

Telehealth Companion App

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Due to the bandwidth required, Zedmed Cloud users view the Telehealth video stream in a web browser on their local computer. To streamline this process, Zedmed's Companion App runs in the web browser and can be used to manage and display Telehealth sessions.

Opening the Companion App

The Companion App is opened in a web browser using the bookmarked URL: <https://companion.telehealth.systems/>

When the practitioner starts Zedmed, they should also open the Companion App, which will be authenticated using Duo SSO.

For optimal results, use a second monitor or device. Alternatively, if you are using a single monitor, position the Companion App browser at 1/4 or 1/3 screen width next to Zedmed's browser.

Using the Companion App

The Companion App supplements the standard workflow of Admitting a patient from the Clinical Waiting Room, by providing a web view of your Telehealth Patients in your local browser. Each patient is shown with a status colour and a button to start the Telehealth video connection in your local browser.

To use the Companion App:

1. Monitor the status of patients with appointments in the **Companion App**.
 - Patient has not tapped Join (practitioner cannot start Telehealth consult) = **Grey**.
 - Patient taps **Join**, which **Attends** them to the Waiting Room = **Green- Attended (Patient Arrived)**.
 - Practitioner **Admits** the patient from the Waiting Room = **Yellow - Admitted (Encounter Started)**.

Tuesday, 17 June		PDAVIS		01:37:38 PM	
Show Billed Hiding Billed Consults		Telehealth Filter		Refresh	
Jones, Marrianna-Louise Telehealth		Admitted		01:00 PM Duration 15 mins	Open Telehealth
Jones, Happy Telehealth		Patient arrived		01:15 PM Duration 15 mins	Open Telehealth
Church, Lawrence Telehealth				01:30 PM Duration 15 mins	Telehealth
Berg, Max Telehealth				01:45 PM Duration 15 mins	Telehealth

- When ready, **Admit** the patient from the **Waiting Room**.

This opens the patient's record in Clinical and starts the consultation timer.

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

☐ Show Hidden

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

Close

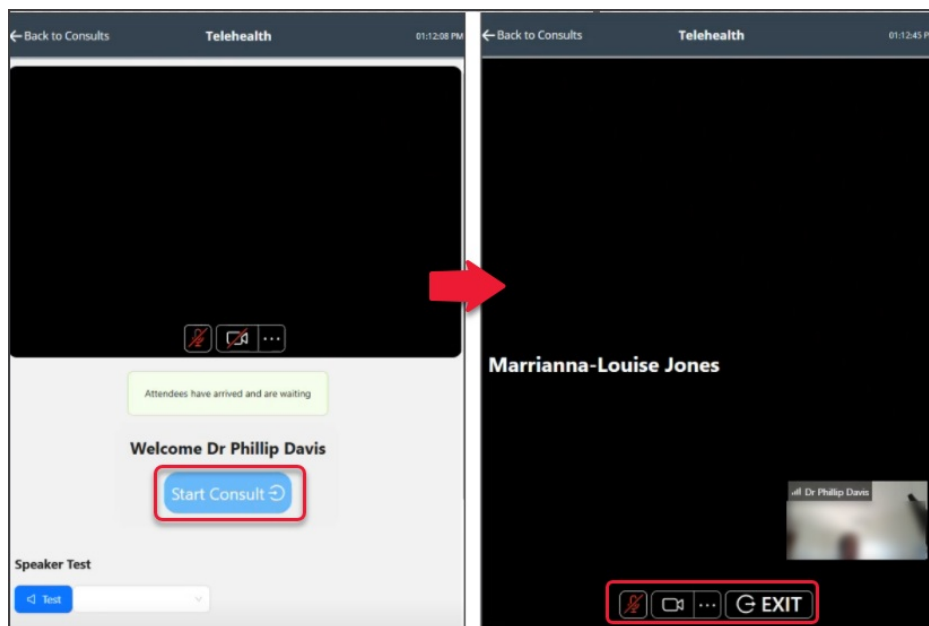
- On the **Companion App**, select the **Open Telehealth** icon (patient must be admitted)

This will display Telehealth in place of the Companion App (back arrow to return to the App).

- Select **Start Consult**.

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

The patient will be removed from the Companion App once they have been billed.



Companion App 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** - The Companion App refreshes the patients shown every minute, or when the **Refresh** button is selected.

Switching Clinics

The Companion App 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.

The **Companion App** will now show the **Waiting Room** for that Clinic

To add another clinic, see the **Companion App setup**.

10:39:27 AM
Thursday, 26 June

Dr. Phillip Davis

Show Billed
Hiding Billed Consults

Tele Waiting
Riser

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.

For the most up-to-date documentation version, visit <https://help.zedmed.com.au/help>