Telehealth Cloud copy URL

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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.
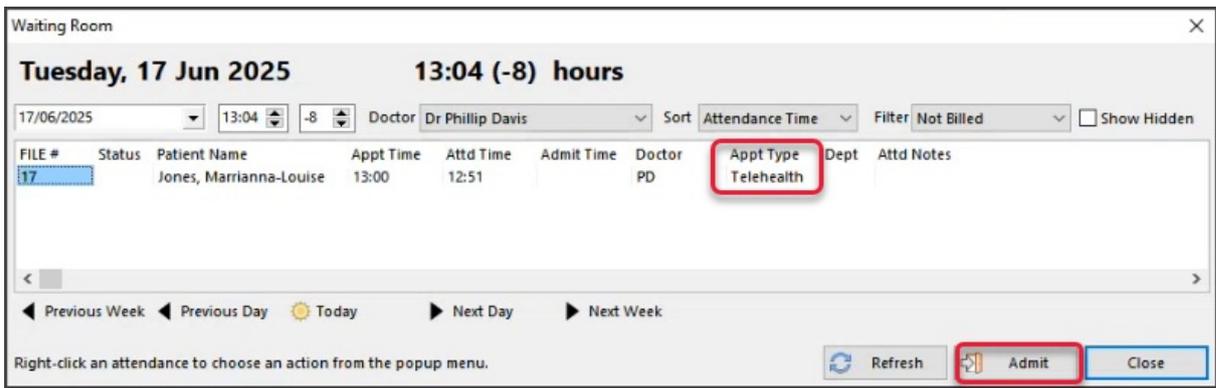7. The practitioner selects **Start Consult** in Telehealth.

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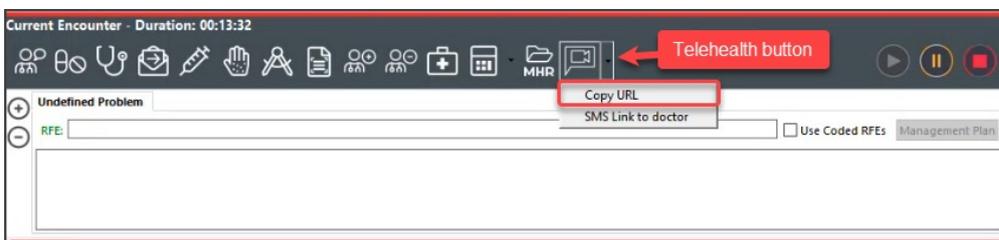
4. Open your desktop browser and paste the URL into the address bar, and press **Enter**.

    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.
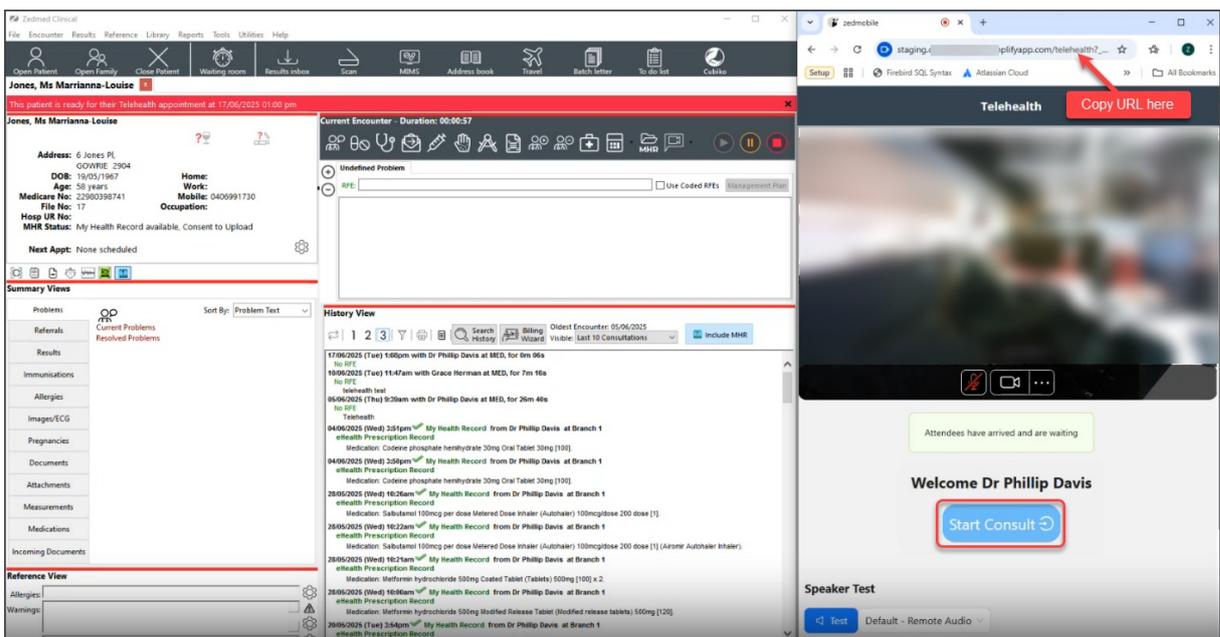
5. Select **Start Consult.**

    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

Open the Telehealth link	Approve pictures and video	Tap Join, then Enable camera and mic