Telehealth On-prem consult

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Conduct remote video consultations with Zedmed patients using an integrated workflow of appointment types and notifications.

Click this link for a quickstart version of this guide (1-page printable to hand out).
When you open the quickstart guide, select the PDF icon beside the quickstart page's title to download and print.

Telehealth on-prem quickstart videos

Workflow overview

Summary of the workflow:

1. The patient books a Telehealth appointment.
2. Before the appointment (e.g., 15 minutes), the patient receives an SMS with the Telehealth link.
3. The patient taps the link to open Telehealth, then taps **Join** (selectable 30 minutes before appointment).
    - The video connection opens on the patient's phone. Displays - 'Your practitioner will arrive shortly'.
    - The patient is automatically **Attended** to the **Waiting Room.**
4. The practitioner sees the patient in the Clinical **Waiting Room** and selects **Admit.**

    This opens the patient's clinical record and starts the Current Encounter in Zedmed.
5. The practitioner selects **Telehealth** from the **Current Encounter** menu and chooses a video display option.

    Can display within Zedmed Clinical (ideal for one monitor) or in a web browser (ideal for two monitors).
6. The practitioner selects **Start Consult** in Telehealth.

    The practitioner and patient see each other and can start talking.

Workflow considerations

The patient should be Admitted from the Waiting Room to start the encounter, so the **Admit** time is recorded in the Waiting Room. If the patient is not Admitted, reception will not know if the patient is still waiting.

If the patient record is manually opened, a red banner will display at the top of the record when the patient joins the Telehealth session. Clicking the red banner will open the Telehealth session for the practitioner.

How to start a on-premise Telehealth consult

The first time Telehealth is used on a new device or browser, you will be prompted to allow access to the camera and the microphone. Select **Allow** for this message. If you select Deny, follow the What if I selected Deny instructions.

To run the Telehealth consultation.

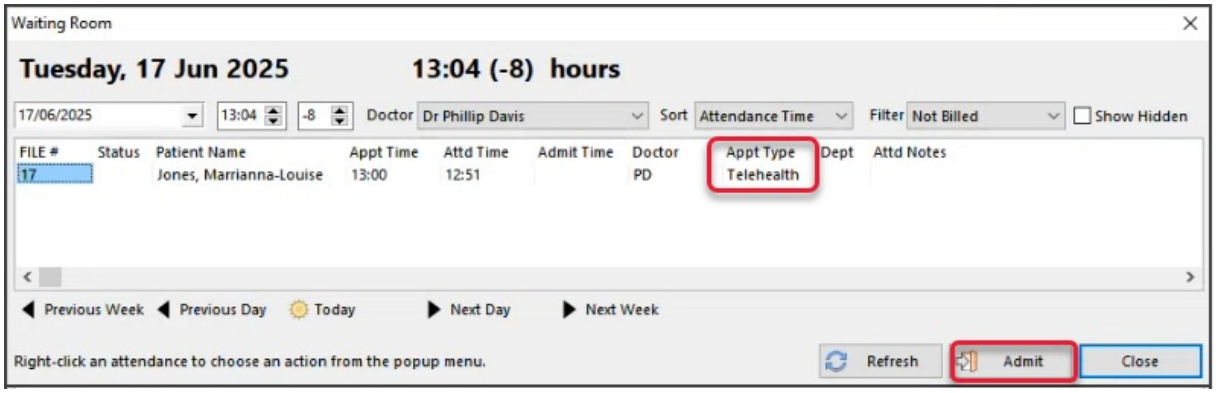
1. Monitor the **Waiting Room**.

    Patients automatically attend to the Waiting Room when they open Telehealth on their phone and tap **Join**.

A **red** notification banner appears above the patient's record when they have selected **Join**.

2. Select **Admit.**

   The patient's record opens in Zedmed and displays the **Current Encounter** modules, including **Telehealth**.



3. From the **Current Encounter** menu, open Telehealth using one of four options:
   - **In Clinical** - opens Telehealth within Zedmed Clinical - **best option for one monitor.**
   - **In Browsers** - opens Telehealth in your web browser - **best option for two monitors.**
   - **Copy URL** - open your desktop browser and copy-paste the URL provided.
   - **SMS Link to doctors** - sends a link to the doctor's phone using the mobile number in their Doctor Details.



