

Telehealth on-prem user guide

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Telehealth allows practitioners to run remote video consultations with patients from Zedmed. This feature includes integrated Telehealth Appointment types and notifications, including SMS messages with links to the video consultations and practitioner notifications when a patient joins.

Requires Zedmed 38.6.2 or later.

New feature for Zedmed on-prem customers.

Request a quote and onboarding information using the **Expression of Interest form**.

Overview

Advantages of Zedmed's Telehealth:

- Provides an integrated workflow for managing Telehealth appointments.
- Embeds video within Clinical and provides display options for web browsers and phones.
- Notifies when a patient is waiting in Telehealth by displaying a banner on their Clinical record.
- Automatically sends the patient an SMS with the link for the Telehealth session.
- Automatically attends the patient to the Waiting Room when they join the Telehealth session.
- Identifies Telehealth bookings in the Appointment Book and the Waiting Room.

Workflow

The patient is **Admitted** to the Waiting Room when they tap Join on the Telehealth page on their phone, which starts their video connection. When the practitioner **Attends** the patient from the Waiting Room, the Current Encounter starts and displays the menu the practitioner uses to join Telehealth themselves.

If the Waiting Room is not used and a patient's record is manually opened, a red banner will advise when the patient has joined. In this scenario, reception will not see an Attend time for this consultation.

Workflow summary:

1. The patient books a Telehealth appointment and receives a confirmation SMS.
2. Before the appointment (e.g., 30 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**.
 - In the Waiting Room, reception staff see the patient has 'Joined'.
4. The practitioner sees the patient in the **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.

Reception workflow

Reception creates Telehealth appointments, which are indicated by a camera icon in the Appointment Grid.



FILE #	Status	Patient Name	Appt Time	Attd Time	Admit Time	Doctor	Appt Type	Dept	Attd Notes
17	✓	Jones, Marrianna-Louise	13:00 - 13:15				Telehealth		
22	📷	Jones, Happy	13:15 - 13:30				Telehealth		
2	✗	Church, Lawrence	13:30 - 13:45				Telehealth		
3	✗	Berg, Max	13:45 - 14:00				Telehealth		

Considerations

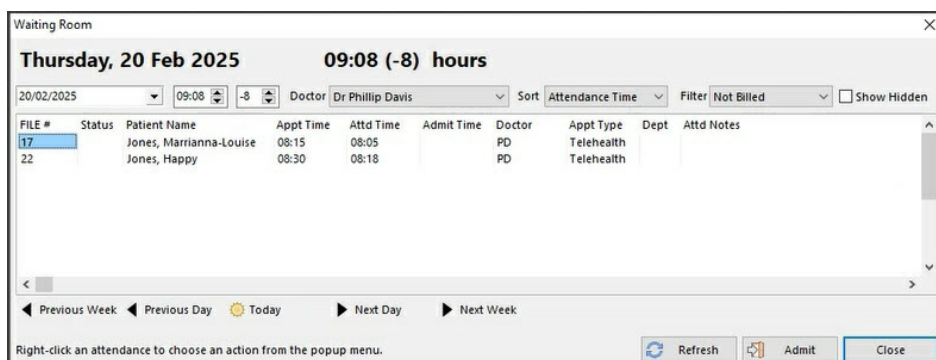
- The patient reminder SMS with the Telehealth link can be sent up to 12 hours before the appointment.
- The link in the SMS will be usable for 24 hours after the SMS is sent and can be opened multiple times.
- The patient cannot join the Telehealth session until 30 minutes before the appointment.

The Waiting Room displays the **Appt Type** name, the **Attd Time** (which the patient taps Join) and **Admit time** (when the practitioner Admits the patient and starts the encounter)

Scenario: The **Appt time** is 8:15, the **Attd Time** is 8:05, and it is now 8:30 pm with no **Admit time** - this tells reception the patient had an 8:15 appointment, joined 10 minutes before the appointment, and has now been waiting for the practitioner for 25 minutes - or 15 minutes since the appointment was due to start.

Office staff can call or SMS patients if they are waiting for a long time or need to be advised of a change.

Note: the practitioner should **Admit** the patient 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 for the practitioner.



FILE #	Status	Patient Name	Appt Time	Attd Time	Admit Time	Doctor	Appt Type	Dept	Attd Notes
17		Jones, Marrianna-Louise	08:15	08:05		PD	Telehealth		
22		Jones, Happy	08:30	08:18		PD	Telehealth		

Practitioner workflow

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. The request originates from the web browser used to facilitate the connection.

Important: the practitioner should **Admit** the patient 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 for the practitioner.

Click [here](#) to view a one-page **quickstart guide**

To run the Telehealth consultation.

