Zedmed Mobile (for Telehealth)

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Zedmed Cloud practitioners use Zedmed Mobile, an online portal, to facilitate Telehealth consultations. This portal runs in your web browser and allows you to easily monitor patients who have connected to Telehealth and are waiting, and to initiate Telehealth sessions.

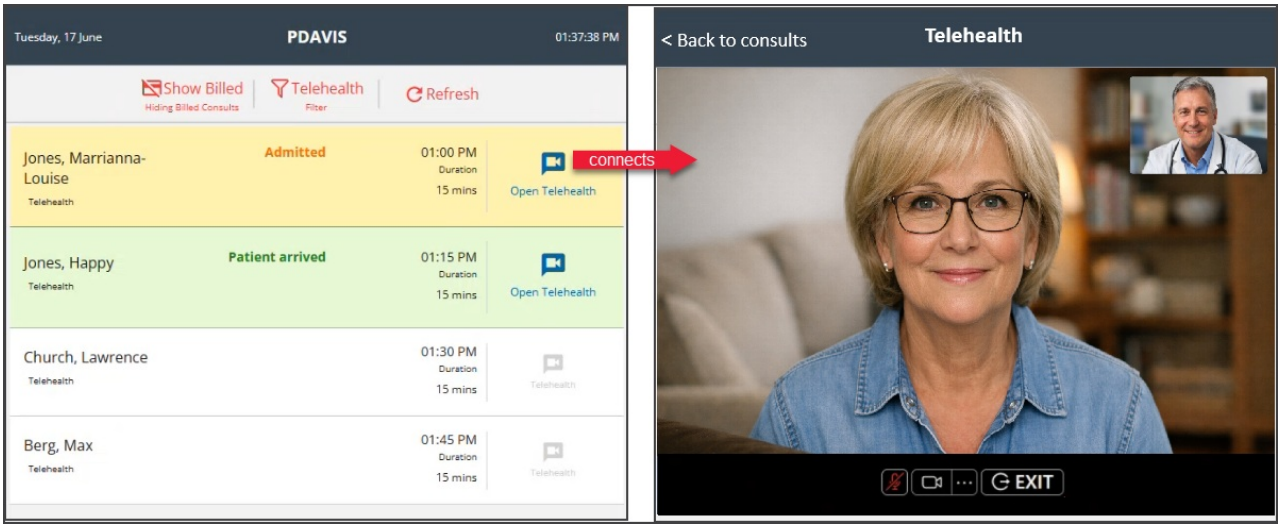
Click link for a quick-start version of this guide (a 1-page printable). Use PDF icon by quickstart page title to download and print.

Considerations

- The first time you use Zedmed Mobile, create a login and add your clinic as shown in the Zedmed Mobile Setup guide.
- When you use Zedmed, you should also open Zedmed Mobile, which authenticates via Single Sign-On (SSO).
- Zedmed Mobile is opened in a web browser using the bookmarked URL:https://companion.tele-health.systems/
- When using a single monitor, position Zedmed Mobile in your browser at 1/4 or 1/3 screen width next to Zedmed's browser.
- The first time Telehealth is used on a new device or browser, you will be prompted to allow access to the camera and the microphone. Select **Allow** for this message. If you select Deny, follow the What if I selected Deny instructions.

