

Telehealth FAQ

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Telehealth allows practitioners to run remote video consultations with patients from Zedmed. This feature includes integrated Telehealth Appointment types and notifications, including SMS messages with Telehealth links and practitioner notifications when a patient joins.

[Telehealth on-prem consult guide](#)

[Telehealth cloud consult guide \(using Zedmed Mobile\)](#)

Telehealth FAQ

- [? What are the advantages of Zedmed's Telehealth?](#)**
- [? How can my practice get Telehealth or a quote?](#)**
- [? What are the requirements?](#)**
- [? What are the costs?](#)**
- [? How do Zedmed Cloud customers use Telehealth?](#)**
- [? What is the difference between on-prem and cloud user workflows?](#)**
- [? What are the rules around sending the SMS link?](#)**
- [? Will my new camera and microphone work with Telehealth?](#)**
- [? What if the practitioner or patient disconnects?](#)**
- [? What if the doctor joins and the patient is not there?](#)**
- [? What if we reschedule the appointment, or the practitioner is early or late?](#)**
- [? How will we know if a patient has been waiting and no one has seen them?](#)**
- [? What if I selected Deny on the camera/microphone notification?](#)**
- [? What if some doctors want to use their current Telehealth solution?](#)**
- [? Does Telehealth support iPhone and Android?](#)**
- [? The Patient is not receiving reminders with the join Link](#)**

❓ I cannot see all of the person I am talking to (cannot see the top of their head)

❓ The patient disappeared from the Waiting Room and has no encounter record
