



# Quick Start Guide

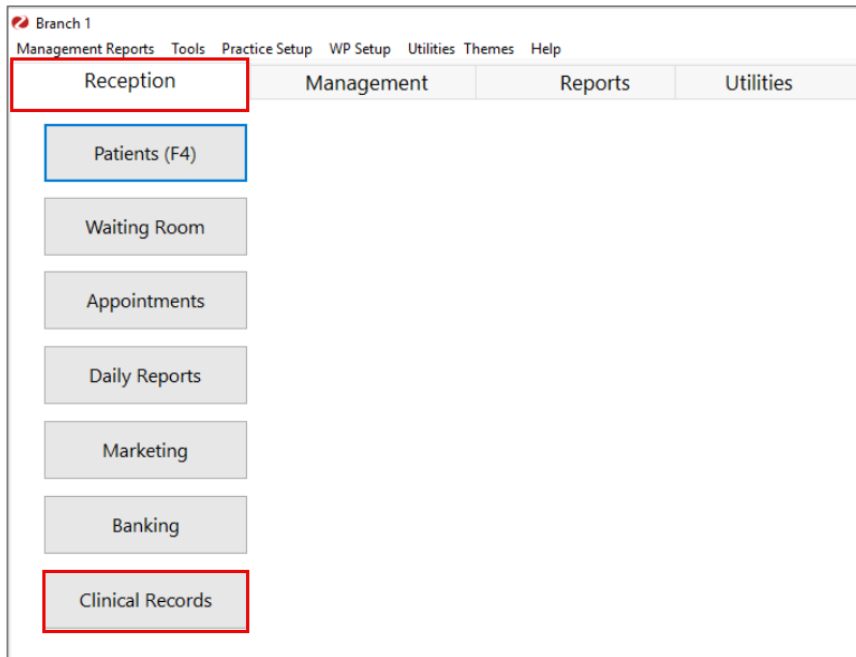
Clinical encounters for doctors

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## Logging into Zedmed Clinical

1. Log in to **Zedmed**
2. From the **Reception** tab select **Clinical Records**

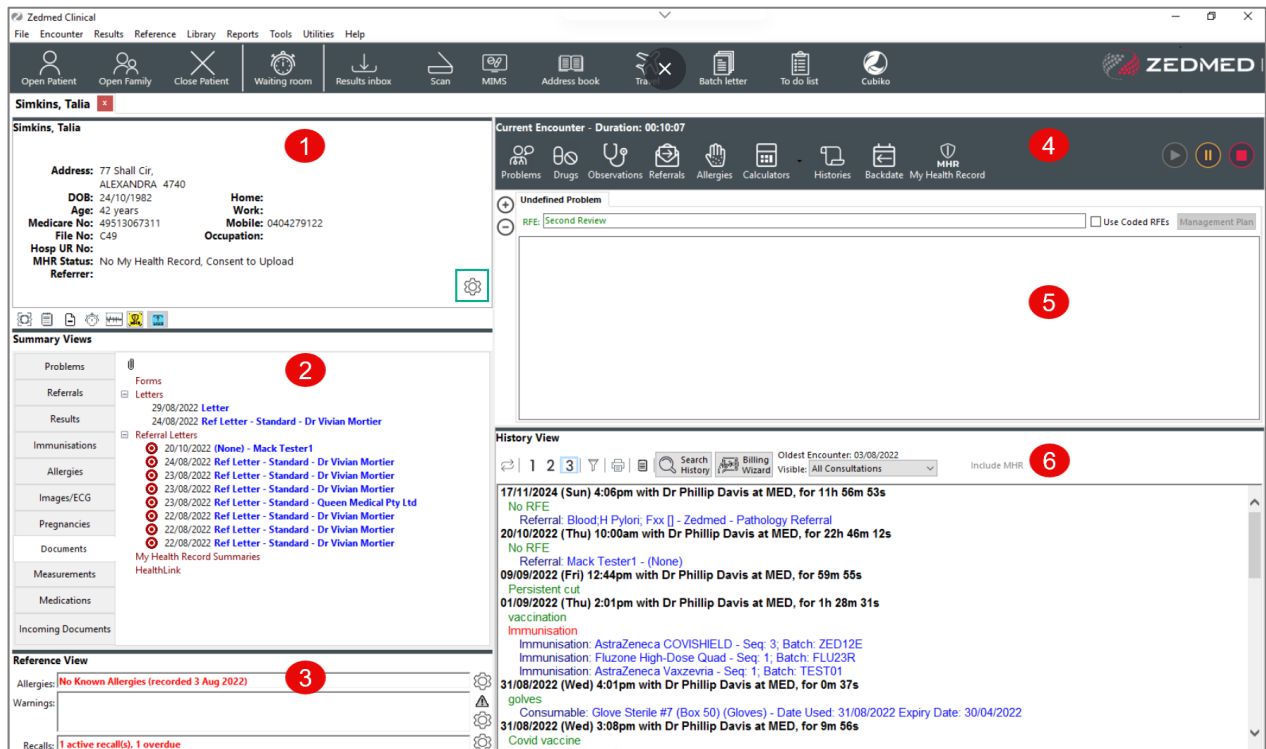


Use the **Windows** icon on the cloud menu to toggle between **Clinical** and **Office**.