How to use Zedmed Mobile

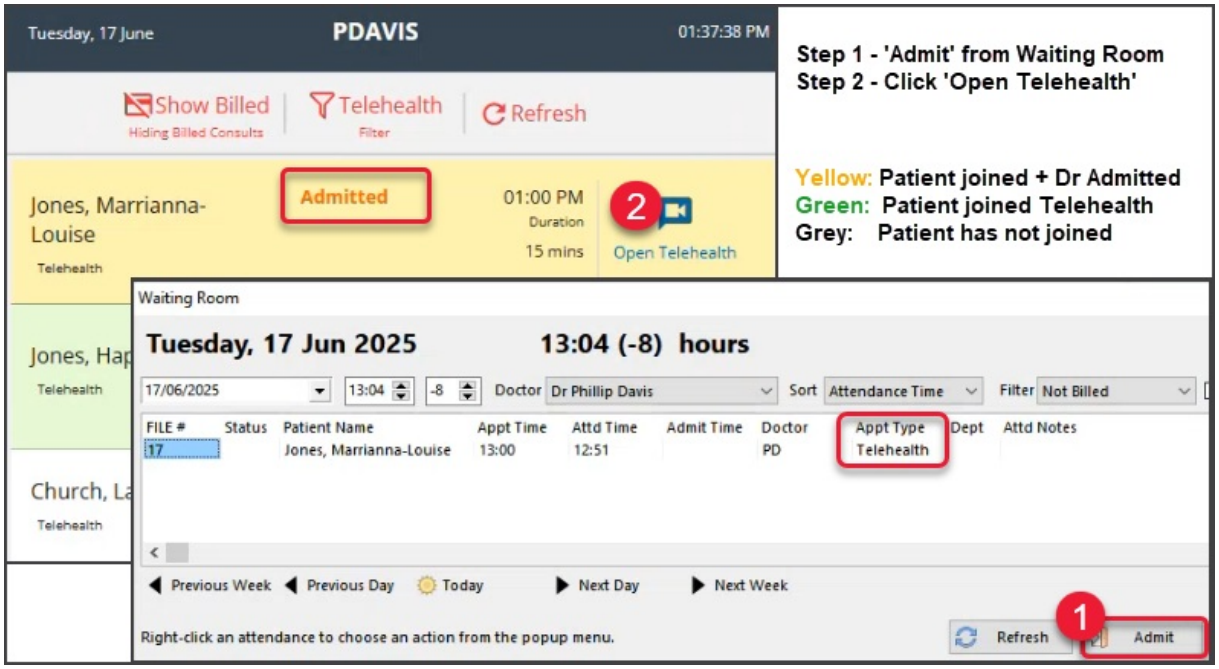
Zedmed Mobile is like a waiting room for Telehealth appointments. It runs in your browser and makes it easy to see which patients have tapped join and are waiting (green), and which waiting patients you have admitted (yellow). Click 'Open Telehealth' and a video connection to that patient opens in the browser. Exit Telehealth to return to the Zedmed Mobile screen.



Detailed steps to perform a consult

Monitor the status of patients using the colour-codes below:

- Patient has not tapped Join (practitioner cannot start Telehealth consult) = Grey.
- Patient taps **Join**, which **Attend**s them to the Waiting Room = Green- Attended (Patient Arrived).
- Practitioner **Admits** the patient from the Waiting Room = Yellow - Admitted (Encounter Started).



1. When ready, **Admit** the patient from the Zedmed **Waiting Room**.

   This opens the patient's record in Clinical and starts the consultation timer.
2. On Zedmed Mobile, select the **Open Telehealth** icon (patient must be admitted-yellow)

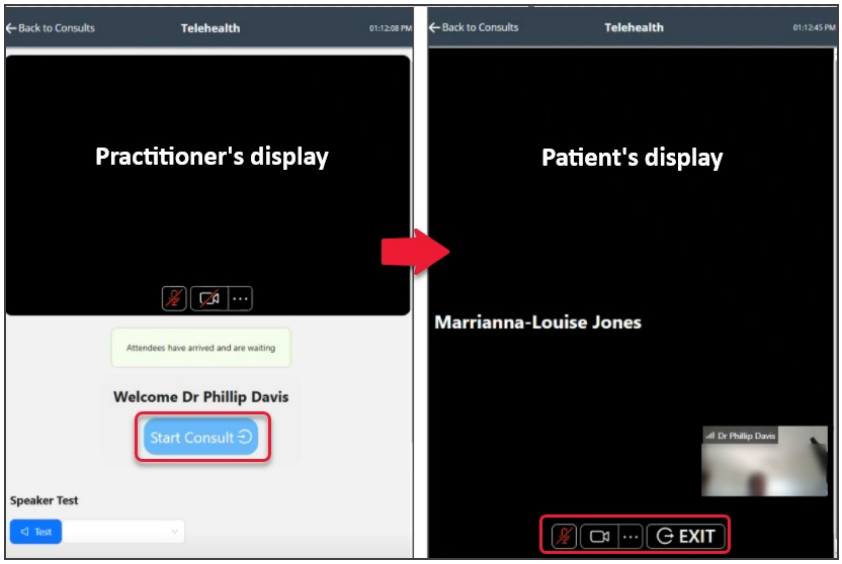
   Telehealth will open on the Zedmed Mobile webpage.
3. Select **Start Consult**.
4. Enable the **Camera** and **microphone** using the icons at the bottom of the Telehealth screen

   The 3-dots beside the camera can be used to select additional cameras if any are connected, e.g laptop camera or webcam.

