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:

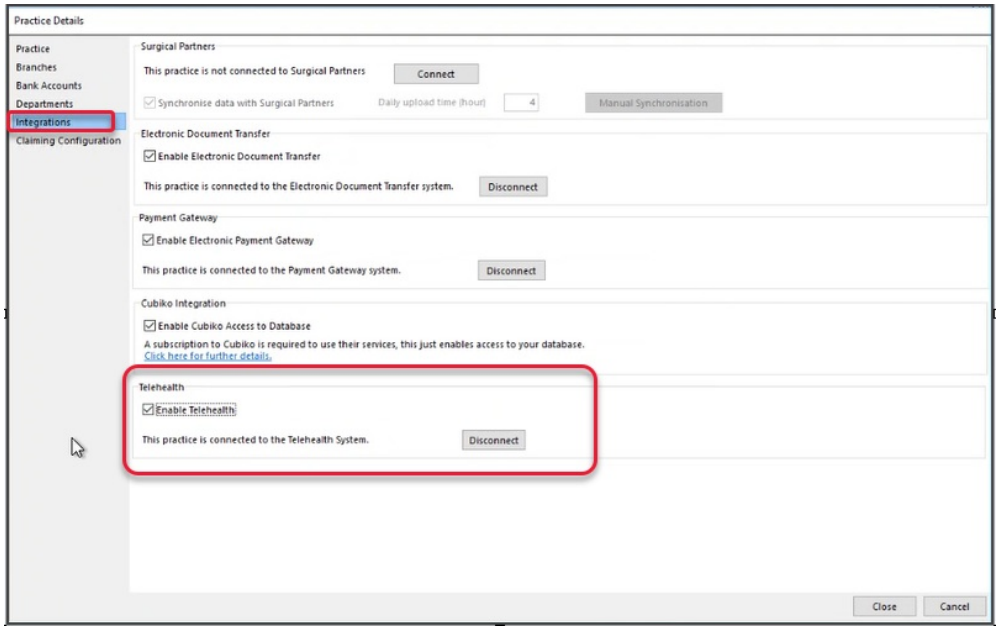
1. Contact Zedmed Sales.
2. Sales will provide a quote and billing information.
3. Sales will arrange for a Zedmed on-boarder to contact you.

Enable Telehealth in Zedmed

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

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

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

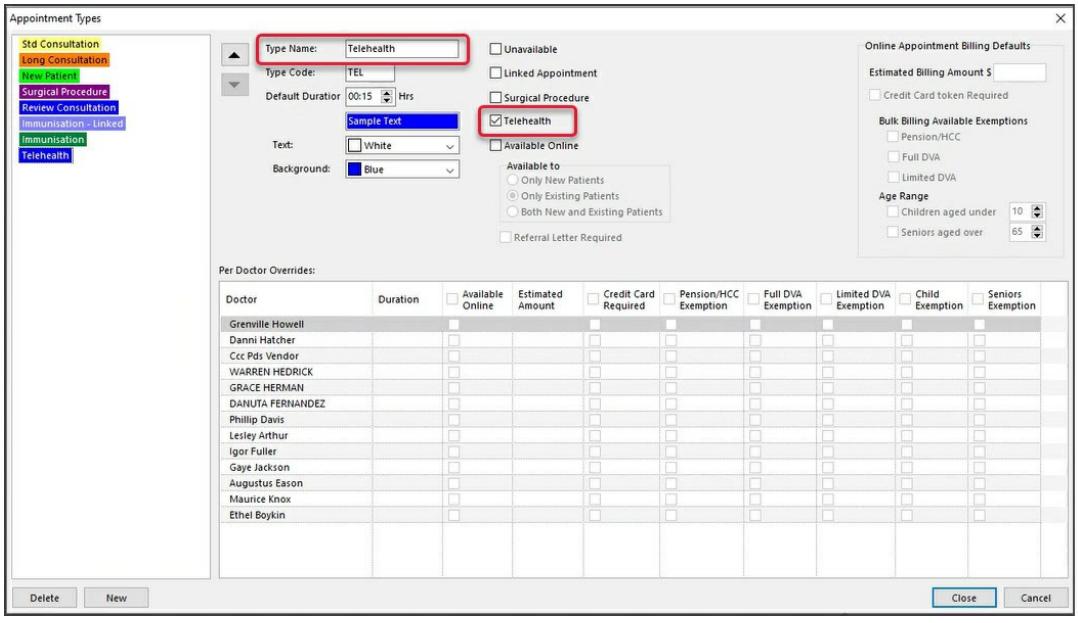


Create a Telehealth Appointment Type

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.



