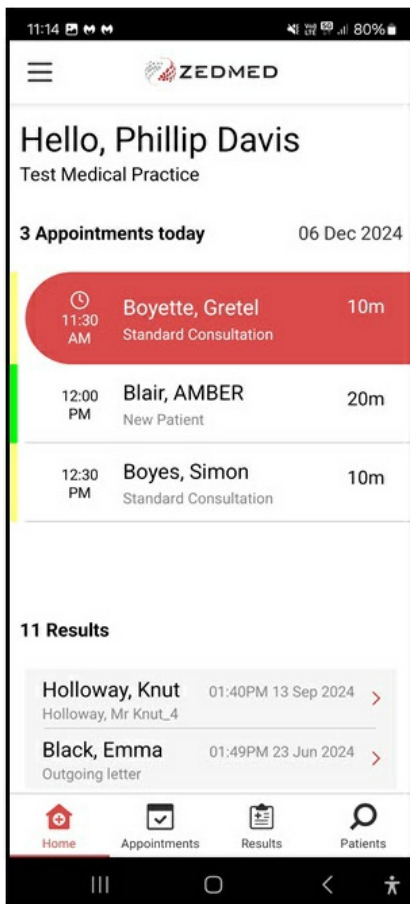# The Doctors App

Last Modified on 03/02/2025 2:32 pm AEDT

The Zedmed Doctors App integrates with your practice's Zedmed server in real-time and allows you to check your appointments and assigned results from your phone at any time of the day. This guide explains the App's functionality, how to configure your practice's Zedmed server to support it and how to install the app on your phone.

Doctors App functionality

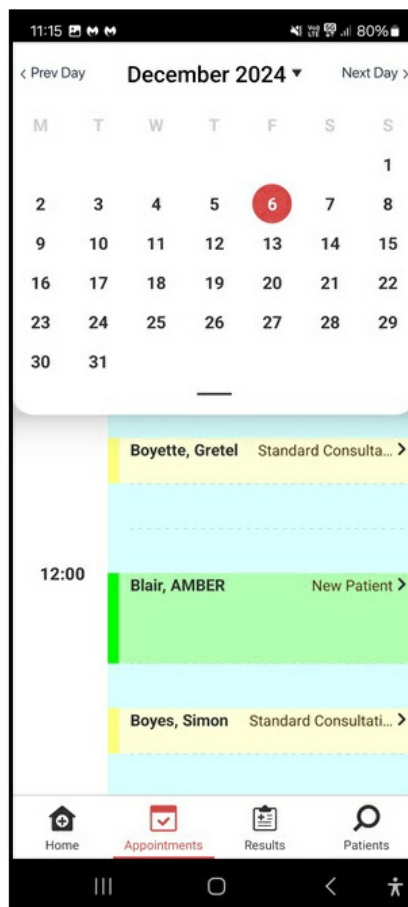When you log into the Doctors App, you can check your:

- **Appointments** - view and check the details of appointments booked in Zedmed.
- **Results** - check, review and action incoming results.
- **Patients** - view your patients' encounter history, results history and active recalls.
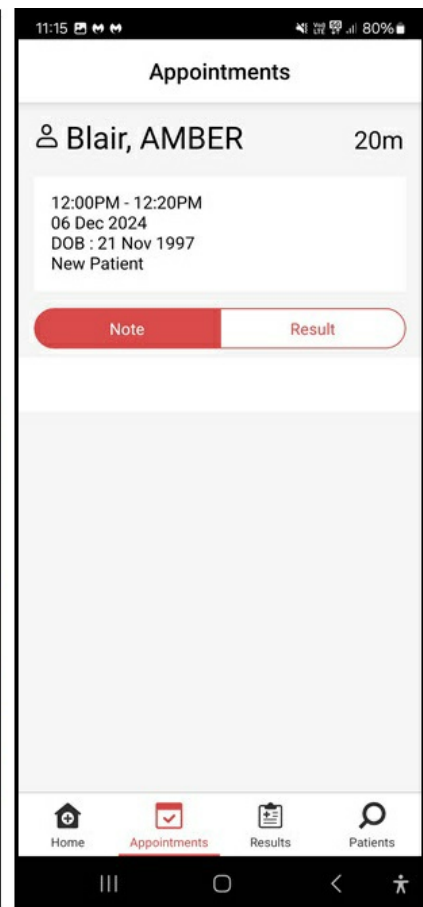
Home screen patient)

