

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.

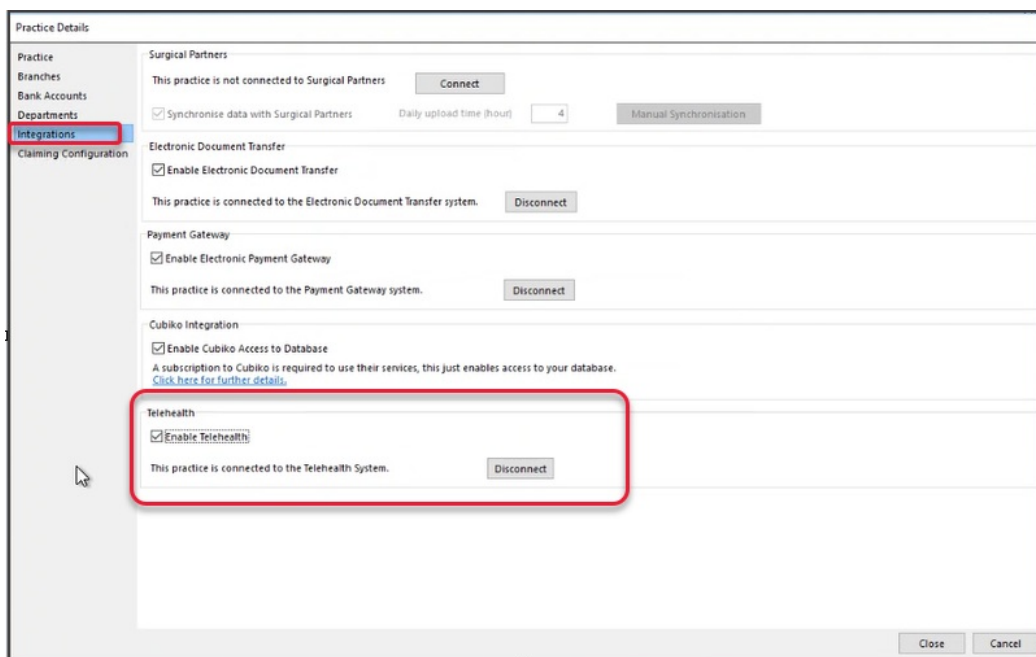
To use Telehealth, see the [Telehealth User Guide](#).

Requirements

- Zedmed version 38.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 - 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**.



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.

The screenshot shows the 'Appointment Types' window. On the left, a list of appointment types includes 'Telehealth'. In the main area, 'Type Name' is 'Telehealth', 'Type Code' is 'TEL', 'Default Duration' is '00:15 Hrs', 'Text' is 'Sample Text', and 'Background' is 'Blue'. Under the 'Available to' section, the 'Telehealth' checkbox is checked. Below this is a table for 'Per Doctor Overrides' with columns for Doctor, Duration, Available Online, Estimated Amount, Credit Card Required, Pension/HCC Exemption, Full DVA Exemption, Limited DVA Exemption, Child Exemption, and Seniors Exemption. The table lists several doctors, including Grenville Howell, Danni Hatcher, and others. At the bottom, there are 'Delete', 'New', 'Close', and 'Cancel' buttons.

Step 3 - Create a Telehealth reminder message

Create a Telehealth reminder message. This reminder is 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. The 'Appointment Reminders' tab is selected. The 'Branch' is 'Branch 1'. The 'Appointment Type' is 'Telehealth'. The 'SMS Reminder Message' field contains 'Telehealth appointment reminder, please click link: <Telehealth Link>'. The 'Insert Merge Field' dropdown menu is open, showing options like 'Appointment Date and Time (12hr)', 'Appointment Date and Time (24hr)', 'Appointment Day', 'Doctor Name', 'Clinic Name', 'Clinic Phone', and 'Telehealth Link'. At the bottom, there are 'Reset To Zedmed Message', 'Add Message', 'Delete Message', 'Close', and 'Cancel' buttons.

4. Select **Close** to save and exit.

Step 4 - Schedule the Telehealth reminder

Schedule the Telehealth reminder to be sent up to 30 minutes before the appointment time. We recommend 15 minutes before the appointment time to ensure the patient does not dial in too early.

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.

We suggest scheduling the reminder 15 minutes before the appointment so the patient does not dial in too early.

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.

The screenshot shows the 'SMS Configuration' window. On the left is a sidebar with navigation links: Appointment Reminders, Appointment Schedule (highlighted), Appointment Confirmation, Recall Reminders, Recall Schedule, and Message Delay. The main area is divided into two panes. The 'Appointment Schedule Summary' pane contains a table with columns 'Active', 'Description', and 'Scheduled Time'. It lists one entry: 'Telehealth' with a checked 'Active' box and a scheduled time of '1hr 30mins before'. Below this table are 'Add Schedule' and 'Delete Schedule' buttons. The 'Selected Schedule' pane on the right shows 'Description' as 'Telehealth'. Under 'Send Message:', the 'On the day of the appointment' radio button is selected, with a time of '01:30' hours and minutes before. Below this, under 'Send message for these appointment types:', the 'Available' list includes 'Std Consultation', 'Long Consultation', 'New Patient', 'Surgical Procedure', 'Review Consultation', 'Immunisation - Linked', and 'Immunisation'. The 'Selected' list contains 'Telehealth'. Navigation arrows (>, <, >>, <<) are between the lists. At the bottom right are 'Close' and 'Cancel' buttons.

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