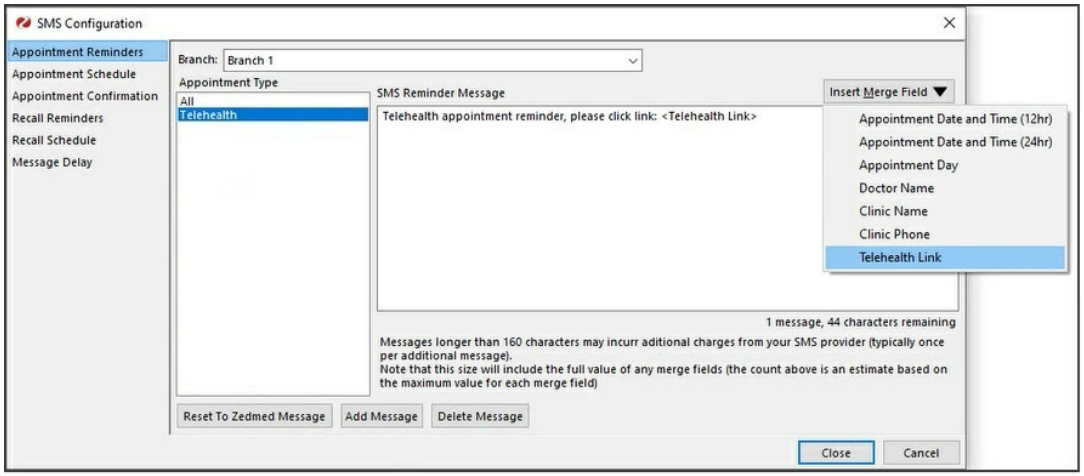
Schedule a Telehealth reminder

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).

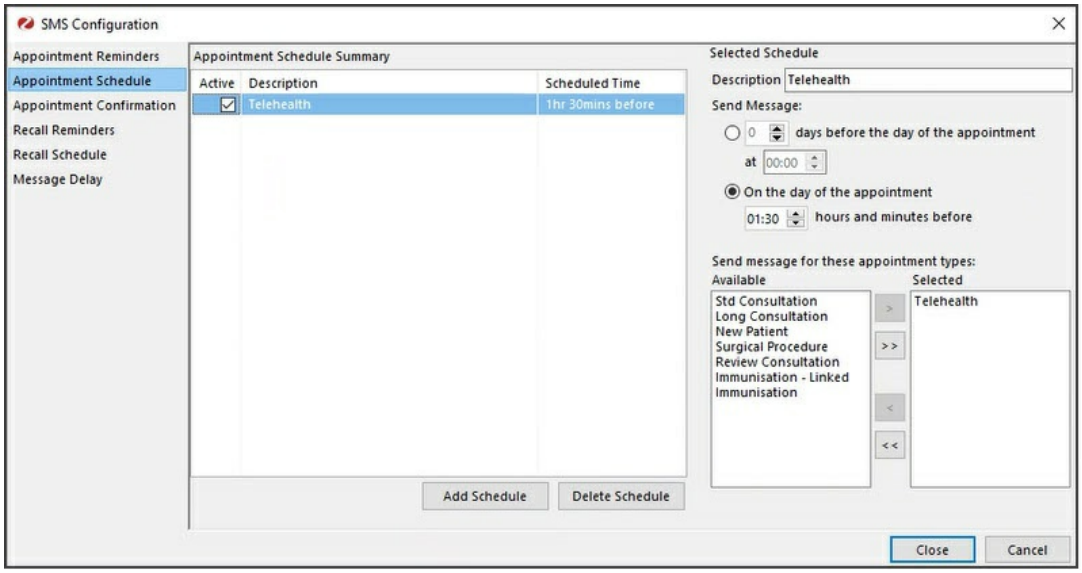
1. Create a Reminder, as explained in the Create a Custom Reminder.
2. You can use any name for the Reminder.
3. Add the **Telehealth Link** merge field.



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.