# Zedmed User Interface

This is a snapshot of the Patient's Clinical record during an encounter.



1. **Patient details** – The Patient demographics. Information can be edited through the Cog icon.
2. **Summary Views** – The patient's clinical history including Referrals, Results and Medications etc.
3. **Reference views** – Quick of view of the patient's Allergies.
4. **Current Encounter** – This section activates automatically when an encounter is started.
5. **Current Encounter Progress Notes** – Today's encounter notes.
6. **History view** – History of the previous Encounter notes.

# Start an Encounter

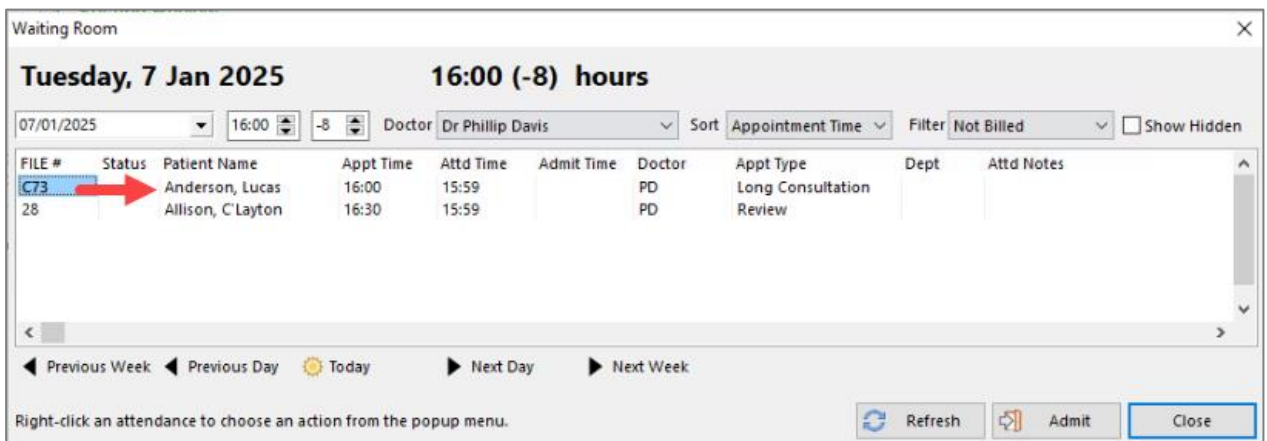
## From the Waiting Room

To view patients attended by Reception.

1. Ensure you are in **Zedmed Clinical**
2. Select **Waiting Room**



3. Double click on the patient's name to admit them and open their record.



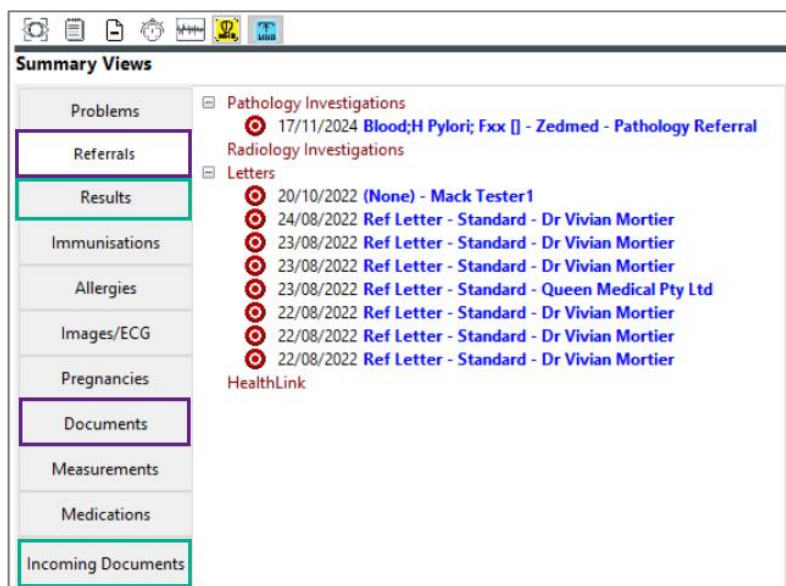
### Notes:

- Opening patients from the waiting room will automatically link the billing at the end of the encounter.

## View a patient's clinical history

To view past records in the patient's clinical file.

