

Telehealth Office guide

Version: 1.03 | Last Modified on 09/06/2026 3:17 pm AEST

Telehealth allows practitioners to run remote video consultations with patients from 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.

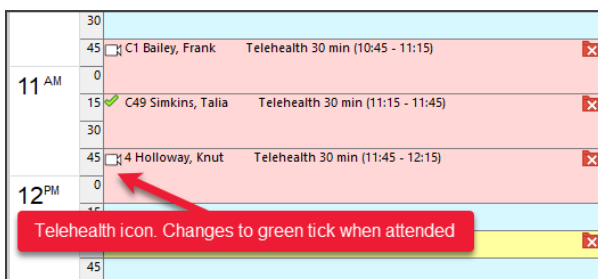
It is useful for reception staff to be familiar with the practitioner's workflow in the [Cloud consultation](#) and [Onprem consultation](#) guides.

For common questions, see the [Telehealth FAQ](#)

Reception workflow

A Telehealth appointment is created 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 +.



	30		
	45	<input type="checkbox"/> C1 Bailey, Frank	Telehealth 30 min (10:45 - 11:15)
11 AM	0		
	15	<input checked="" type="checkbox"/> C49 Simkins, Talia	Telehealth 30 min (11:15 - 11:45)
	30		
	45	<input type="checkbox"/> 4 Holloway, Knut	Telehealth 30 min (11:45 - 12:15)
12 PM	0		
	15		
	30		
	45		

SMS Link Considerations:

- The patient SMS with the Telehealth link can be sent 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).

11 AM	0		Delete
	15	C49 Simkins, Talia Telehealth 15min (11:15 - 11:30)	Request Payment Card
	30		Send Telehealth Link
	45		Pull File

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.

File #	Status	Name	Appt	Attend	Admit	Doc	Appt Type	Br	Dept	Notes
30		Andrews, CorNelius	09:15	09:10		PD	Std Consultation	MED		
62		Black, Emma	09:30	09:10	09:19	PD	Telehealth	MED		
C49		Simkins, Talia	09:45	09:19		PD	Telehealth	MED		

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).

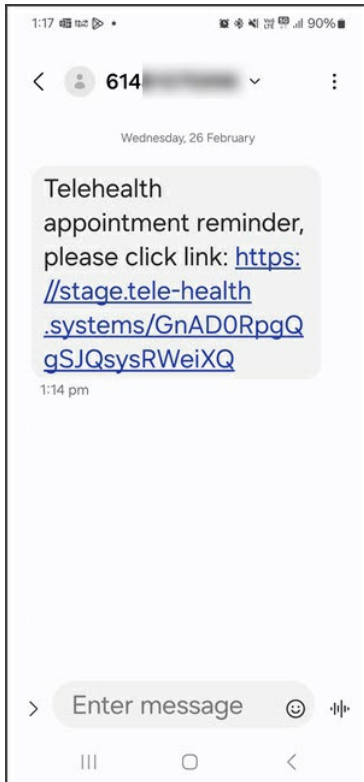
3. Select the **Join** button.

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

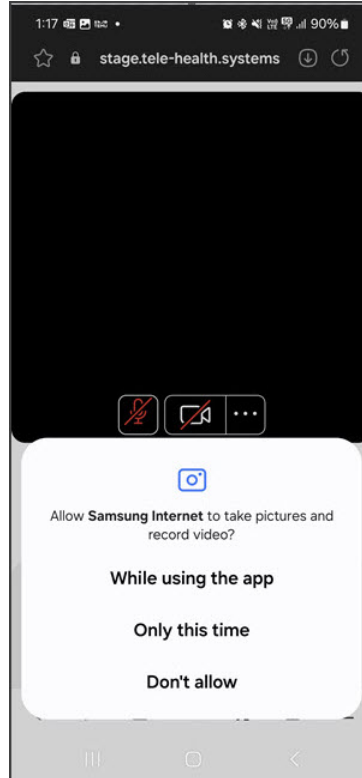
The Join button becomes available 30 minutes before the consultation. A message will advise the patient of this.

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

Open the Telehealth link



Approve pictures and video



Tap Join

