

Telehealth web browser consult

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This guide explains the process for practitioners who want to open Telehealth in a web browser. This process is the same as a normal Zedmed encounter, except you open a live video connection in your web browser by copying a URL from the Current Encounter menu's Telehealth button.

Considerations

- 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. The request originates from the web browser used to facilitate the connection.
- **Admit** patients from the Waiting Room to start the encounter, so **Admit** times are recorded in the Waiting Room. If the patient is not Admitted, reception will not know if the patient is still waiting.

How Telehealth works

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 **Copy URL**.
6. The practitioner copies the URL into their web browser, which displays the Telehealth UI.
7. The practitioner selects **Start Consult** in Telehealth.

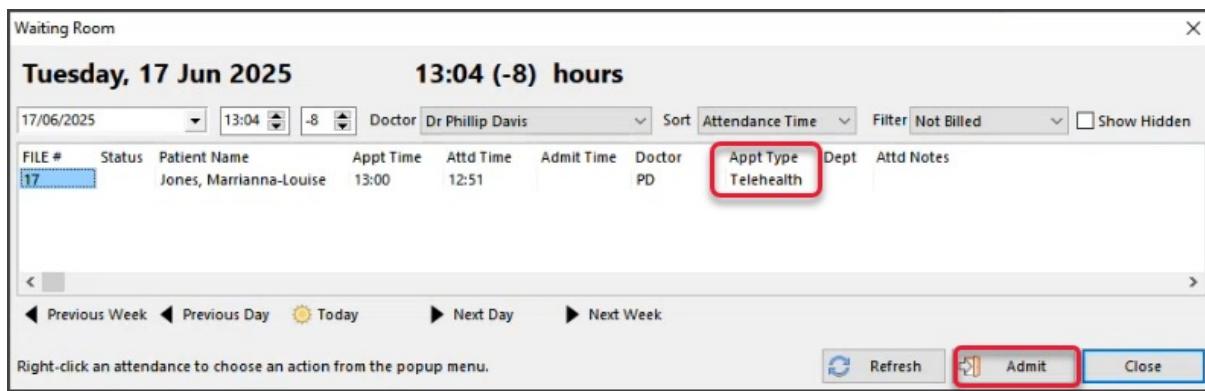
The practitioner and patient see each other and can start talking.

How to run a Telehealth encounter

1. Monitor the **Waiting Room**.

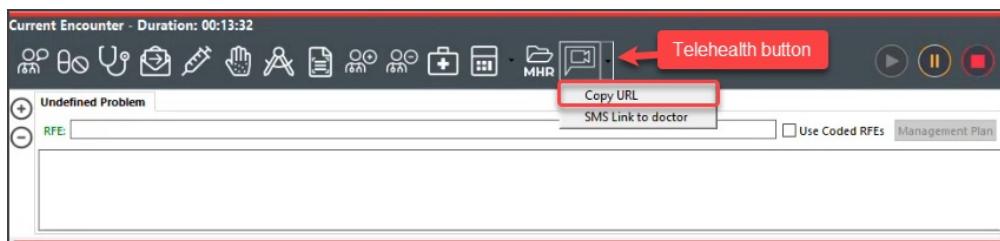
Patients automatically attend to the Waiting Room when they open Telehealth on their phone and tap **Join**.

2. Select the patient and select **Admit**.



The patient's record will open, starting the encounter, and the **Current Encounter** menu will include the **Telehealth** button.

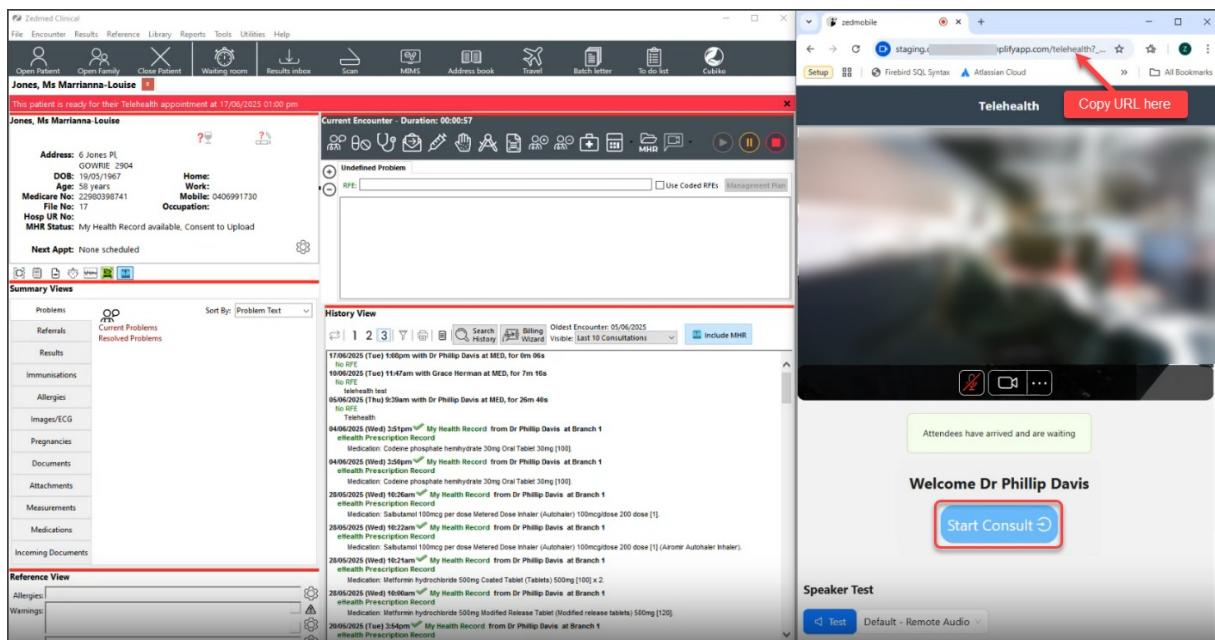
3. Select the Telehealth button and **Copy URL**.



4. Open your desktop browser and paste the URL into the address bar, and press **Enter**.

You can resize the browser next to Zedmed (and collapse the **left panels**) or have it on a separate monitor.

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.



5. Select **Start Consult**.

This displays the waiting patient and starts the Telehealth session.

6. 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 laptop camera or webcam.

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

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

Patient workflow

