

# 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.

**Practice Details**

**Integrations**

**Surgical Partners**  
This practice is not connected to Surgical Partners. [Connect](#)

☒ Synchronise data with Surgical Partners    Daily upload time (hour):     [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**

Type Name:     ☐ Unavailable

Type Code:     ☐ Linked Appointment

Default Duration:  Hrs    ☐ Surgical Procedure

Text:     ☒ Telehealth

Background:     ☐ 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   
☐ Seniors aged over

**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		<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Danni Hatcher		<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ccc Pds Vendor		<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WARREN HEDRICK		<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
GRACE HERMAN		<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
DANUTA FERNANDEZ		<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Phillip Davis		<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lestley Arthur		<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Igor Fuller		<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gaye Jackson		<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Augustus Eason		<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maurice Knox		<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ethel Boykin		<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[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 'Branch 1' and the 'Appointment Type' is 'Telehealth'. The 'SMS Reminder Message' field contains the text 'Telehealth appointment reminder, please click link: <Telehealth Link>'. A dropdown menu is open, showing a list of merge fields: 'Appointment Date and Time (12hr)', 'Appointment Date and Time (24hr)', 'Appointment Day', 'Doctor Name', 'Clinic Name', 'Clinic Phone', and 'Telehealth Link'. The 'Telehealth Link' option is highlighted. At the bottom, there are buttons for 'Reset To Zedmed Message', 'Add Message', and 'Delete Message'. A 'Close' button is also present.

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 has the following data:

Active	Description	Scheduled Time
<input checked="" type="checkbox"/>	Telehealth	1hr 30mins before

The 'Selected Schedule' pane shows the 'Description' as 'Telehealth'. The 'Send Message' section has 'On the day of the appointment' selected. The 'Send message for these appointment types' section shows 'Telehealth' selected. At the bottom, there are buttons for 'Add Schedule' and 'Delete Schedule'. A 'Close' button is also present.

