

# 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 Telehealth patients who are waiting and to initiate Telehealth sessions.

- First time you use Telehealth in the Cloud - set up Zedmed Mobile as shown in the [Zedmed Mobile Setup guide](#).
- Each time you use Telehealth in the Cloud, open Zedmed Mobile in a web browser: <https://companion.telehealth.systems/>
- Each time you use a new device or browser, you will be prompted to allow access to the camera and the microphone.

**Quick-start version of this guide** (a 1-page printable).

**Guide for using Copy URL** (instead of Zedmed mobile)

## Zedmed Mobile quickstart

Appointments have three status types:

- **Grey** - (patient has appointment) has not tapped Join (you cannot start a Telehealth consult).
- **Green** - (patient is waiting) - the patient tapped Join on their phone, which **Attends** them to the Waiting Room.
- **Yellow** - (encounter started)- you have **Admitted** the patient and started the Clinical encounter.

Run encounter in 2 steps:

- **Step 1** - Select **Admit** in the **Zedmed Waiting Room**. The patient's status will go from **Green** to **Yellow**.
- **Step 2** - Select **Open Telehealth** in **Zedmed Mobile**. Telehealth will open and display the waiting patient.

Tuesday, 17 June PDAVIS 01:37:38 PM

Show Billed (Hiding Billed Consults) | Telehealth Filter | Refresh

Jones, Marrianna-Louise **Admitted** 01:00 PM Duration 15 mins **2** Open Telehealth

Yellow: Patient joined + Dr Admitted  
Green: Patient joined Telehealth  
Grey: Patient has not joined

Waiting Room  
Tuesday, 17 Jun 2025 13:04 (-8) hours

17/06/2025 13:04 -8 Doctor Dr Phillip Davis Sort Attendance Time Filter Not Billed

FILE #	Status	Patient Name	Appt Time	Attd Time	Admit Time	Doctor	Appt Type	Dept	Attd Notes
17		Jones, Marrianna-Louise	13:00	12:51		PD	Telehealth		

Previous Week Previous Day Today Next Day Next Week

Right-click an attendance to choose an action from the popup menu. Refresh Admit

### Detailed steps to perform a consult

1. In Zedmed Mobile, check who your next patient is and that they show as **Green** (they have tapped join).
2. In the Zedmed **Waiting Room**, select and **Admit** the patient.

The patient's Clinical Record will open, starting the Current Encounter.

3. In Zedmed Mobile, select the **Open Telehealth** icon next to the patient.

Telehealth will open inside the Zedmed Mobile webpage.

4. Select **Start Consult**.

Telehealth connects and displays the patient (screenshot below).

Tuesday, 17 June PDAVIS 01:37:38 PM

Show Billed (Hiding Billed Consults) | Telehealth Filter | Refresh

Jones, Marrianna-Louise **Admitted** 01:00 PM Duration 15 mins **connects** Open Telehealth

Jones, Happy **Patient arrived** 01:15 PM Duration 15 mins Open Telehealth

Church, Lawrence 01:30 PM Duration 15 mins Telehealth

Berg, Max 01:45 PM Duration 15 mins Telehealth

Telehealth

< Back to consults

Telehealth

EXIT

5. Enable the Camera and microphone using the icons. (bottom of the screen).

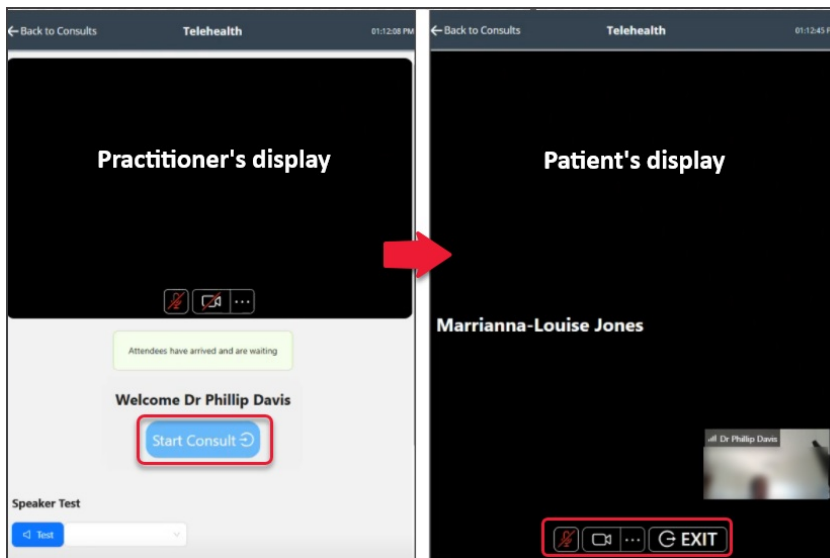
The 3-dots by the camera icon are used to select a specific cameras if required (external/internal)

6. Conduct the consultation.

If there is a disconnection, select **Re-Join** to resume the Telehealth consultation.

7. 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.

10:39:27 AM  
Thursday, 26 June

Dr. Phillip Davis

Logged in as:  
**Dr. Phillip Davis**

Show Billed  
Hiding Billed Consults

Tele Waiting  
Filter

Jones, Happy  
Telehealth

Patient Arrived

**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.