

Telehealth setup

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Telehealth is set up in Zedmed during a call with Customer Success. The practice then follows this guide to create the Telehealth Appointment type and a ZedSMS reminder, which sends the Telehealth link to the patient.

To use Telehealth, see the Telehealth User Guide.

Requirements

- Zedmed version 38.6.2 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 can be used to bill patients remotely. Learn more.

Step 1 - Sign up for Telehealth and get it enabled

- 1. Request Telehealth by submitting an Expression of Interest form.
- 2. Receive and accept a quote from the Zedmed Sales Team.
- 3. Have a call with Customer Success to Enable Telehealth (you will be contacted to schedule a time).
- 4. After this call, you can perform the steps below to set up your practice

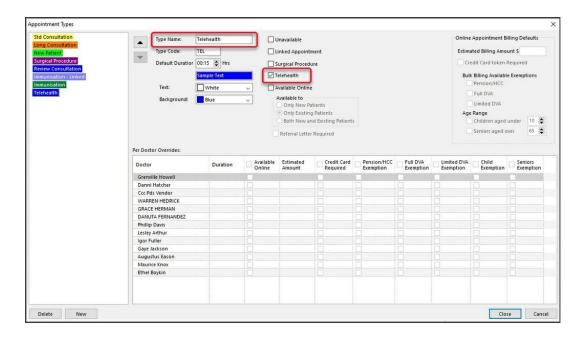
Step 2 - Create a Telehealth Appointment Type

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.

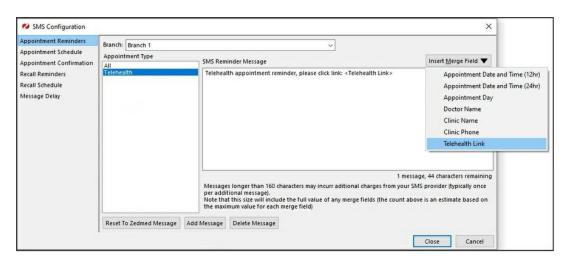


Step 3 - Create a Telehealth reminder message

Create a Telehealth reminder message. This reminder is only for Telehealth and 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.

Step 4 - Schedule the Telehealth reminder

Schedule the Telehealth reminder to be sent before the appointment time. It can be sent up to 12 hours before the appointment, but the patient will not be able to join until 30 minutes before 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. Use the **Send Message** options to select a time to send the appointment reminder.

This reminder includes a link that opens the Telehealth landing page with a Join button. We suggest selecting a time not long before the appointment to stop the patient from initiating the appointment too early.

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

