

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.

Appointment Types

Type Name: Type Code: Default Duration: Hrs

Text: Background:

☐ Unavailable ☐ Linked Appointment ☐ Surgical Procedure ☒ Telehealth ☐ 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"/>
Lesley 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

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.

SMS Configuration

Branch:

Appointment Type:

SMS Reminder Message

Telehealth appointment reminder, please click link: <Telehealth Link>

Insert Merge Field ▼

- Appointment Date and Time (12hr)
- Appointment Date and Time (24hr)
- Appointment Day
- Doctor Name
- Clinic Name
- Clinic Phone
- Telehealth Link**

1 message, 44 characters remaining

Messages longer than 160 characters may incur additional 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)

Reset To Zedmed Message Add Message Delete Message Close Cancel

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.

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 titled 'Appointment Schedule Summary' and contains a table with columns 'Active', 'Description', and 'Scheduled Time'. One row is visible with 'Active' checked, 'Description' as 'Telehealth', and 'Scheduled Time' as '1hr 30mins before'. Below the table are 'Add Schedule' and 'Delete Schedule' buttons. To the right is the 'Selected Schedule' panel. It has a 'Description' field set to 'Telehealth'. Under 'Send Message:', the radio button for 'On the day of the appointment' is selected, with a time of '01:30' hours and minutes before. Below this, under 'Send message for these appointment types:', there are two lists: 'Available' (containing Std Consultation, Long Consultation, New Patient, Surgical Procedure, Review Consultation, Immunisation - Linked, and Immunisation) and 'Selected' (containing 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

Buttons: Add Schedule, Delete Schedule

Selected Schedule Configuration:

- Description: Telehealth
- Send Message: ☒ On the day of the appointment at 01:30 hours and minutes before
- Send message for these appointment types:
 - Available: Std Consultation, Long Consultation, New Patient, Surgical Procedure, Review Consultation, Immunisation - Linked, Immunisation
 - Selected: Telehealth

Buttons: Close, Cancel