Appointments

Appointments (opened
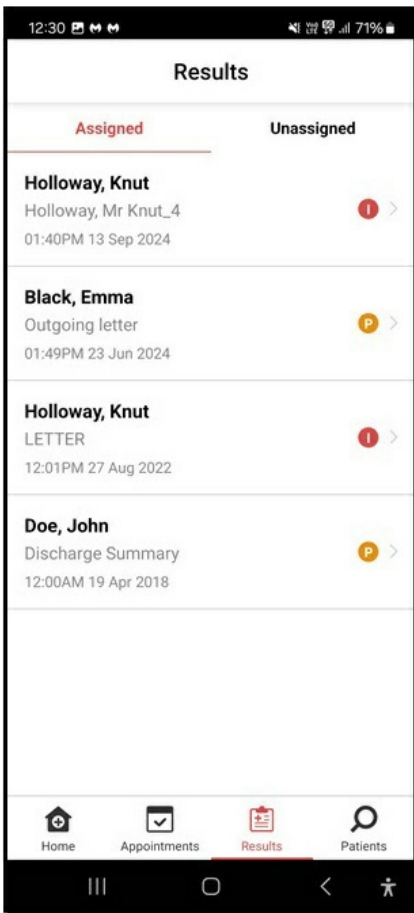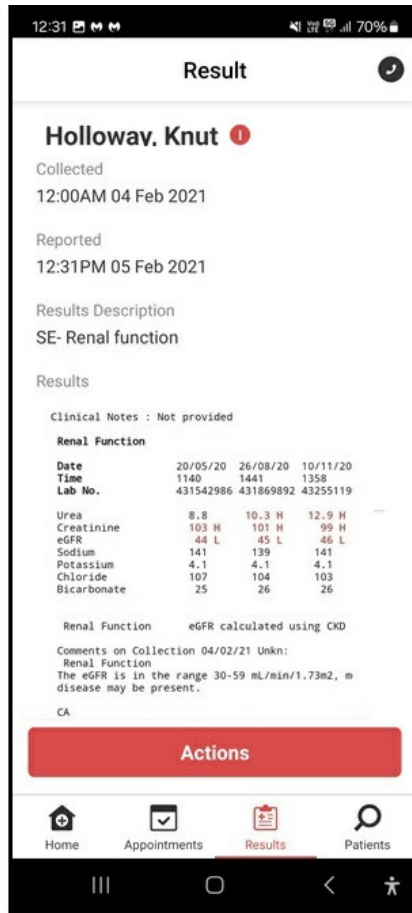

