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 documentation.

Requirements

- Zedmed 38.6.2 or later.
- Zedmed v39.3.0 or later recommended.
- 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.

Step 1 - Create a Telehealth Appointment Type

A new Appointment Type must be created and used for Telehealth appointments.

1. Select **Practice Setup** > **Appointments** > **Appointment Type Settings**.

   To learn more, see the Appointment Type guide.
2. Select **New.**

   The screen will display empty fields, ready to be populated with the new Appointment Type information.
3. In the field **Type Name**, type: **Telehealth**

   > **Important**: If you have different Telehealth consultations, we suggest using only one Telehealth Appointment Type. If you require multiple Telehealth Appointment Types, we recommend prefixing each name with TH to assist with notification management and troubleshooting.

4. In the field **Type Code**, enter a code—e.g TEL or TH1.
5. Choose a **Background** colour.
6. In the **Appointment Type** options, tick **Telehealth**.

7. Select the **Appointment Activity Types** tab.
8. Check that the **Telehealth**. is ticked for the Appointment Type used

   This allows the Telehealth appointment to be booked in the time slot scheduled for that Activity in the Appointment Grid.
9. Select **Close** to save and exit.

## Step 2 - Optional: Customise the reminder message and send time

Zemed's **SMS Configuration** screen includes a **Telehealth Link** tab to manage the text used for Telehealth messages and the number of hours before the appointment at which they should be sent.

Telehealth comes with default text and a default send time for all SMS reminders

To open this screen, select **Practice Setu**p > **SMS configuration.**

Default settings:

- There is an '**All**' message that is used for any Appointment Types with the Telehealth setting ticked.
- The Send Message field is set to 15 minutes before the patient appointment.

For the most up-to-date documentation version, visit https://help.zedmed.com.au/help
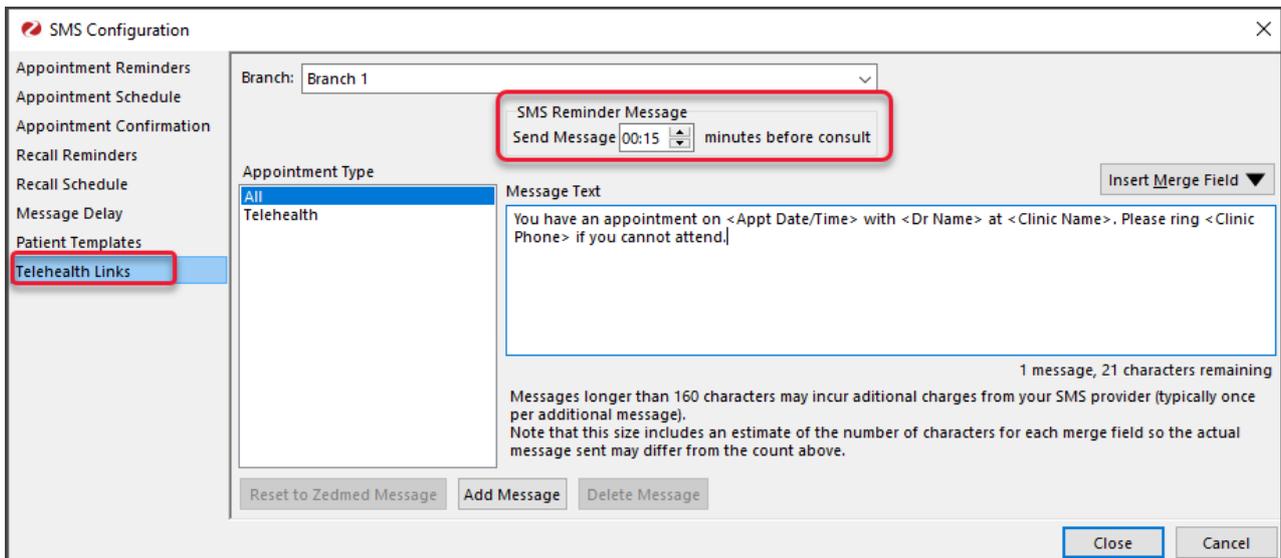
To add a custom message

1. Select **Add Message**
2. Select the Appointment Type that will use this custom text.

   Any Telehealth Appointment type that does not already have custom text will be selectable.
3. Select **Create New**.
4. Type the text into the **Message text** field.
5. Ensure you have added the Merge field 'Telehealth Link'.
6. Select **Close** to save and exit.

   This text will be used instead of the 'All' text, for that Appointment Type.

To add a custom Send time

The **Send Message field** sets the number of minutes before the appointment that the SMS with the link will be sent.

You can select up to 12 hours, and the time applies to all Telehealth appointment messages.

Documentation

- Telehealth Office guide
- Telehealth FAQ

For Zedmed On-premises customers

- Telehealth guide for practitioners
- Telehealth quickstart for practitioners (1-page printable)

For Zedmed cloud

- Telehealth with Zedmed Mobile for practitioners
- Telehealth with Zedmed Mobile quickstart (1-page printable)