

Zedmed Mobile (for Telehealth)

Version: 3.01 | Last Modified on 04/05/2026 2:28 pm AEST

Zedmed Cloud practitioners use Zedmed Mobile, an online portal, to facilitate Telehealth consultations. This portal runs in your web browser and allows you to easily monitor Telehealth patients who are waiting and to initiate Telehealth sessions.

- First time you use Telehealth in the Cloud - set up Zedmed Mobile as shown in the [Zedmed Mobile Setup guide](#).
- Each time you use Telehealth in the Cloud, open Zedmed Mobile in a web browser: <https://companion.telehealth.systems/>
- Each time you use a new device or browser, you will be prompted to allow access to the camera and the microphone.

Quick-start version of this guide (a 1-page printable).

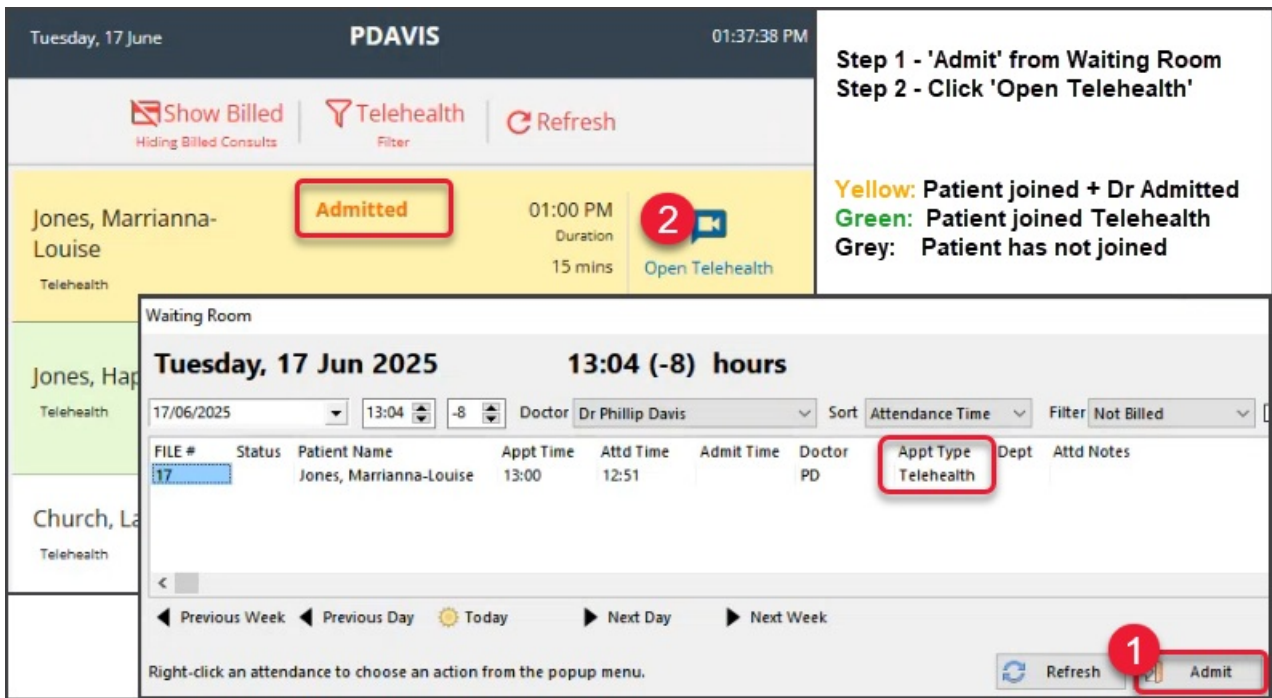
Zedmed Mobile quickstart

Appointments have three status types:

- **Grey** - (patient has appointment) has not tapped Join (you cannot start a Telehealth consult).
- **Green** - (patient is waiting) - the patient tapped Join on their phone, which **Attends** them to the Waiting Room.
- **Yellow** - (encounter started)- you have **Admitted** the patient and started the Clinical encounter.

Run encounter in 2 steps:

- **Step 1** - Select **Admit** in the **Zedmed Waiting Room**. The patient's status will go from **Green** to **Yellow**.
- **Step 2** - Select **Open Telehealth** in **Zedmed Mobile**. Telehealth will open and display the waiting patient.



Detailed steps to perform a consult

1. In Zedmed Mobile, check who your next patient is and that they show as **Green** (they have tapped join).
2. In the Zedmed **Waiting Room**, select and **Admit** the patient.

