

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.

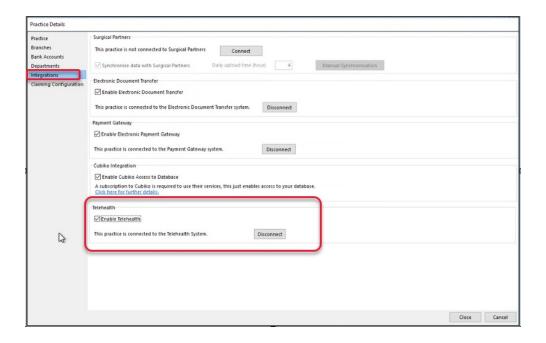
Enable Telehealth in Zedmed

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

These steps are perfored 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.



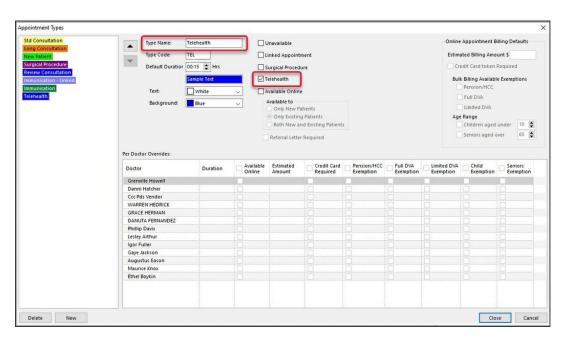
Create a Telehealth Appointment Type

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.



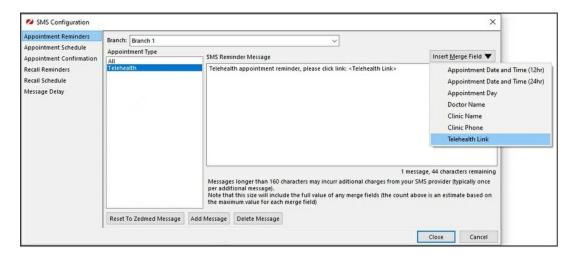
Schedule a Telehealth reminder

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.