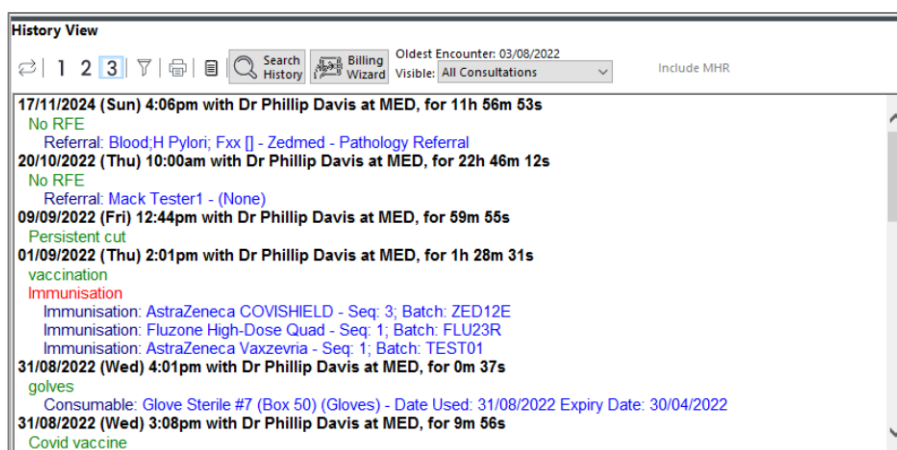
1. **Summary Views** - Each tab displays a snapshot of the patient's Clinical history such as Results, Documents and Medications etc.



### Notes:

- Use the right click on your mouse to view a Result, Document etc.
- **Results** and **Incoming Documents** are linked to the Results Inbox are the locations for documents that have been received by the practice from a third party.
- **Referrals** and **Documents** contain documents that have been generated by the practitioner within Zedmed for external distribution.

2. **History View** - Encounter (*Progress*) notes displayed in the middle of the screen.



### Notes:

- Level 1 2 3 – To display different level of encounter notes details.
- Select 'Last 10 Consultations' or 'All Consultations' to display relevant encounter notes.
- Search History – Used to search through the encounter notes by keyword.

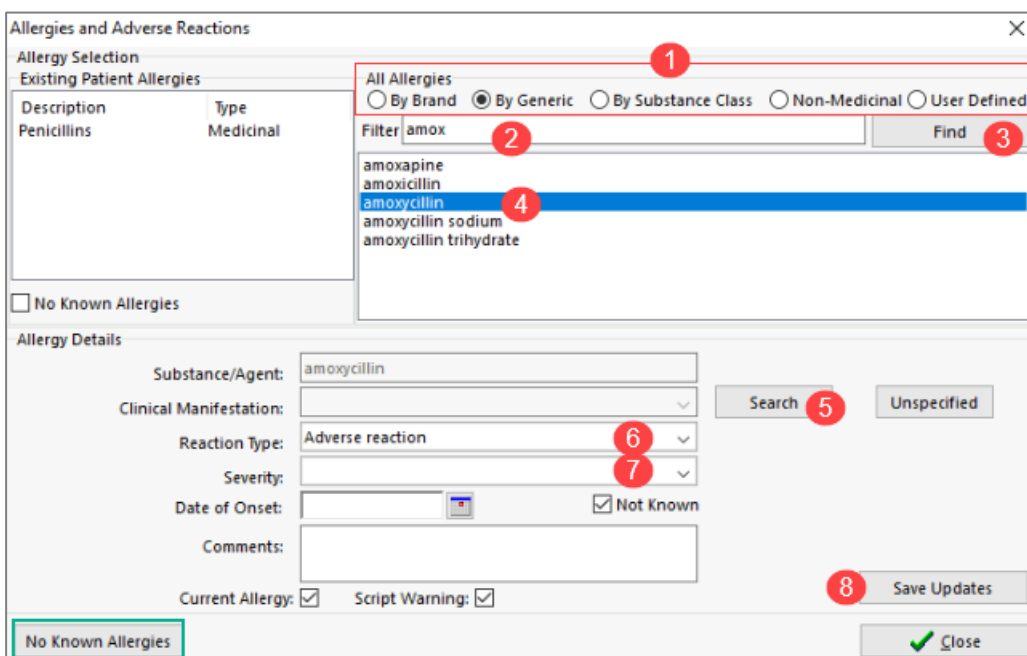
## Record an allergy

Record a patient's allergy during an initial consult, or when prompted if creating a prescription.

1. In **Reference View**, select the **Allergies Maintenance** icon/cog.



2. Select a Category i.e. By Brand, By Generic etc. (1).
3. Search for an **Allergy** (2,3) and **left click** (4) to select.
4. Fill out the **Allergy Details** (5-8) and **Close** to save.



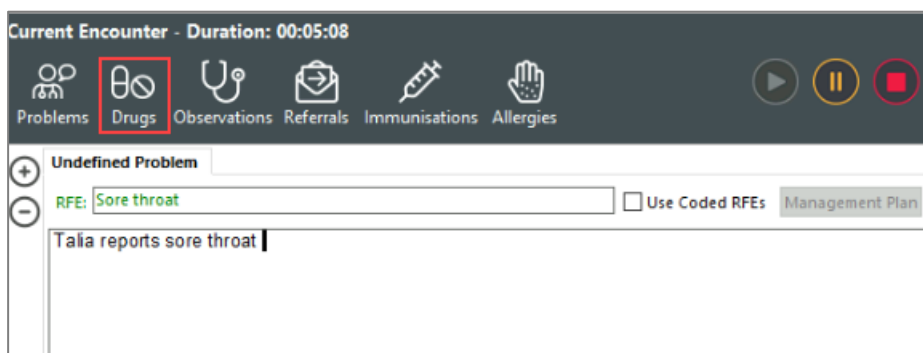
### Notes:

- Select **No Known Allergies** if there are no allergies.
- Allergies must be set before prescribing. An alert will prompt to add if none are recorded.

