

Attend a patient

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Attend a patient to move them to the Waiting Room and create an attendance record that the patient's invoice will be linked to.

The **Attendance Report** can be used print a list of attendances (for one or all doctors) each day.

Attend a patient

When a patient with an appointment arrives, they can be attended to from the **Appointments Grid**, which puts them in the **Waiting Room** where their practitioner can see them.

To attend a patient:

1. From the **Appointments Grid**, locate the patient's booking.
2. Right-click their name and select **Attend**.
3. Checks for the **Attendance Details** screen:
 - **Doctor, Unknown**
Can be selected under **Doctor** if you want all practitioners to see the patient in the Waiting Room.
 - **Referrals**
For referral appointments, check the referral is selected. An attached referral will appear in the New Invoice screen.
 - **Appointment Notes**
This field is seen by doctors in the Clinical Waiting Room. Add **Alerts** and **Appointment Notes** using the **Copy to** icons.
 - **Claims (for Medicare, DVA, Funds)**
Select **Patient Details**, then select **Patient Verification** to check eligibility for claims. The Attendance screen will close.
4. Select **Close**.

Appointments Display Grid

Appointment Search View Refresh Waiting Room Patient Bill Encounters Ref Drs Close Extra Surgical Procedures

Search Next Avail. Waiting Room Albany Road Cli <All Doctors> Branch Doctor Resource Wednesday 24 Sep 2025 Day

Wed	Davis, Phillip	Fuller, Igor	Jackson, Gaye	System, Queue
8 AM	0 Simkins, Talia Standard Consult (08:15)	0	0	0
15		15		
30	Attendance Details			
45	Date and Time: 24/09/2025 15:01 Doctor: Davis, Phillip Department: Referrals: Dr Vivian Mortier Referred On: 18/09/2025 for 12 mths Site Details: Claim Details: Usual Dr: Phillip Davis File N°: C49 Pull File: Yes First in: 30/07/2022 Last in: 08/04/2024 Contact Details Home: Work: Mobile: 0455555555 Email: talia@test.com.au Address: 77 Shall Cir, ALEXANDRA 4740 Cards Medicare: 49513067311 Expiry: 1/02/2026 Healthcare: Expiry: Alerts Copy to Attendance Notes Missed last 2 appointments Appointment Notes Copy to Attendance Notes Clinical Warnings			
9 AM	0			
15				
30				
45				
10 AM	0			
15				
30				
45				
11 AM	0			
15				
30				
45				
12 PM	0			
15				
30				
45				
1 PM	0			
15				
30				
45				
2 PM	0			
15				
30				
45				
3 PM	0			
15				
30				
45				

Hide ☐ Priority

Print ☐ Encounter ☐ Proforma ☐ Case Label

Encounter: Standard Encounter Sheet

Account Payers

Medi	MC	\$
Simki	P1	\$1,042.70
Medi	P4	\$670.00
Spring	MC	\$0.00

To check claim eligibility

< Month Patient Details Waiting Room Delete Close Cancel

5. You can now view the patient in the Waiting Room.

Attend a Walk-in

Patients with no appointment can be attended to in the **Waiting Room** using the options below. These methods will not create an appointment and the consultation will not show up in the **Appointments Report**.

Option 1 - Quick Attend

Use the **Quick Attend** menu in the **Waiting Room**. This will prompt you to search for and select the patient, then add them. To learn more, see the [Waiting Room guide](#).

Waiting Room

Patient Attendance Find Clinical Details Bill Enquiry Enc Sheet Proforma Labels Appts Extras

Patient Quick Attend Admit Find Patient Bill Refresh Intramail Include Assisting Show Hidden

24/09/2025 Branch Albany Road Clinic

14:07 -8 Doctor All

Option 2 - Attend from the patient's record

Using the **Attend** menu in the **Patient's Record** to add them to the Waiting Room.

Unattend a patient

If a patient has been attended to the Waiting Room and needs to be removed, delete them from the Waiting Room as explained in the steps below. Patients are not removed by changing their **Status** in the **Appointment Book**.

To remove a patient from the Waiting Room:

1. Go to Zedmed's **Reception** tab.
2. Select **Waiting Room**.
3. Double-click the patient to open their **Attendance Details**.
4. Select **Delete**.
5. Select **Yes** on the **Confirm** dialog.

The patient will be removed from the **Waiting Room** but will still be in the **Appointment Book**.

The screenshot shows the Zedmed software interface. At the top, there is a menu bar with options like Patient, Attendance, Find, Clinical Details, Bill, Enquiry, Letters, Enc Sheet, Proforma, Labels, Appts, and Extras. Below the menu bar is a toolbar with icons for Patient, Quick Attend, Admit, Find Patient, Bill, Refresh, Intramail, Include Assisting, and Show Hidden. The main area displays a table of appointments. The first row is highlighted, showing a patient named 'Coble, Bartholomew' with a status of 'A' and a time of 10:30. The 'Attendance Details' window for this patient is open, showing various fields such as Date and Time, Doctor, Department, Referred On, Site Details, Claim Details, Attendance Notes, and Contact Details. A red message states 'The patient has at least one claim with an account payer'. At the bottom of the window, there is a 'Delete' button. A 'Confirm' dialog box is open over the 'Delete' button, asking 'Are you sure you want to delete this attendance?' with 'Yes' and 'No' buttons.

File #	Status	Name	Appt	Attend	Admit	Doc	Appt Type	Br	Dept	Notes	Site
5	A	Coble, Bartholomew	10:30	09:05		PD	Std Consultation	MED			

Attendance Details

Date and Time: 10/06/2022 09:05

Doctor: Davis, Phillip

Department: A Sleep

Referred On: 17/03/2022 for 12 mths

Site Details: [Dropdown]

Claim Details: [Dropdown]

The patient has at least one claim with an account payer

Attendance Notes:

Hide ☐ Priority [Dropdown]

Print ☐ Encounter ☐ Proforma ☐ Case Label

Encounter: Standard Encounter Sheet

Account Payers

Coble, Bartholomew

Transport Accident Commission

Usual Dr: Phillip Davis

File N°: 5

First in: 30/12/1899

Pull File: Yes

Last in: 30/12/1899

Contact Details

Home: [Field]

Work: [Field]

Mobile: [Field]

Email: [Field]

Address: 5 Jay Dr, BISHOPSBOURNE 7301

Cards

Medicare: 69505072011

Expiry: [Field]

Healthcare: [Field]

Expiry: [Field]

Alerts

☒ Copy to Attendance Notes

missed last 2 appointments

Confirm

Are you sure you want to delete this attendance?

Yes No

Patient Details Waiting Room **Delete** Close Cancel