Results (home) button)
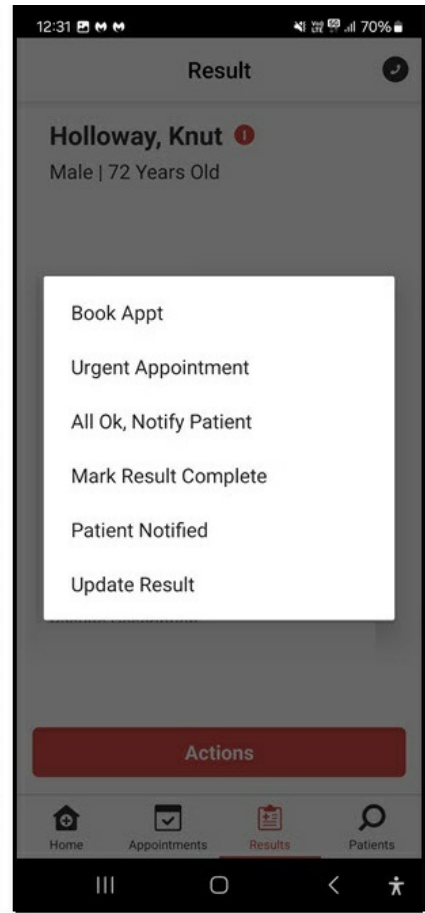
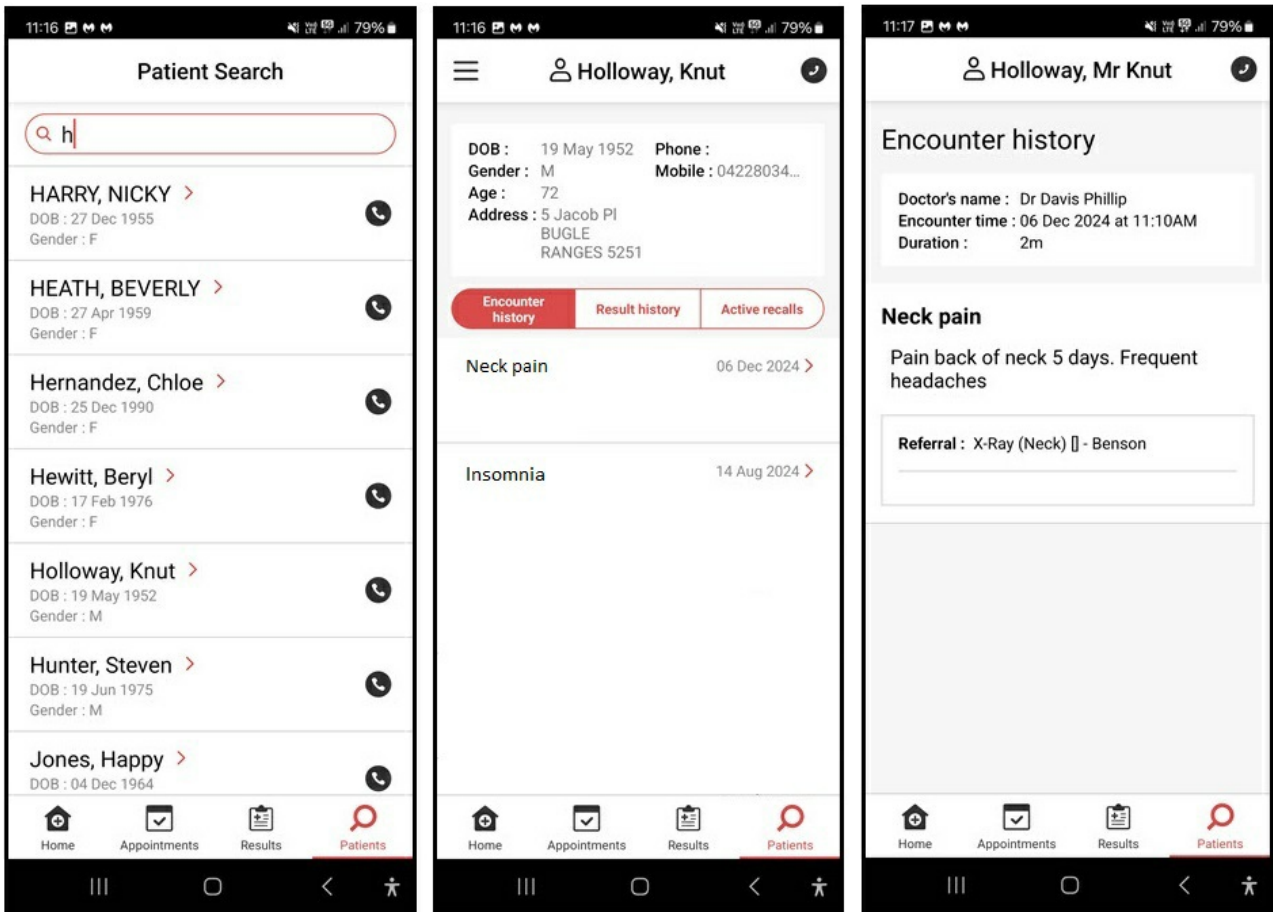**Results** (opened result)

Results Actions

Patients (Search results)
Encounter)

Patient (Selected patient)

Patient (Selected

Setting up the API and security

These steps are for Zedmed On-Premise customers only. Zedmed Cloud support performs them for Zedmed Cloud customers.
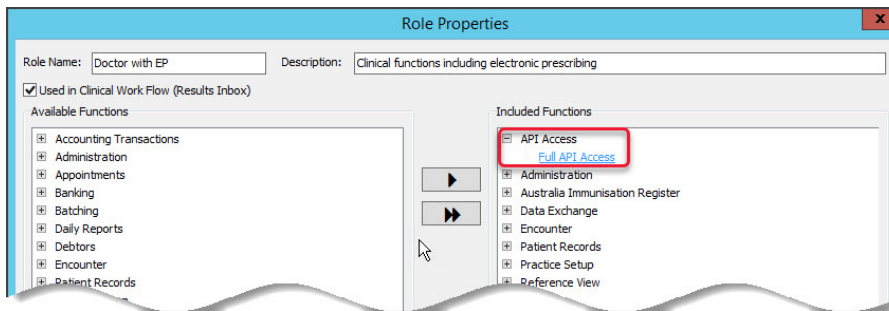
To set up the Doctor's App:

1. Call our Support Team on **1300 933 000**
2. One of our technicians will install a security management tool on your server.

