

# Telehealth On-prem consult

Version: | Last Modified on 30/01/2026 11:07 am AEDT

Conduct remote video consultations with Zedmed patients using an integrated workflow of appointment types and notifications.

Click this link for a **quickstart version of this guide** (1-page printable to hand out).

When you open the quickstart guide, select the PDF icon beside the quickstart page's title to download and print.

## Workflow overview

### Summary of the workflow:

1. The patient books a Telehealth appointment and receives a confirmation SMS.
2. Before the appointment (e.g., 30 minutes), the patient receives an SMS with the Telehealth link.
3. The patient taps the link to open Telehealth, then taps **Join** (selectable 30 minutes before appointment).
  - The video connection opens on the patient's phone. Displays - 'Your practitioner will arrive shortly'.
  - The patient is automatically **Attended** to the **Waiting Room**.
4. The practitioner sees the patient in the **Waiting Room** and selects **Admit**.

This opens the patient's clinical record and starts the Current Encounter in Zedmed.
5. The practitioner selects **Telehealth** from the **Current Encounter** menu and chooses a video display option.

Can display within Zedmed Clinical (ideal for one monitor) or in a web browser (ideal for two monitors).
6. The practitioner selects **Start Consult** in Telehealth.

The practitioner and patient see each other and can start talking.

### Important workflow considerations

**The patient should always be Admitted from the Waiting Room** to start the encounter, so the Admit time is recorded in the Waiting Room. If the patient is not Admitted, reception will not know if the patient is still waiting.

**If the patient record is manually opened**, a red banner will display at the top of the record when the patient joins the Telehealth session. Clicking the red banner will open the Telehealth session for the practitioner.

## How to start a on-premise Telehealth consult

**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.

To run the Telehealth consultation.

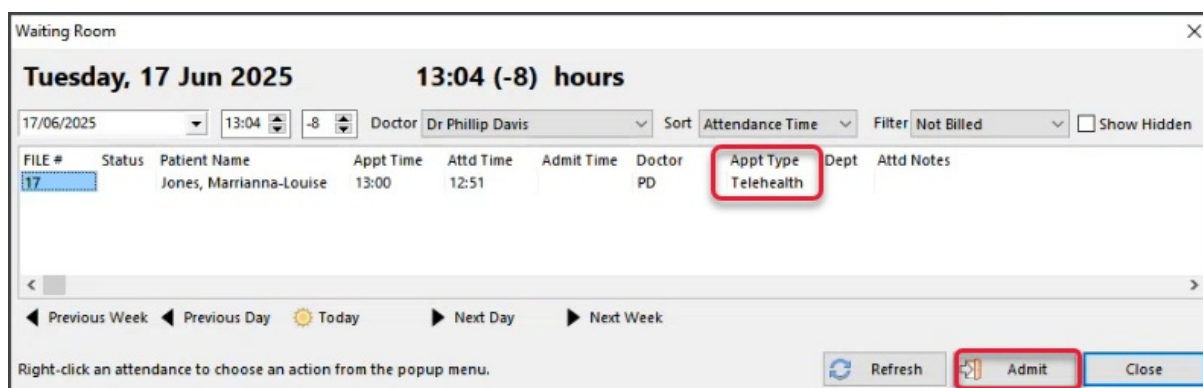
1. Monitor the **Waiting Room**.

Patients automatically attend to the Waiting Room when they open Telehealth on their phone and tap **Join**.

A **red** notification banner appears above the patient's record when they have selected **Join**.

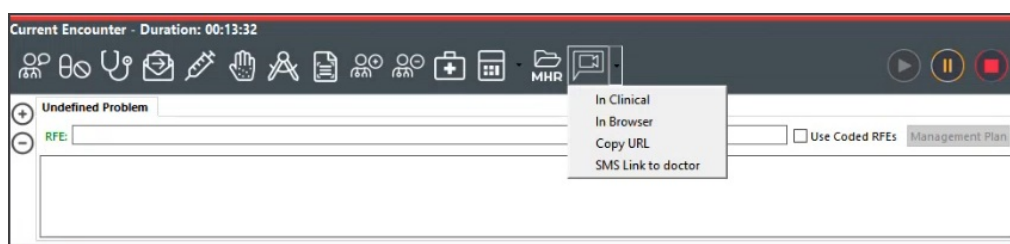
## 2. Select **Admit**.

The patient's record opens in Zedmed and displays the **Current Encounter** modules, including **Telehealth**.



## 3. From the **Current Encounter** menu, open Telehealth using one of four options:

- **In Clinical** - opens Telehealth within Zedmed Clinical - **best option for one monitor**.
- **In Browsers** - opens Telehealth in your web browser - **best option for two monitors**.
- **Copy URL** - open your desktop browser and copy-paste the URL provided.
- **SMS Link to doctors** - sends a link to the doctor's phone using the mobile number in their Doctor Details.



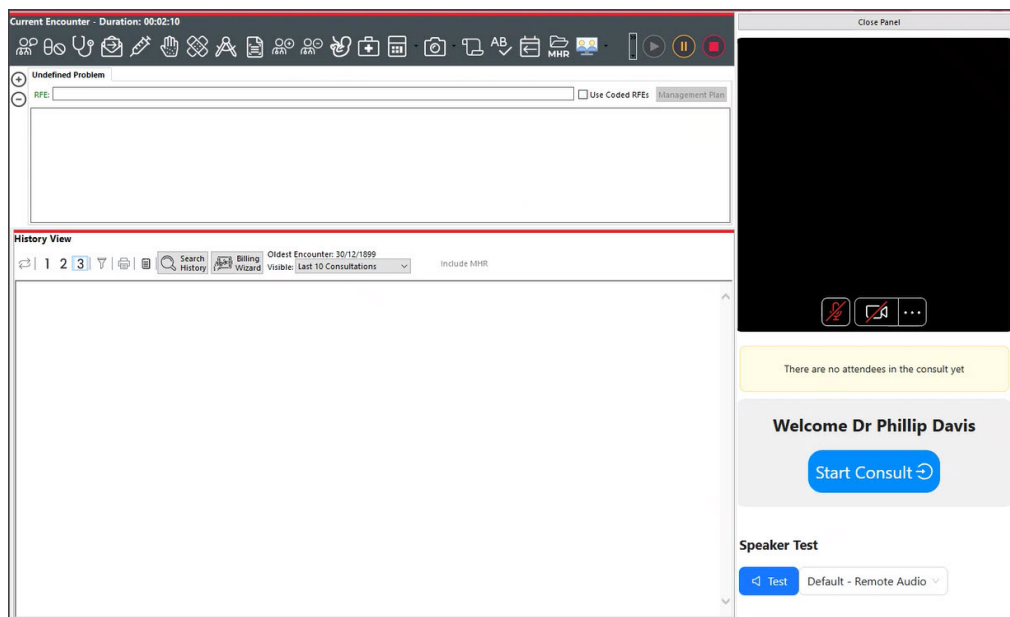
## 4. Select **Start Consult**.

This displays the waiting patient and starts the Telehealth session.

## 5. 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., a laptop camera or a webcam.

The screenshot shows Telehealth running **In Clinical**.



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

6. When the leave Icon is selected, Telehealth will close. This does not end the Encounter in Zedmed.



## Patient workflow

Open the Telehealth link	Approve pictures and video	Tap Join
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