

Telehealth Cloud consult

Version: | Last Modified on 05/06/2026 9:45 am AEST

Zedmed Cloud practitioners use Zedmed Companion, 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 Companion as shown in the [Zedmed Companion Setup guide](#).
- Each time you use Telehealth in the Cloud, open Zedmed Companion 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).

Guide for using Copy URL (instead of Zedmed Companion)

Zedmed Companion 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**.
Option - You can also do this by opening the patient record and manually starting the encounter.
- **Step 2** - Select **Open Telehealth** in **Zedmed Companion**. Telehealth will open and display the waiting patient.

Tuesday, 17 June PDAVIS 01:37:38 PM

Show Billed Hiding Billed Consults | Telehealth Filter | Refresh

Jones, Marrianna-Louise Admitted 01:00 PM Duration 15 mins 2 Open Telehealth

Step 1 - 'Admit' from Waiting Room
Step 2 - Click 'Open Telehealth'

Yellow: Patient joined + Dr Admitted
Green: Patient joined Telehealth
Grey: Patient has not joined

Waiting Room
Tuesday, 17 Jun 2025 13:04 (-8) hours

17/06/2025 13:04 -8 Doctor Dr Phillip Davis Sort Attendance Time Filter Not Billed

FILE #	Status	Patient Name	Appt Time	Attd Time	Admit Time	Doctor	Appt Type	Dept	Attd Notes
17		Jones, Marrianna-Louise	13:00	12:51		PD	Telehealth		

Previous Week Previous Day Today Next Day Next Week

Right-click an attendance to choose an action from the popup menu.

Refresh Admit

Detailed steps to perform a consult

1. In Zedmed Companion, 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 Companion, select the **Open Telehealth** icon next to the patient.

Telehealth will open inside the Zedmed Companion webpage.

4. Select **Start Consult**.

Telehealth connects and displays the patient (screenshot below).

12:30:32 PM Thu, 04 Jun Dr. Phillip Davis Logged in: My Clinic

Calendar List Hide Billed All Zoom Out Zoom In Refresh

Boykin, Ferdinand	Std Consultation	11:15 AM	10 mins	
Alexander, Brian	Std Consultation	11:30 AM	10 mins	
Allison, C'Layton	Std Consultation	11:45 AM	10 mins	
Simkins, Talia	Telehealth	01:00 PM	15 mins	Admitted Open Telehealth
Black, Emma	Telehealth	01:15 PM	15 mins	Patient Arrived Open Telehealth
Andrews, John	Std Consultation	01:30 PM	10 mins	Patient Arrived
Buchanan, Sonny	Std Consultation	01:45 PM	10 mins	
Aldridge, Charlotte	Telehealth	02:00 PM	15 mins	

Starts Telehealth session

Back to consults Telehealth

EXIT

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

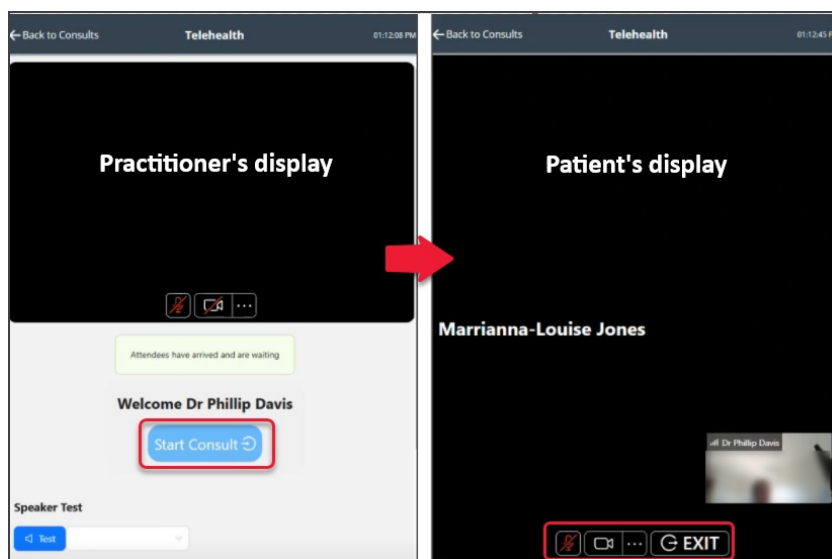
The 3-dots by the camera icon are used to select a specific cameras if required (external/internal)

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 Companion once they have been billed.



Zedmed Companion 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 Companion refreshes the patients shown every minute, or when the **Refresh** button is selected.

Switching Clinics

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

To add another clinic, see the last section in the [Zedmed Companion 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
Set Active Remove

Clinic 6998199
Active

+ Add Clinic

Log Out - User
Logout of SSO as Dr. Phillip Davis and keep access to current clinic.