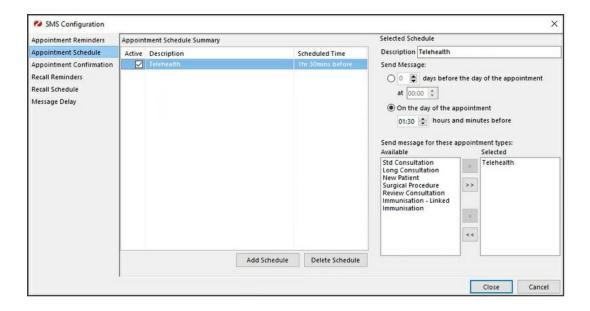
Step 3 - Schedule the Telehealth reminder

Schedule the Telehealth reminder to be sent before the appointment time. It can be sent up to 12 hours before the appointment, but the patient will not be able to join until 30 minutes before 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. Use the **Send Message** options to select a time to send the appointment reminder.

This reminder includes a link that opens the Telehealth landing page with a Join button. We suggest selecting a time not long before the appointment to stop the patient from initiating the appointment too early.

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



Step 4 - Set up Zedmed Mobile (Zedmed Cloud practitioners only)

Zedmed Cloud users open the Telehealth screen in a web browser on their local computer. To streamline this process, an online portal called Zedmed Mobile is used to monitor patients who have connected to Telehealth (and are waiting) and to initiate Telehealth sessions with them.

This guide explains how to provision access to Zedmed Mobile. Zedmed Mobile setup guide

The steps are performed by the practitioner and repeated for each branch they require access to.

Documentation

- Full Telehealth guide (contents is included in the guides below)
- 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)