

Zedmed Telehealth setup

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This Zedmed add-on allows practitioners to conduct Telehealth appointments. The practice sends a scheduled SMS with the Telehealth link to the patient, and the practitioner opens the live stream in Zedmed Clinical, a browser or their phone.

To use Telehealth, see the [Telehealth User Guide](#).

Requirements

- Zedmed version 38.x.x or later.
- A subscription to Zedmed's Telehealth add-on.
- ZedSMS to send Telehealth links.
- The practitioner should have audio input and output, for example, a headset with a microphone.
- Payment Gateway is required to bill patients remotely. [Learn more](#).

Purchase the Telehealth add-on

Telehealth is billed monthly for each practitioner who uses the add-on that month.

To get a Telehealth subscription:

1. Contact [Zedmed Sales](#).
2. Sales will provide a quote and billing information.
3. Sales will arrange for a Zedmed Customer Success to contact you.

Enable Telehealth in Zedmed

Zedmed will enable Telehealth on a call with your practice. Once enabled, you will see Telehealth connected under Practice Integrations.

These steps are performed for you by Zedmed:

1. Select **Practice Setup > Practice**.
2. Select the **Integrations** tab.

The **Telehealth** section has a tick, and **Disconnect** is shown on the connection button.

Practice Details

Practice
Branches
Bank Accounts
Departments
Integrations
Claiming Configuration

Surgical Partners
This practice is not connected to Surgical Partners **Connect**
☒ Synchronise data with Surgical Partners Daily upload time (hour) 4 **Manual Synchronisation**

Electronic Document Transfer
☒ Enable Electronic Document Transfer
This practice is connected to the Electronic Document Transfer system. **Disconnect**

Payment Gateway
☒ Enable Electronic Payment Gateway
This practice is connected to the Payment Gateway system. **Disconnect**

Cubiko Integration
☒ Enable Cubiko Access to Database
A subscription to Cubiko is required to use their services, this just enables access to your database.
[Click here for further details.](#)

Telehealth
☒ **Enable Telehealth**
This practice is connected to the Telehealth System. **Disconnect**

Close **Cancel**

Create a Telehealth Appointment Type

A new Appointment Type must be created and used for Telehealth appointments.

1. Create an **Appointment Type**, as explained in the **Appointment Type guide**.
You can use any name for your Appointment Type, for example. **Telehealth**.
2. In the **Appointment Type** options, select **Telehealth**.
3. Select **Close** to save and exit.

Appointment Types

Std Consultation
Long Consultation
New Patient
Surgical Procedure
Review Consultation
Immunisation - Linked
Immunisation
Telehealth

Type Name: **Telehealth**
Type Code: TEL
Default Duration: 00:15 Hrs
Text: Sample Text
Background: White
Background: Blue

☐ Unavailable
☐ Linked Appointment
☐ Surgical Procedure
☒ **Telehealth**
☐ Available Online
Available to:
☐ Only New Patients
☐ Only Existing Patients
☐ Both New and Existing Patients
☐ Referral Letter Required

Online Appointment Billing Defaults
Estimated Billing Amount \$
☐ Credit Card token Required
Bulk Billing Available Exemptions
☐ Pension/HCC
☐ Full DVA
☐ Limited DVA
Age Range
☐ Children aged under 10
☐ Seniors aged over 65

Per Doctor Overrides:

Doctor	Duration	Available Online	Estimated Amount	Credit Card Required	Pension/HCC Exemption	Full DVA Exemption	Limited DVA Exemption	Child Exemption	Seniors Exemption
Grenville Howell									
Danni Hatcher									
Coc Pds Vendor									
WARREN HEDRICK									
GRACE HERMAN									
DANUTA FERNANDEZ									
Phillip Davis									
Lesley Arthur									
Igor Fuller									
Gaye Jackson									
Augustus Eason									
Maurice Knox									
Ethel Boykin									

Delete **New** **Close** **Cancel**

Schedule a Telehealth reminder

Telehealth reminders are sent to the patient within 12 hours of the appointment, and include a link for the Telehealth session.

Create a Reminder

Create a reminder message specifically for Telehealth that includes the **Telehealth link** merge field. This merge field can only be selected if there is an Appointment Type with Telehealth enabled (ticked).

1. Create a Reminder, as explained in the **Create a Custom Reminder**.
2. You can use any name for the Reminder.
3. Add the **Telehealth Link** merge field.

The screenshot shows the 'SMS Configuration' window with the 'Appointment Reminders' tab selected. The 'Branch' is set to 'Branch 1'. The 'Appointment Type' is set to 'Telehealth'. The 'SMS Reminder Message' field contains the text 'Telehealth appointment reminder, please click link: <Telehealth Link>'. A dropdown menu is open showing the 'Insert Merge Field' options, with 'Telehealth Link' selected. The window also shows a character count and a note about message length.

4. Select **Close** to save and exit.

Create a Schedule

A Telehealth Reminder must have a schedule that sends an SMS on the day of the appointment.

1. Create a schedule for the Telehealth reminder, as explained in **Schedule Reminders**.
2. Add the Telehealth Reminder to the **Selected** pane.
3. Select **On the day of the appointment**. This option should only be used for Telehealth.
4. Select a time within 12 hours of the appointment.

This 12-hour limit prevents patients from initiating appointments too early (e.g. two days before the appointment).

5. Select **Close** to save the schedule.

The screenshot shows the 'SMS Configuration' window with the 'Appointment Schedule' tab selected. The 'Appointment Schedule Summary' table shows a schedule for 'Telehealth' at '1hr 30mins before'. The 'Selected Schedule' pane shows the 'Telehealth' schedule selected. The 'Send Message' options are set to 'On the day of the appointment' at '01:30 hours and minutes before'. The 'Send message for these appointment types' pane shows 'Telehealth' selected.