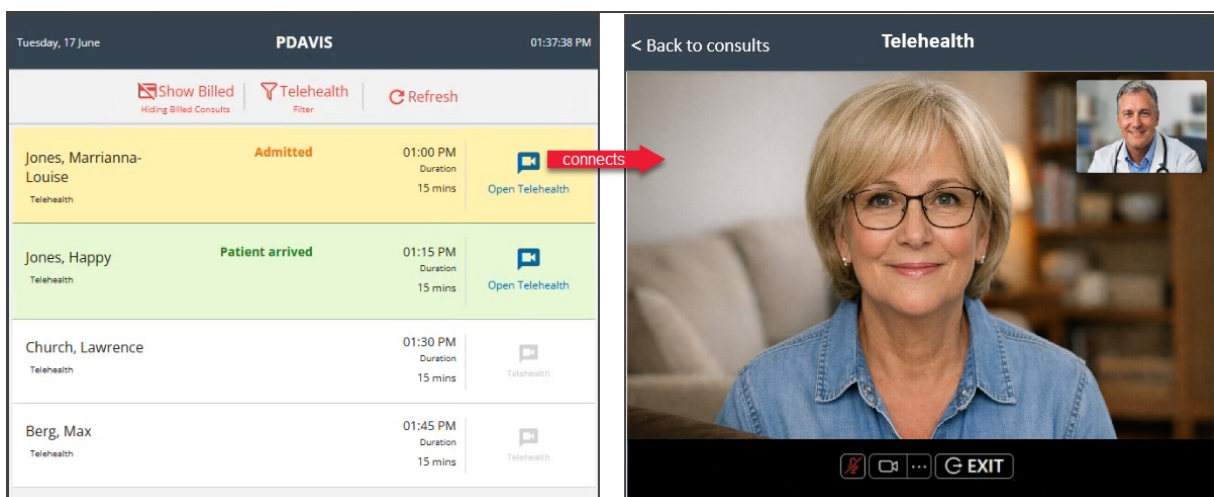
The patient's Clinical Record will open, starting the Current Encounter.

3. In Zedmed Mobile, select the **Open Telehealth** icon next to the patient.

Telehealth will open inside the Zedmed Mobile webpage.

4. Select **Start Consult**.

Telehealth connects and displays the patient (screenshot below).



5. Enable the Camera and microphone using the icons. (bottom of the screen).

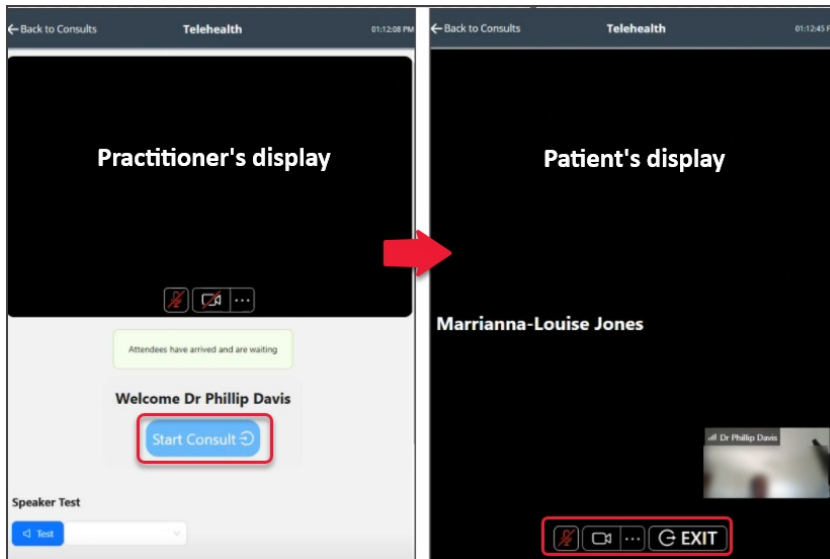
The 3-dots by the camera icon are used to select a specific cameras if required (external/internal)

6. Conduct the consultation.

If there is a disconnection, select **Re-Join** to resume the Telehealth consultation.

7. Select **Exit** when the consultation has ended.

The patient will be removed from Zedmed Mobile once they have been billed.



Zedmed Mobile options:

- **Filters** - Choose between **All** appointments and **Telehealth** appointments only.
- **Tele Waiting** - Show only patients who have arrived (opened the link and clicked **Join**).
If they leave, they will change to **Telehealth** appointments.
- **Show Billed** - Includes patients who have been billed (The Waiting Room is checked for this status).
- **Refresh** - Zedmed Mobile refreshes the patients shown every minute, or when the **Refresh** button is selected.

Switching Clinics

Zedmed Mobile supports multiple clinics, allowing practitioners to switch between each clinic's Waiting Room.

To change clinics:

1. Select the icon on the top right.
2. Select the Clinic from the list shown.

Zedmed Mobile will now show the **Waiting Room** for that Clinic.

To add another clinic, see the last section in the [Zedmed Mobile setup](#) guide.

10:39:27 AM
Thursday, 26 June

Dr. Phillip Davis

Logged in as:
Dr. Phillip Davis



Show Billed
Hiding Billed Consults


Tele Waiting
Filter


Jones, Happy
Telehealth

Patient Arrived

Active Clinics
Click the icon to logout of the specific clinic.

Clinic 6998185		
Clinic 6998199 Active		

 **Add Clinic**

 **Log Out - User**

Logout of SSO as Dr. Phillip Davis and keep access to current clinic.