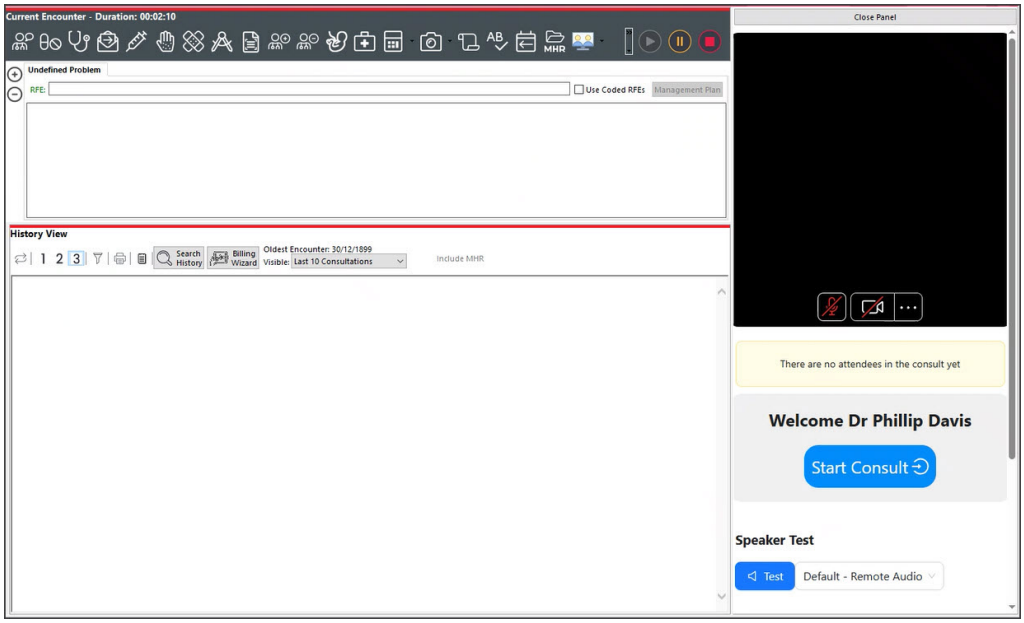
4. Select **Start Consult.**

   This displays the waiting patient and starts the Telehealth session.

5. Enable the Camera and microphone using the icons at the bottom of the Telehealth screen.

   The 3 dots beside the camera can be used to select additional cameras if any are connected, e.g., a laptop camera or a webcam.

   The screenshot shows Telehealth running **In Clinical**.



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

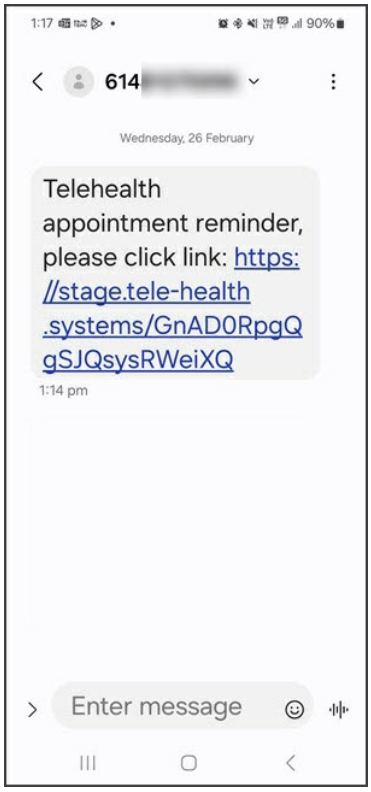
6. When the leave Icon is selected, Telehealth will close. This does not end the Encounter in Zedmed.

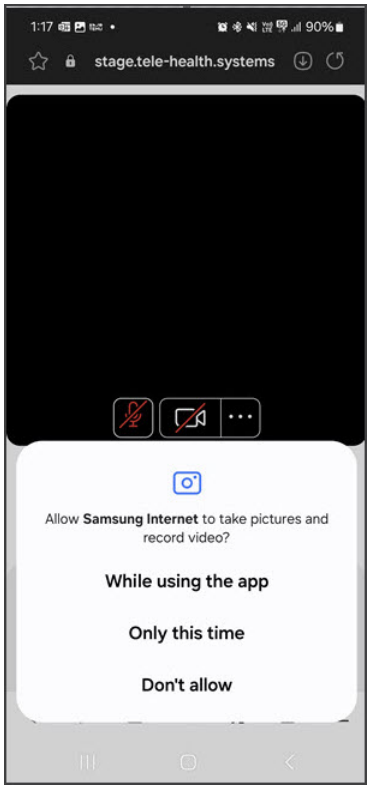


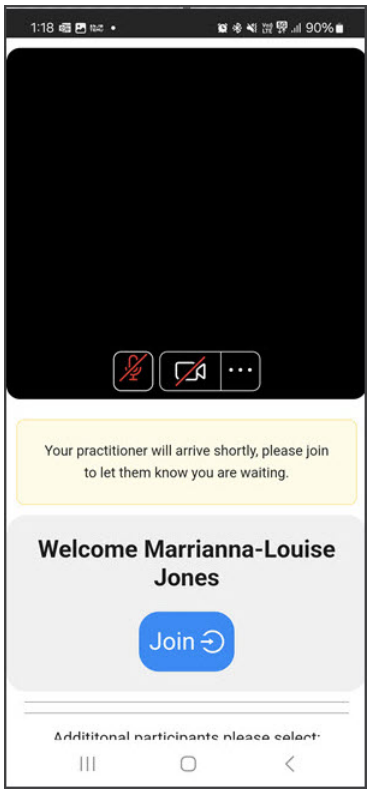
Patient workflow

This section is to help the practitioner understand what the patient is seeing.

Open the Telehealth link	Approve pictures and video	Tap Join


614
Wednesday, 26 February
Telehealth appointment reminder, please click link: https://stage.tele-health.systems/GnAD0RpgQgSJQsysRWeiXQ
1:14 pm
Enter message


stage.tele-health.systems
Allow Samsung Internet to take pictures and record video?
While using the app
Only this time
Don't allow


Your practitioner will arrive shortly, please join to let them know you are waiting.
Welcome Marrianna-Louise Jones
Join