

# Starting an encounter

Last Modified on 26/02/2024 8:32 am AEDT

Start an encounter for an attending patient from the Waiting Room, or manually start an encounter for a patient who is not on-site. You can then use the **Clinical Records** to **record patient information** and **end the encounter** when you've finished..

## Start an encounter - patient present

This method is for doctors attending patients in person from Zedmed's Waiting Room.

When a patient arrives, reception updates them to **Attend** in the Appointment Book and they then appear in the Waiting Room. When a doctor uses the **Admit** option on a patient in the Waiting Room, the patient's information opens in **Clinical Records**.

By default, the Waiting Room shows patients who have not been billed sorted by the time they arrived at the practice. Once a patient has been billed by reception, they will disappear from the Waiting Room.

To start an encounter from the Waiting Room:

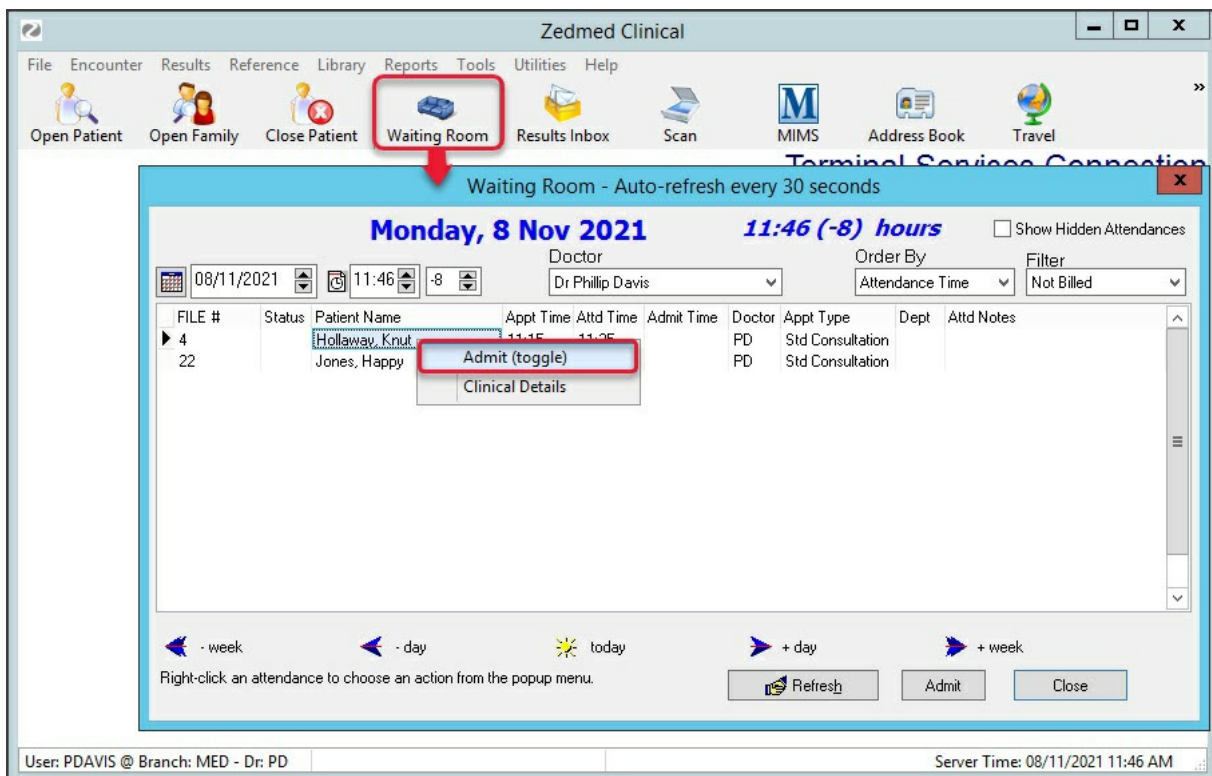
1. From the Reception tab, select **Clinical Records**.

The **Clinical Records** screen will open.

2. Select **Waiting Room** from the top menu.
3. Right-click the patient and select **Admit**.

The patient's information will open in the **Clinical Records** screen and the encounter will automatically start.

You can now use the clinical modules and **record information**, and **end the encounter** when you have finished.



**Timer** - when the encounter starts, the **Duration** timer will appear. You can pause the encounter, and if you stop the encounter, you can start it again by selecting **Continue Encounter**, and update the notes if it's the same day.