   Once this has been completed, an **API Gateway Key** will appear in the **Practice Details** screen.

To check that the doctors have API access:

1. Go to Zedmed's **Utilities** tab.
2. Select **Security**.

   The **Zedmed Security Roles and User** screen will open.
3. Select the **Roles** tab.
4. Open the doctor's role.
5. Ensure the **API Access** function is listed under **Included Functions**.

   If it is not, expand API Access under Available Functions and double-click **Full API Access** to move it to **Included functions**.

Installing the Doctors App

In this section, you will open the QR code used in Zedmed to authenticate the app, then install the app and scan the QR code.

Important: If you have already installed the Doctors App in the past and scanned a QR code, you will need to perform a complete uninstall before scanning another QR code.

To add the app to each doctor's phone:
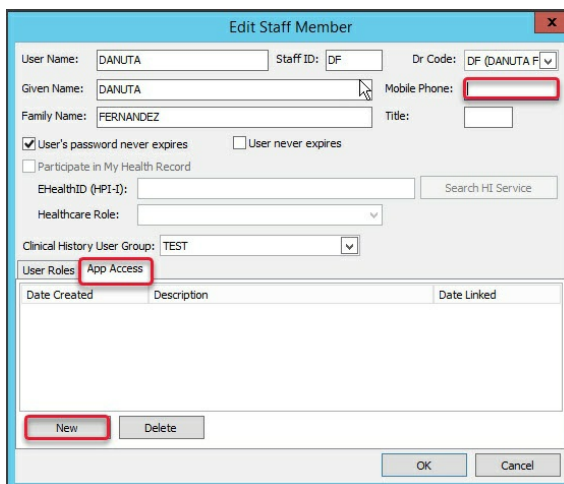
1. Go to Zedmed's **Utilities** tab.
2. Select **Security**.

   The **Zedmed Security Roles and User** screen will open.
3. Select the **Staff** tab

   Open each doctor's profile and complete the next steps. The doctor will need to be present with their phone.
4. Enter the doctor's mobile number into the **Mobile Phone** field.
5. Select **New**.

6. Enter a description for the phone.

A QR code will be displayed for use in step 8.

7. Download the Doctors App from the Apple **App Store** or **Google Play** onto your (the doctor's) phone.
   - https://play.google.com/store/apps/details?id=com.app.zedmed
   - https://apps.apple.com/au/app/zedmed/id1458817780
8. When you open the Doctors App it will open a QR code reader.

   Scan the QR code using the Doctors App.

   The app will then confirm the doctor's identity and permissions.
9. When prompted on your phone, log in using your Zedmed application credentials.

   You will be sent a TXT with an access code, and the Doctors App will display a code entry screen.

   Do not use any VM or Cloud credentials for this login.
10. Enter the code provided.

    Access will be enabled, and you will be prompted to provide a 4-digit login for the Doctors App.
11. Enter your pin, and use it each time you open the Zedmed Doctors App.

    The app will now open and display the available clinical information

To learn more, see our Doctor's App setup video.

Uninstalling the Doctors App

To remove the Doctors App from your phone, first uninstall it then perform the following steps to remove the cache. You will need to do this if you want to reinstall the app using a different QR code.

Follow these steps to Clear App Cache on iPhone

In order to get rid of your app cache, you must "offload" them.

1. Go to **Settings**.
2. Tap on **General**.

3. Tap on **iPhone Storage**.

   Here, you'll see an exhaustive list of apps on your phone.
4. Click the one you'd like to clear and tap **Offload App**.

   You'll get a message informing you that the app will be deleted, but its documents and data will remain.
5. Tap **Offload App**.
6. Tap on **Delete APP**.

Follow these steps to Clear App Cache on Android:

1. Open the **Settings** application on your device.
2. Go to the **Apps Menu**.
3. Choose **Installed Applications**.
4. Find the Application you want to Clear the App Data from.
5. Select it and then **Storage Tab**.
6. Select **Clear App Cache**.