## Write or re-prescribe a script

Use the Drugs module to write a patient script.

1. Select **Drugs** from the **Current Encounter** menu.

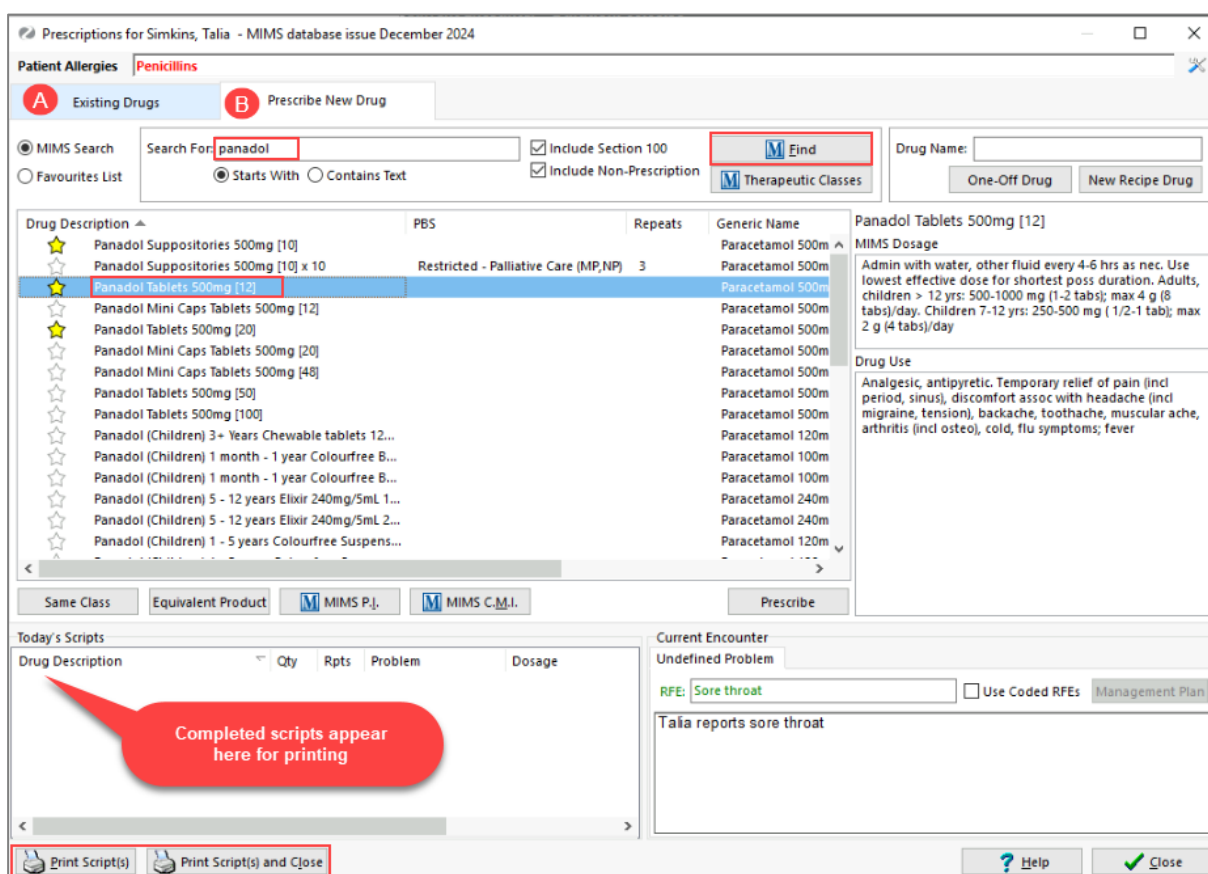


### To Re-prescribe

Select the **Existing Drugs** tab (A), **right-click the drug** and select Re-prescribe Drug.

### To Prescribe a new drug

Select **Prescribe New Drug** tab (B), enter name into **Search** field, select **Find**, double-click the required drug.



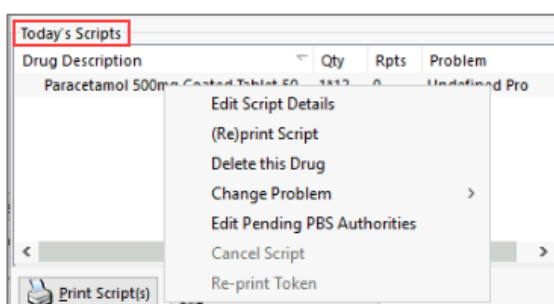


## Write or re-prescribe a script – continued

- Fill in the script dosage fields.
- Select **Prescribe Electronically** for an electronic prescription or **Prescribe** for a printed prescription.

