Telehealth Office guide

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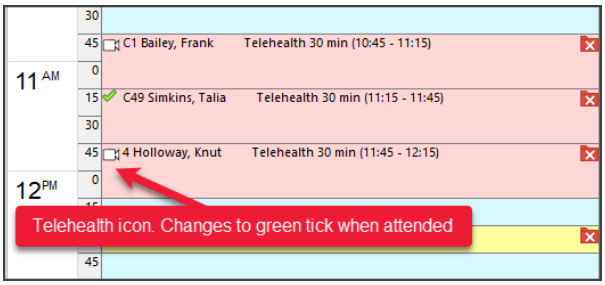
Telehealth lets practitioners run remote video consultations with patients in Zedmed. This feature includes integrated Telehealth Appointment types and notifications, such as SMS messages with links to video consultations and practitioner notifications when a patient joins.

Reception staff should be familiar with the practitioner workflow in the Cloud consultation and On-prem consultation guides.

For common questions, see the Telehealth FAQ

Reception workflow

Create a Telehealth appointment the same way as any other Appointment Type.
A camera icon is displayed next to Telehealth appointments in the Appointment Grid. For OLA bookings, an unreconciled booking will show a camera icon with a +.



SMS Link Considerations:

- You can send the patient an SMS with the Telehealth link up to 12 hours before the appointment.
- The patient cannot join the Telehealth session until 30 minutes before the appointment.
- By default, the SMS with the link will be sent 15 minutes before the appointment.
- The link in the SMS will be usable for 24 hours after the SMS is sent.
- Moving the appointment to a later time will generate another SMS. The old SMS link will no longer work.
- Moving the appointment to an earlier time will send a new SMS if one was not already sent for the original time.

Resend the patient Telehealth Link

The Appointment Screen has a right-click option to send or resend a Telehealth link to the patient via SMS.

- You can send a link for a past appointment on the same day.
- You can send a link for a future appointment on the same day (if it's no more than 12 hrs in the future).



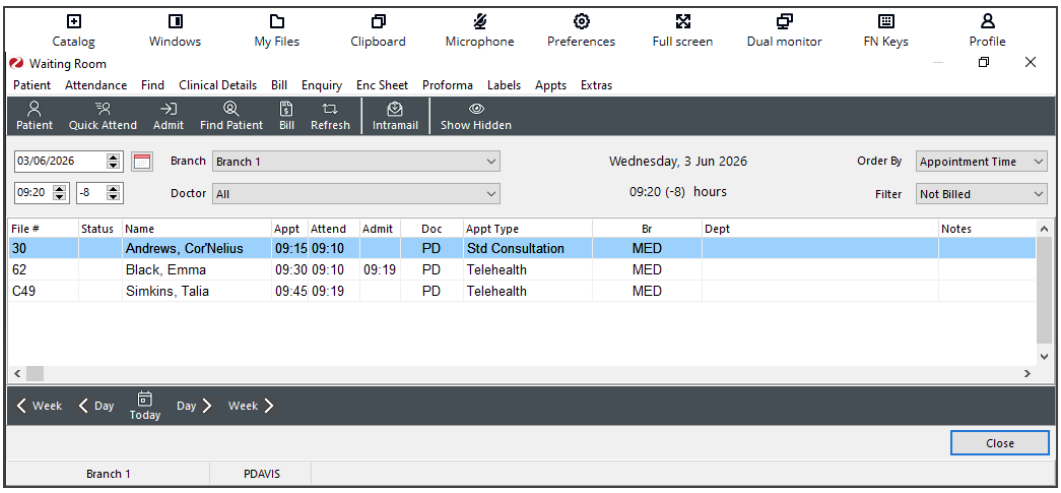
Monitoring Telehealth appointments

The Waiting Room displays the **Appt Type** name, the **Attend Time** (when the patient taps Join) and **Admit time** (when the practitioner Admits the patient and starts the encounter).

Scenario: The **Appt time** is 8:15, the **Attend Time** is 8:05 and it is now 8:30 pm with no **Admit time** - this tells reception the patient has now been waiting for the practitioner for 25 minutes, or 15 minutes since the appointment was due to start.

Office staff can call or SMS patients if they are waiting for a long time or need to be advised of a change.

Note: the practitioner should **Admit** the patient from their **Clinical Waiting Room** to start the encounter so the **Admit** time is recorded in the Office Waiting Room. If the patient is not Admitted, reception will not know if the patient is still waiting for the practitioner.



