Telehealth Office setup

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Set up Telehealth 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. 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.

Quickstart video

PM and Reception - Create appointments and take bookings.

Step 1 - Create a Telehealth Appointment Type

Create and use a new Appointment Type for Telehealth appointments.

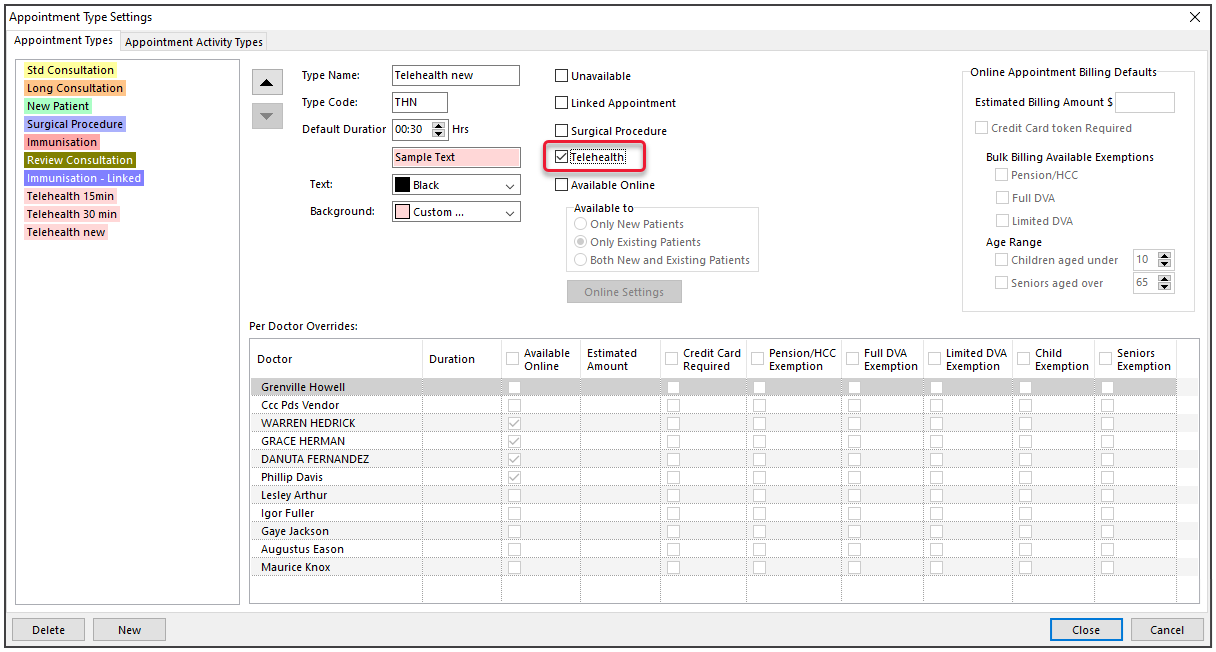
1. Select **Practice Setup** > **Appointments** > **Appointment Type Settings**.

   To learn more, see the Appointment Type guide.
2. Select **New.**

   The screen will display empty fields, ready for you to enter the new Appointment Type information.
3. In the **Type Name field**, 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**.



7. Select the **Appointment Activity Types** tab.
8. Check that **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

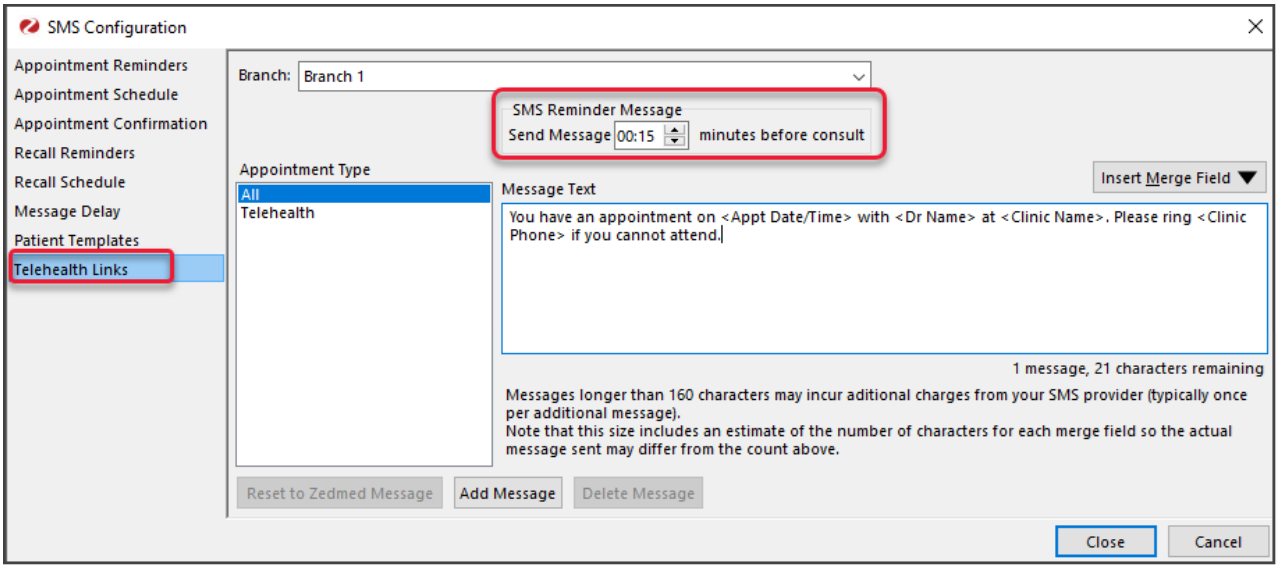
Zemed's **SMS Configuration** screen includes a **Telehealth Link** tab to manage the text used for Telehealth messages and how many hours before the appointment they should be sent.

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:

- An '**All**' message 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 how many minutes before the appointment 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 Companion for practitioners
- Telehealth with Zedmed Companion quickstart (1-page printable)