The screenshot shows the 'Script Details' window for 'Paracetamol 500mg Coated Tablet 500mg [12]'. The 'Dosage' section is set to 'and a half' with a quantity of '2'. The 'Frequency' is set to '3 times a day'. The 'Instructions' section contains: 'after meals', '8am and midday', 'at midnight', 'after breakfast', '30 mins before bed', 'With water as directed as needed at night before meals in the morning'. The 'MIMS Reference Information' section includes 'MIMS Dosage' and 'Drug Use'. The 'Dosage Full Text' field contains 'Take 2 tab tid'. The 'Regular Use' radio button is selected. The 'Script Date' is '7/01/2025'. The 'Warn me to renew script after' date is '8/01/2025'. The 'Prescribe Electronically' and 'Prescribe' buttons are highlighted with red boxes.

- Prescriptions are printed from **Today's Scripts** field.
- Once the script is completed, **right-click the drug** under Today's Scripts for additional options.



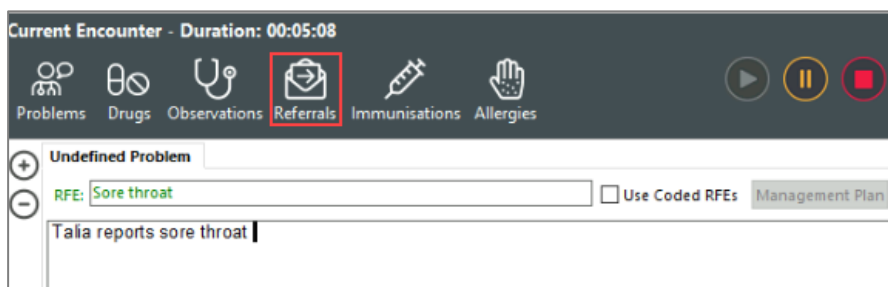
### Notes:

- Electronic Prescriptions require the Doctor's HPI-I and Patient's IHI to be recorded. Tokens are sent via SMS or email.
- Depending on the Practice location a Real Time Prescription Monitoring warning will display for drugs of dependence (i.e. SafeScript, QScript).
- For **Authority scripts**, another window will display with the details to call.
- A record of the script will be added to the current encounter notes.

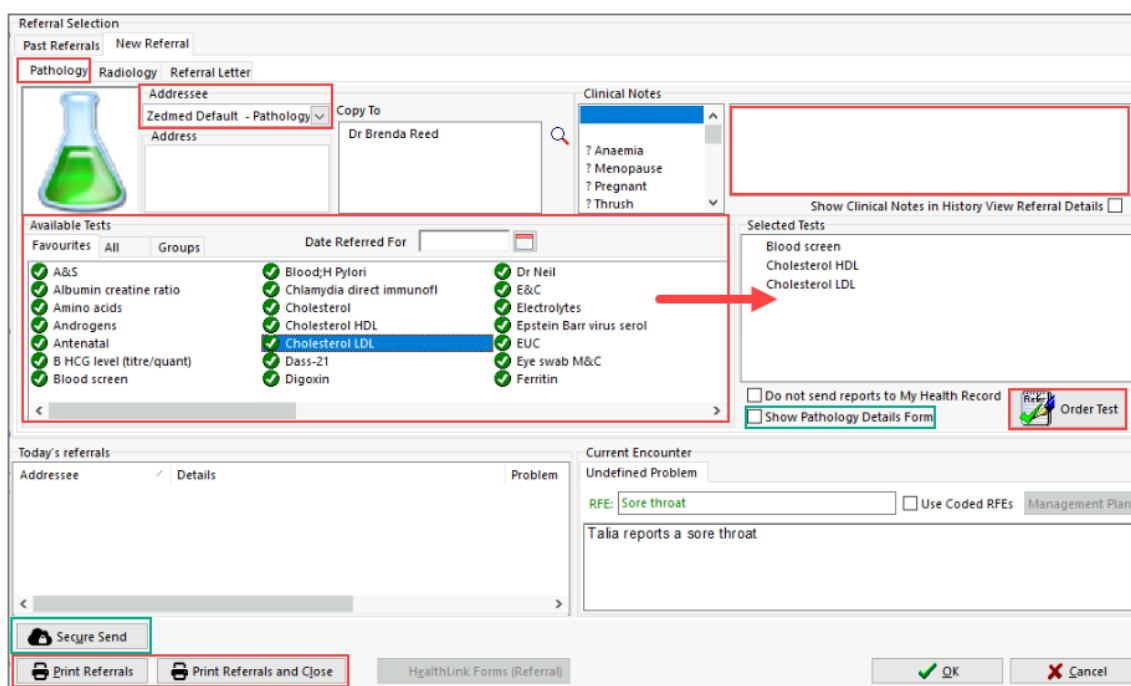
## Create a Pathology referral

Use the Referrals module to create a pathology referral for a laboratory.

