

Zedmed Telehealth setup

Version: 1.00 | Last Modified on 14/05/2025 1:47 pm AEST

The Telehealth add-on is set up for you on a call with Zedmed Customer Success. You will then follow this guide to create the Telehealth Appointment type and ZedSMS reminder, which will contain the Telehealth link for the patient.

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.

Step 1 - 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.

Step 2 - Enable Telehealth (performed by Zedmed)

Zedmed Customer Success will contact you to arrange a time to enable Telehealth. Remote access to your server will be required during this call. Once enabled, you will see Telehealth connected under Practice Integrations.

Practice Details	
Practice	Surgical Partners
Branches Bank Accounts	This practice is not connected to Surgical Partners Connect
Departments	Synchronise data with Surgical Partners Daily upload time (hour) 4 Manual Synchronisation
Integrations	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 Cubliko is required to use their services, this just enables access to your database. <u>Click here for further details</u> ,
	Telehealth
	Enable Telehealth
N	This practice is connected to the Telehealth System. Disconnect
42	
	Close Cancel

Step 3 - 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.

Concultation	Type Name: Tel	lehealth		Inavailable				On	line Appointment Bi	lling Defaults
Patient	Type Code: TE	TEL Linked Appointment					Est	Estimated Billing Amount S		
al Procedure w Consultation	Default Duration 00	15 🚖 Hrs		urgical Proced	ure				Credit Card token F	Required
nisation - Linked	Sa	imple Text		elehealth				2	Bulk Billing Available	Exemptions
atto	Text:	White	~ 🗆 A	vailable Online	£					
	Background:	Blue	~	Available to					Full DVA	
		Citra C	(Only New Pa	atients				Limited DVA	
				Only Existing	g Patients			2	Age Range	
				Both New an	nd Existing Patients	5			Children aged	under 10
									Seniors aged or	ver 65
	Per Doctor Overrides:									
							5.0.000			
	Doctor	Duration	Online	Amount	Required	Exemption	Exemption	Exemption	Exemption	Exemption
	Grenville Howell									
	Danni Hatcher									
	Ccc Pds Vendor									
	WARREN HEDRICK									
	GRACE HERMAN									
	DANUTA FERNANDEZ									
	Phillip Davis									
	Lesley Arthur									
	Igor Fuller									
	lgor Fuller Gaye Jackson									
	Igor Fuller Gaye Jackson Augustus Eason									
	Igor Fuller Gaye Jackson Augustus Eason Maurice Knox									
	Igor Fuller Gaye Jackson Augustus Eason Maurice Knox Ethel Boykin									
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Step 4 - 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.

Appointment Reminders Appointment Schedule Appointment Confirmation Recail Reminders Recail Schedule Message Delay	Branch: Branch 1	~			
	Appointment Type	SMS Reminder Message	Insert Merge Field 🔻		
	Telehealth	Telehealth appointment reminder, please click link: <te< td=""><td>Iehealth Link> Appointment Date and Time (12h Appointment Date and Time (24h Appointment Day Doctor Name Clinic Name Clinic Phone Telehealth Link</td></te<>	Iehealth Link> Appointment Date and Time (12h Appointment Date and Time (24h Appointment Day Doctor Name Clinic Name Clinic Phone Telehealth Link		
	Reset To Zedmed Message	1 message, 44 characters remaining Messages longer than 160 characters may incurr aditional charges from your SMS provider (typically once per additional message). Note that this size will include the full value of any merge fields (the count above is an estimate based on the maximum value for each 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.

ppointment Reminders	Appointment Schedule Summar	У	Selected Schedule				
ppointment Schedule	Active Description		Scheduled Time	Description Telehealth			
ppointment Confirmation ecall Reminders ecall Schedule lessage Delay	Telehealth		1hr 30mins before	Send Message:	the day of the appointment pointment ad minutes before ppointment types: Selected Telehealth >> <<		
		Add Schedule	Delete Schedule				