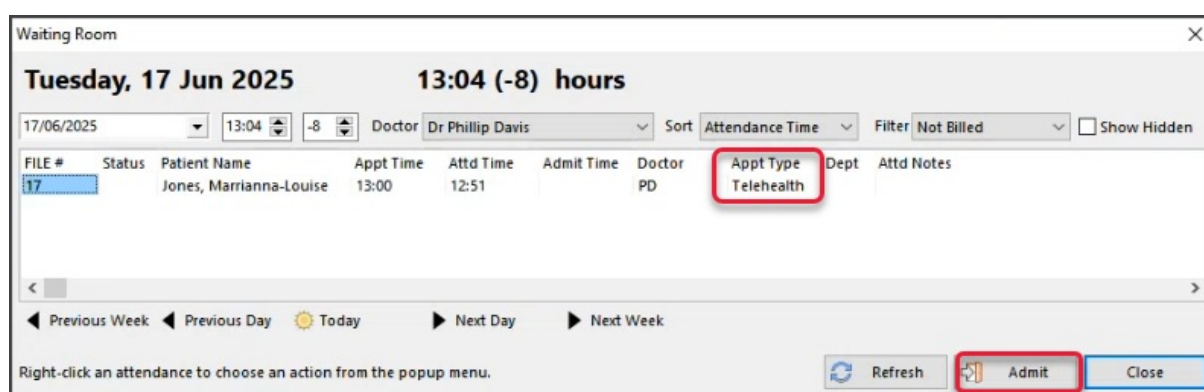
1. Monitor the **Waiting Room**.

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**.

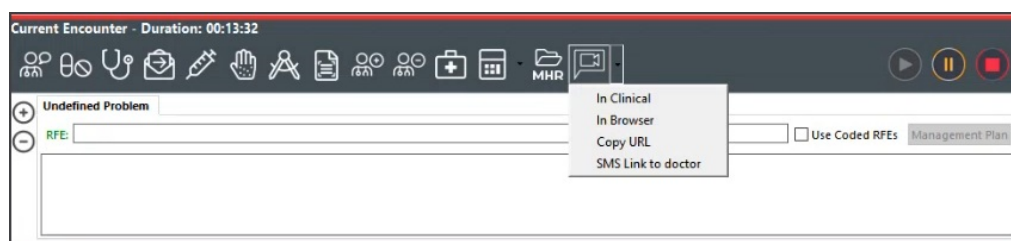
2. Select **Admit**.

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:

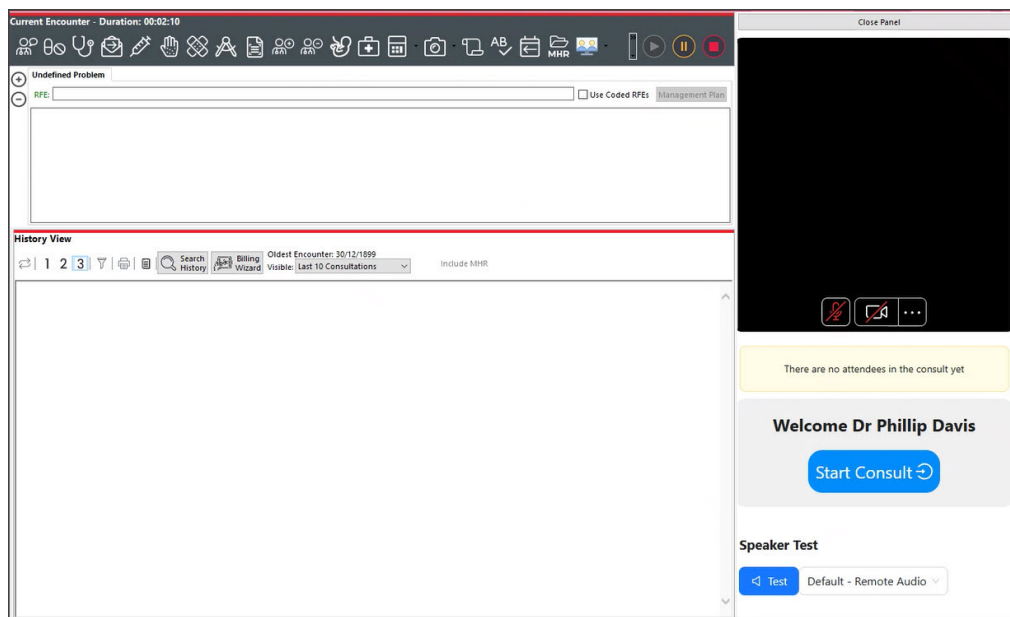
- **In Clinical** - opens Telehealth within Zedmed Clinical - **best option for one monitor**.
- **In Browsers** - opens Telehealth in your web browser - **best option for two monitors**.
- **Copy URL** - open your desktop browser and copy-paste the URL provided.
- **SMS Link to doctors** - sends a link 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.

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



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

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



Note: The on-prem workflow has the patient join the Telehealth session before the practitioner. The patient is Admitted to the Waiting Room when they tap join on their phone, which starts their video connection. The practitioner only sees the Telehealth menu when they Admit the patient from the Waiting Room - starting the Current Encounter.

Patient workflow

To join a Telehealth consultation:

1. Receives the reminder SMS before the appointment.

The link is valid for 24 hours from when it is sent and can be opened multiple times.

2. Taps the Telehealth link in the SMS.

Telehealth will open, and the patient can preview their camera and microphone setup (middle screenshot below).

3. Select the **Join** button.

A message (screenshot three below) will display 'Your practitioner will arrive shortly.'

The Join button becomes available 30 minutes before the consultation. A message will advise the patient of this.

Selecting **Join** will automatically **Attend** the patient to the **Waiting Room**.

Open the Telehealth link

Approve pictures and video

Tap Join

