

Telehealth setup

Version: 1.00 | Last Modified on 30/06/2025 3:02 pm AEST

The Telehealth add-on is set up for customers during a call with Zedmed Customer Success. You will then follow this guide to create the Telehealth Appointment type and 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 - 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.

Step 2 - 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**.

Practice Details

Integrations

Surgical Partners
This practice is not connected to Surgical Partners. [Connect](#)
☒ Synchronise data with Surgical Partners. Daily upload time (hour): [Manual Synchronisation](#)

Electronic Document Transfer
☒ Enable Electronic Document Transfer
This practice is connected to the Electronic Document Transfer system. [Disconnect](#)

Payment Gateway
☒ Enable Electronic Payment Gateway
This practice is connected to the Payment Gateway system. [Disconnect](#)

Cubiko Integration
☒ Enable Cubiko Access to Database
A subscription to Cubiko is required to use their services, this just enables access to your database.
[Click here for further details.](#)

Telehealth
☒ [Enable Telehealth](#)
This practice is connected to the Telehealth System. [Disconnect](#)

[Close](#) [Cancel](#)

Step 3 - 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

Std Consultation
Long Consultation
New Patient
Surgical Procedure
Review Consultation
Immunisation - Linked
Immunisation
Telehealth

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](#)

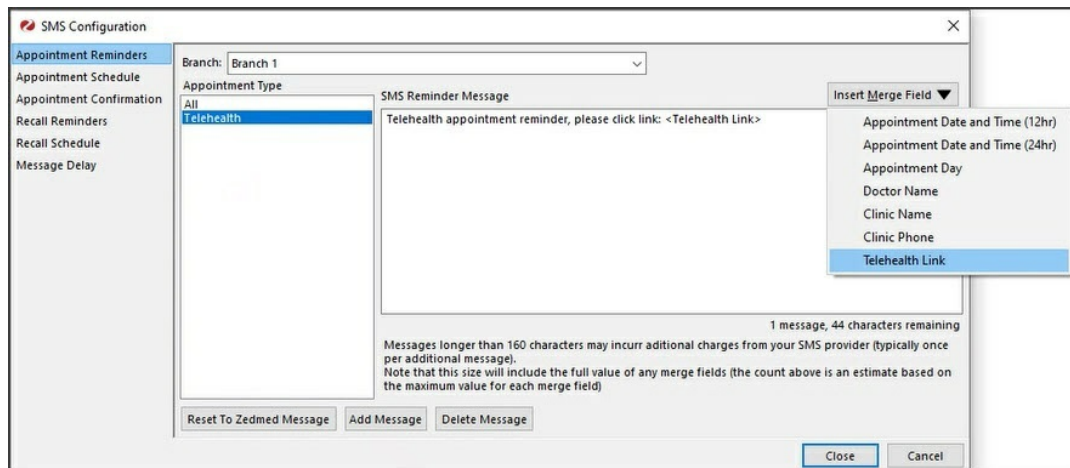
Step 4 - Schedule a Telehealth reminder

Create a Telehealth reminder and schedule it to be sent at a specific time. The reminder is sent to the patient before the appointment with 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. 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.

SMS Configuration

Appointment Reminders
 Appointment Schedule
 Appointment Confirmation
 Recall Reminders
 Recall Schedule
 Message Delay

Appointment Schedule Summary

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

Add Schedule
Delete Schedule

Selected Schedule

Description

Telehealth

Send Message:

☐ 0 days before the day of the appointment
 at 00:00

☒ On the day of the appointment
 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

Close
Cancel