Patient workflow

It is useful for reception to be familiar with the patient's workflow, as outlined below:

1. Receives the reminder SMS before the appointment (by default, 15 minutes before).

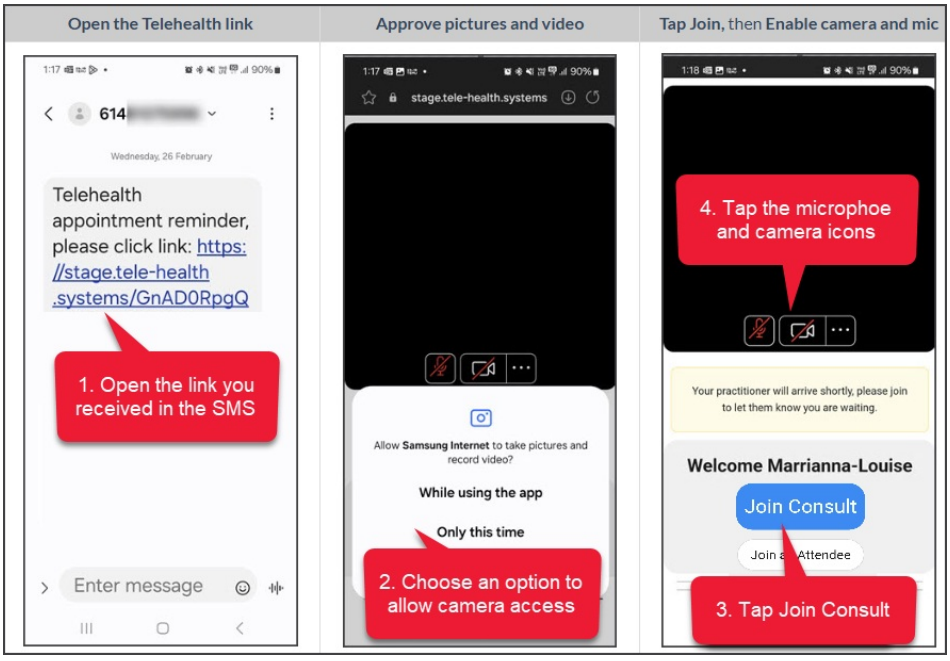
   The link is valid for 24 hours from when it is sent and can be opened multiple times.
2. Taps the Telehealth link in the SMS.

   Telehealth will open, and the patient can preview their camera and microphone setup (middle screenshot below).
3. Select the **Join** button.

   A message (screenshot three below) will display 'Your practitioner will arrive shortly.

   The Join button becomes available 30 minutes before the consultation. A message will advise the patient of this.

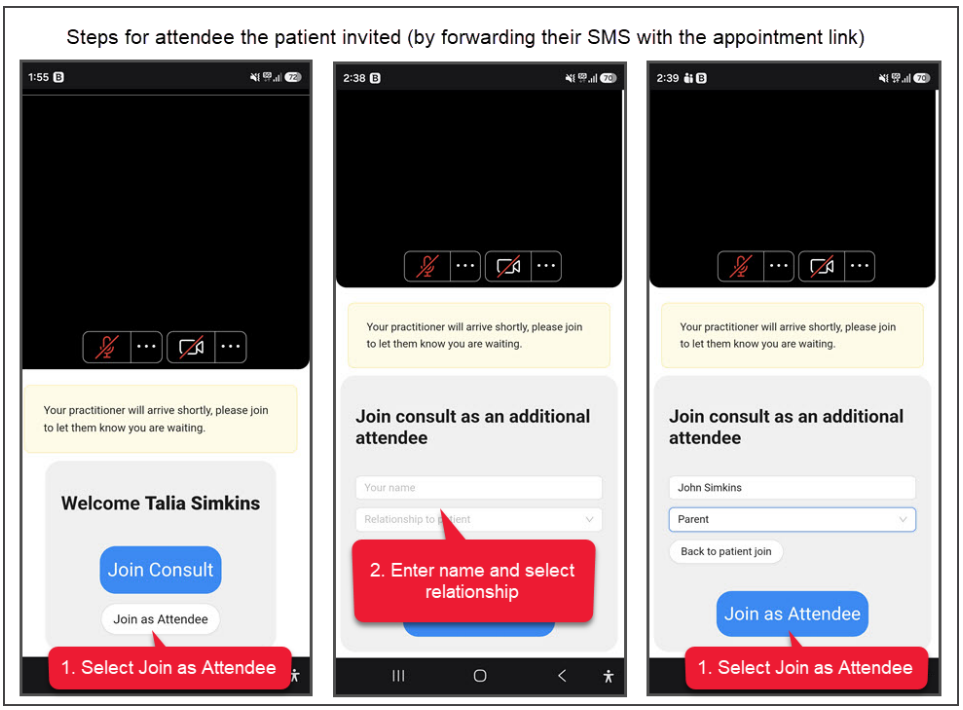
   Selecting **Join** will automatically **Attend** the patient to the **Waiting Room.**



Multi-Attendee Telehealth Consultations

Multiple people can join a Telehealth consultation; all participants appear on screen and can see each other's video feeds.

The patient can invite another person by forwarding their Telehealth SMS message to the other attendee. Zedmed only sends the Telehealth reminder SMS to the mobile phone in the patient's record.



Use the SMS troubleshooting guide if the patient has problems receiving an SMS or opening a URL