1. Select **Referrals** from the **Current Encounter** menu.



2. Choose the **Addressee\***
3. From either the **Favourites, All** or **Group** tab, double-click the tests you require.
4. Select **Order Test**.
5. Select **Print Referrals and Close**.



### Notes:

- An **Address** must be selected.
- **\*Lab** addresses are for printing requests on the nominated lab template.
- **\*Use the Zedmed** address to print to blank paper or send electronically to the patient using **Secure Send**.
- Select the **Show Pathology Details Form** check box before Order Test to make additional selections when using Secure Send.
- In **Selected Tests**, right click to add a one-off test that is not included in the list.
- Add free text notes to the referral or request a specific investigation by selecting an item under Clinical Notes.

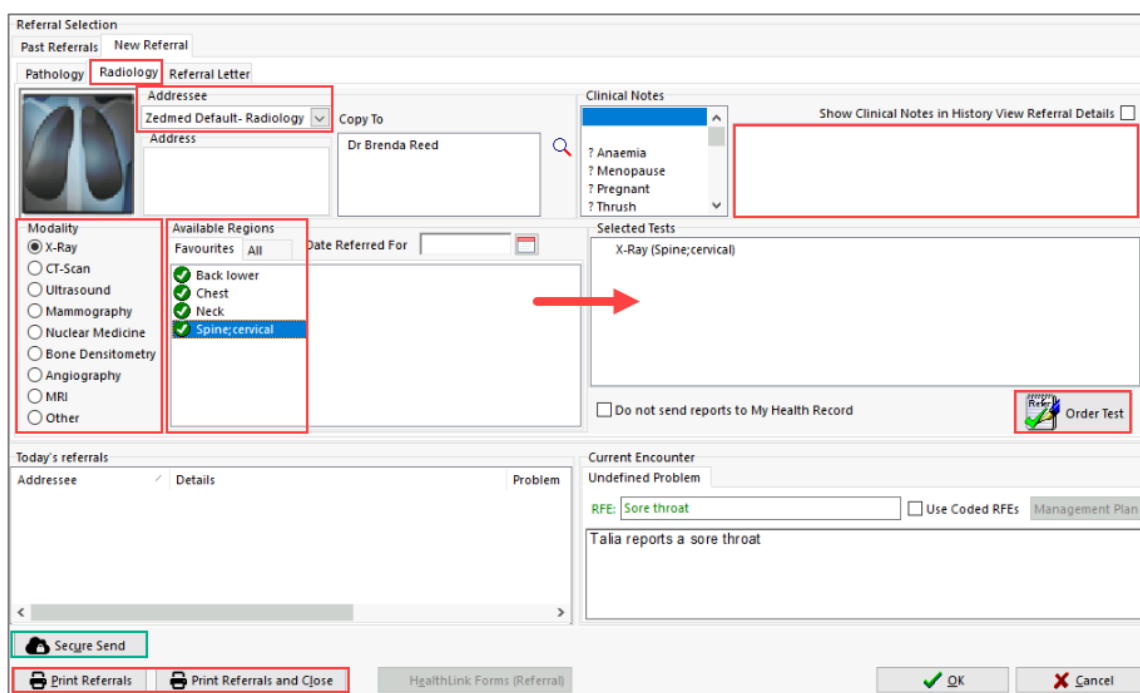
## Create a Radiology referral

Use the Referrals module to create a radiology referral.

1. Select **Referrals** from the **Current Encounter** menu.



2. Select **Radiology**
3. Choose the **Addressee\***
4. Select the **Modality**
5. From either the **Favourites**, or **All** tab, double-click the tests you require
6. Select **Order Test**
7. Select **Print Referrals** and **Close**.



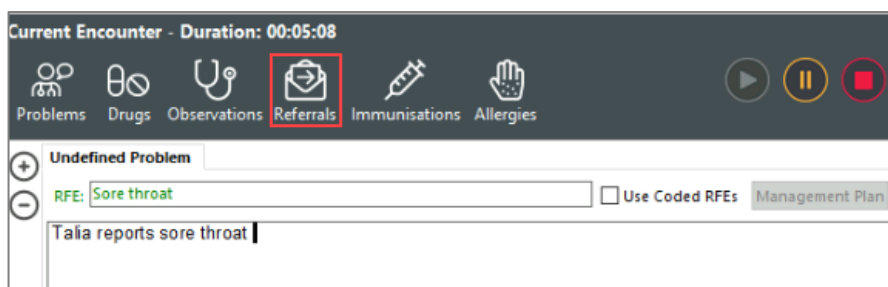
### Notes:

- An **Address** must be selected.
- **\*Lab addresses** are for printing requests on the nominated lab template.
- **\*Use the Zedmed address** to print to blank paper or send electronically to the patient using **Secure Send**.
- In **Selected Tests**, right click to add a one-off test that is not included in the list and/or to specify a side of the body.
- Add free text notes to the referral or request a specific investigation by selecting an item under Clinical Notes.