   Conduct the consultation as normal, using the video to view and communicate with the patient.

   If there is a disconnection, select **Re-Join** to resume the Telehealth consultation.
5. Select **Exit** when the consultation has ended.

   The patient will be removed from Zedmed Mobile once they have been billed.



Zedmed Mobile options:

- **Filters -** Choose between **All** appointments and **Telehealth** appointments only.
- **Tele Waiting -** Show only patients who have arrived (opened the link and clicked **Join**).

  If they leave, they will change to **Telehealth** appointments.
- **Show Billed** - Includes patients who have been billed (The Waiting Room is checked for this status).
- **Refresh -** Zedmed Mobile refreshes the patients shown every minute, or when the **Refresh** button is selected.

Switching Clinics

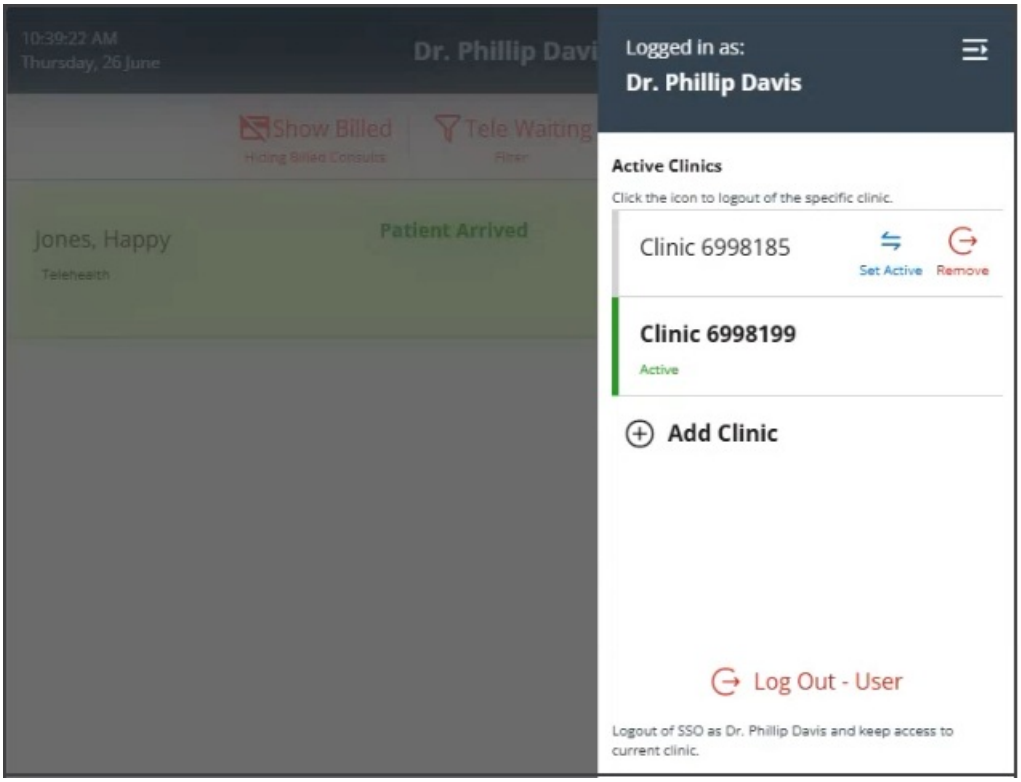
Zedmed Mobile supports multiple clinics, allowing practitioners to switch between each clinic's Waiting Room.

To change clinics:

1. Select the icon on the top right.
2. Select the Clinic from the list shown.

   Zedmed Mobile will now show the **Waiting Room** for that Clinic.

To add another clinic, see the last section in the Zedmed Mobile setup guide.


10:39:22 AM
Thursday, 26 June
Dr. Phillip Davi
Show Billed
Tele Waiting
Jones, Happy
Telehealth
Patient Arrived
Logged in as:
Dr. Phillip Davis
Active Clinics
Click the icon to logout of the specific clinic.
Clinic 6998185
Set Active
Remove
Clinic 6998199
Active
Add Clinic
Log Out - User
Logout of SSO as Dr. Phillip Davis and keep access to current clinic.