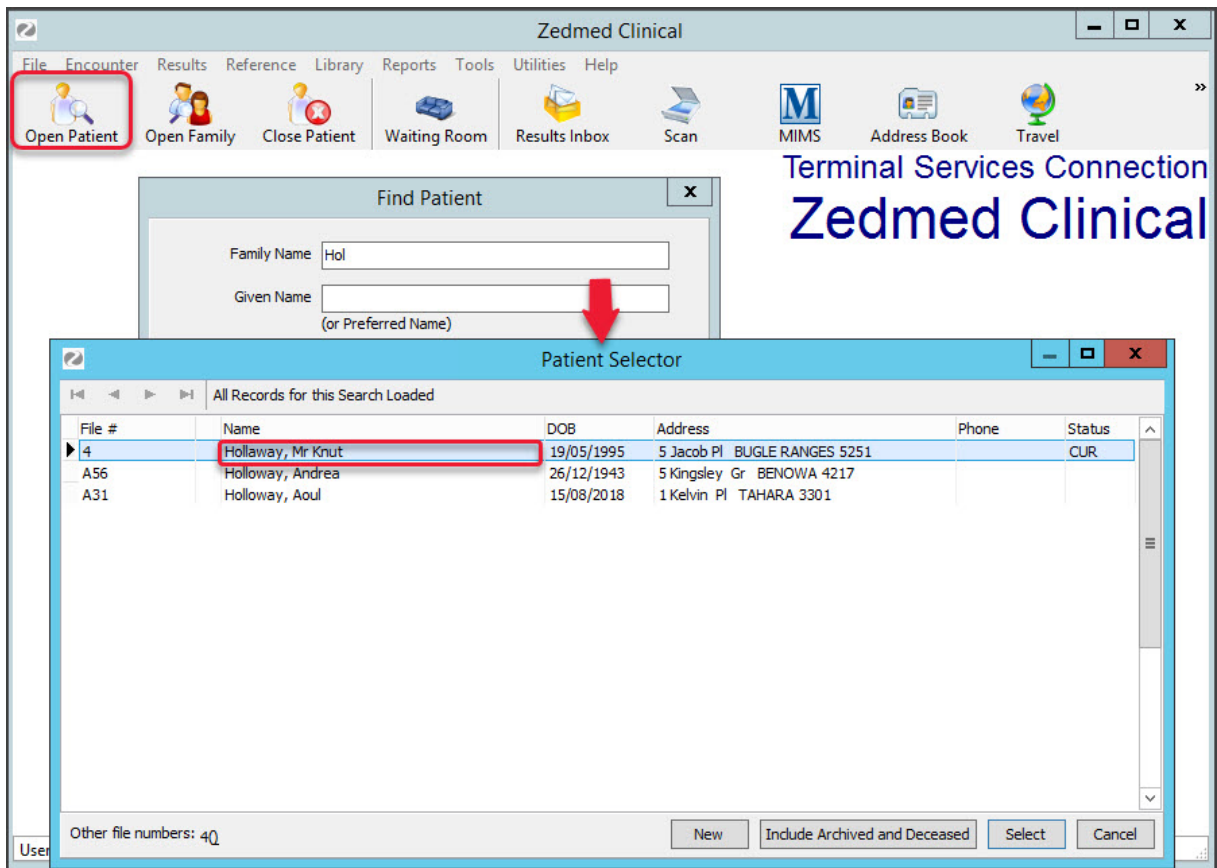


## Start an encounter - patient not present

If a patient is not present, you can manually open their information in Clinical Records, start an encounter and make updates. This is useful for surgeons wanting to review or update a patient's information.

To manually start an encounter:

1. From the Reception tab, select **Clinical Records**.  
The **Clinical Records** screen will open.
2. Select **Open Patient**.  
The **Find patient** dialog will open.
3. Enter search criteria, like the patient's **Family** and **First Name** (can be the first 3 letters) or **DOB**.
4. Select **Find** or press the enter key to run the search.  
The **Patient Selector** screen will open with the search results.  
For more information, see the [Find a patient](#) article.
5. Double-click the patient in the search results.



The patient's information will open in the **Clinical Records** screen.

6. Select the green play button in the **History View** to start the encounter.

The **Current Encounter** section and modules will open and you can now **record information** and **end the encounter** when you have finished.