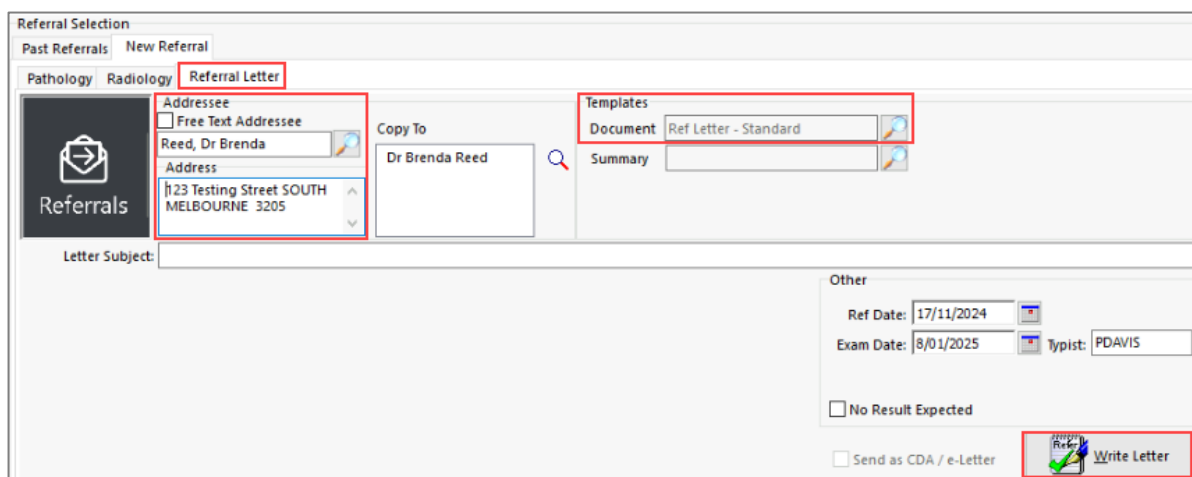
## Write a Referral Letter

Use the Referrals module to write a patient referral to a specialist.

1. Select **Referrals** from the **Current Encounter** menu.



2. Select **Referral Letter**.
3. Use the magnifying glass to select the **Addressee** if not already entered.
4. Select the relevant letter template.
5. Select **Write Letter**.
6. Write the letter and **Save** or select **File** menu > **Distribute** to send electronically
7. Select **Print Referrals and Close**.



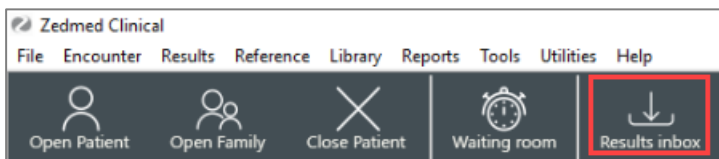
### Notes:

- Enter a **Letter Subject** to differentiate the referrals saved against the patient.
- Use the magnifying glass to add a CC addressee or right click on the existing CC addressee to remove.
- Writing a letter to update a Referrer about patient care is completed through Quick Docs or Batch Letter, not the Referrals module.

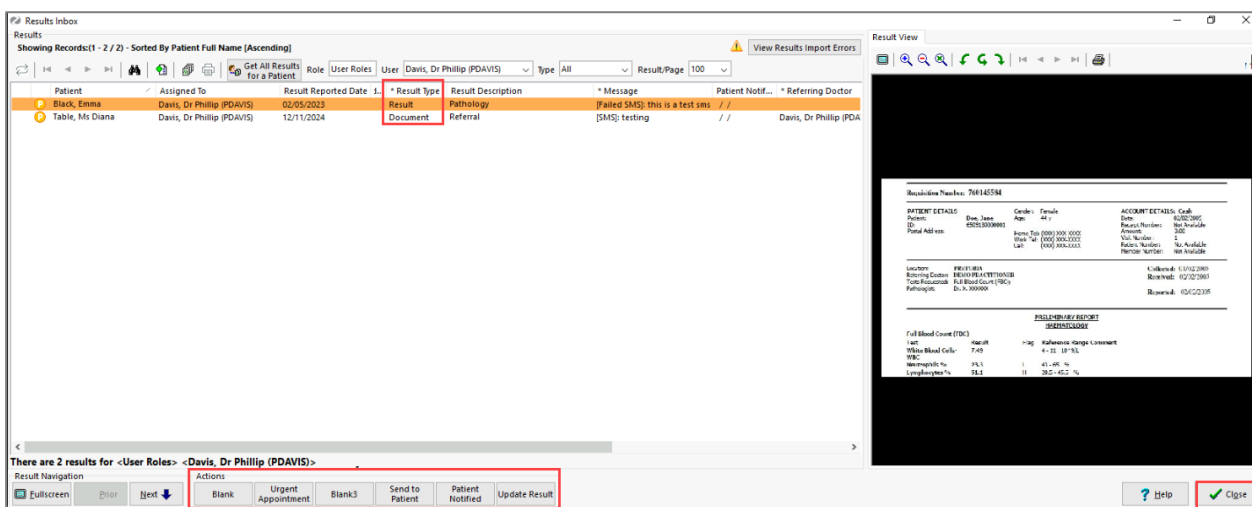
# The Results Inbox

Check and action incoming patient results in the clinical inbox.

1. Select **Results Inbox** from the **Current Encounter** menu.



2. Select the required result.
3. Right click and select **Update result** or select an **Action** button at the bottom of the screen.
4. Select **Close** when finished.



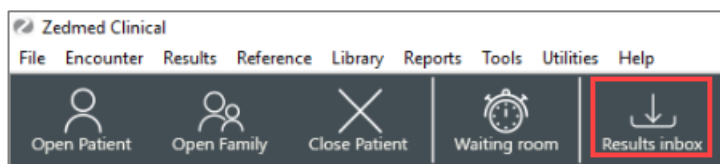
## Notes:

- Function F6 is a shortcut to the **Results Inbox**
- **All Results** are automatically added to the **Summary Views** (Results or Incoming Documents) in the patient's record.
- Use the speed buttons at the bottom of the screen; some of these will reassign the results and actions.
- The **Audit Trail** shows who in the clinic has performed what action regarding the Results.

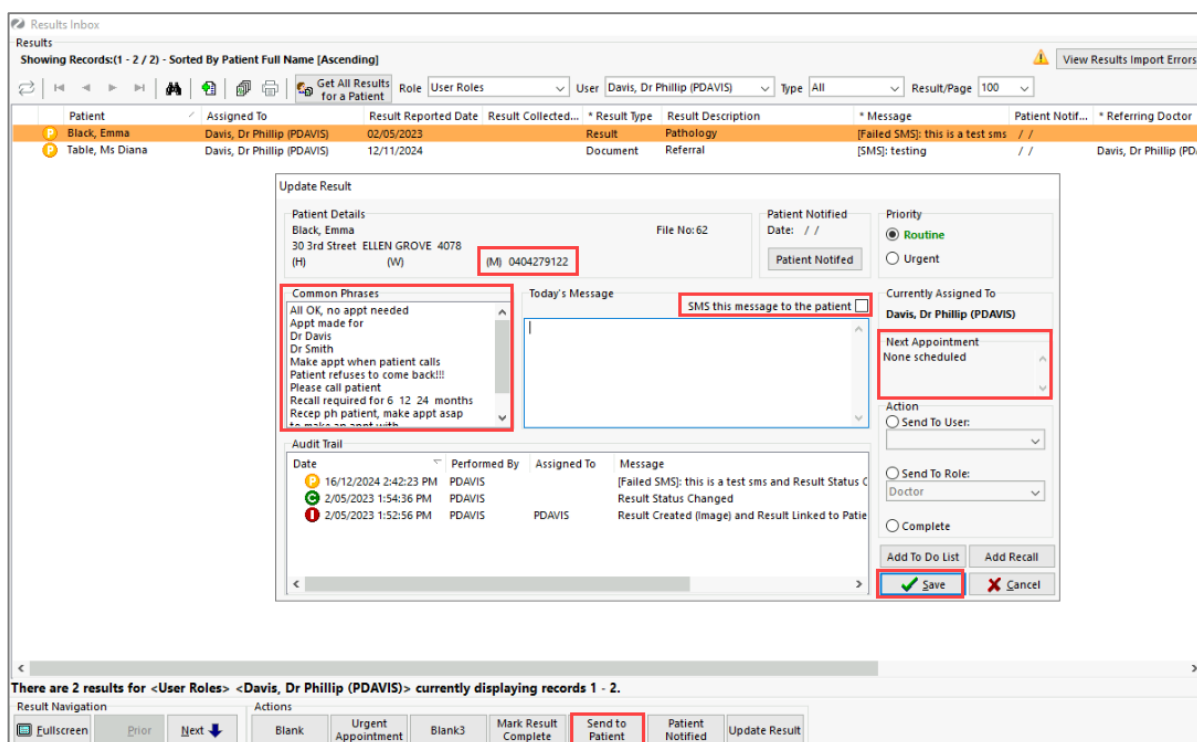
## SMS a patient (results)

Send a message to patients regarding their results from the Results Inbox.

1. Select **Results Inbox** from the **Current Encounter** menu.



2. On the required result, right click and select **Update Result**.
3. Double click the messages in **Common Phrases** or write your own to send to the patient.



4. Select **SMS this message to the patient** check box.
5. Select **Save** (or **Send**) to send the message.
6. Select **Close** when finished.
7. A copy of the result can be sent to the patient using the **Send to Patient** speed button (if Secure Send is enabled).

### Notes:

- Results can be assigned to multiple people in the practice through **Send to Role**.
- Results can be reassigned to another person through **Send to User**.
- A future appointment will display in the **Next Appointment** box.
- The **Audit Trail** shows who in the clinic has performed what action regarding the Result.

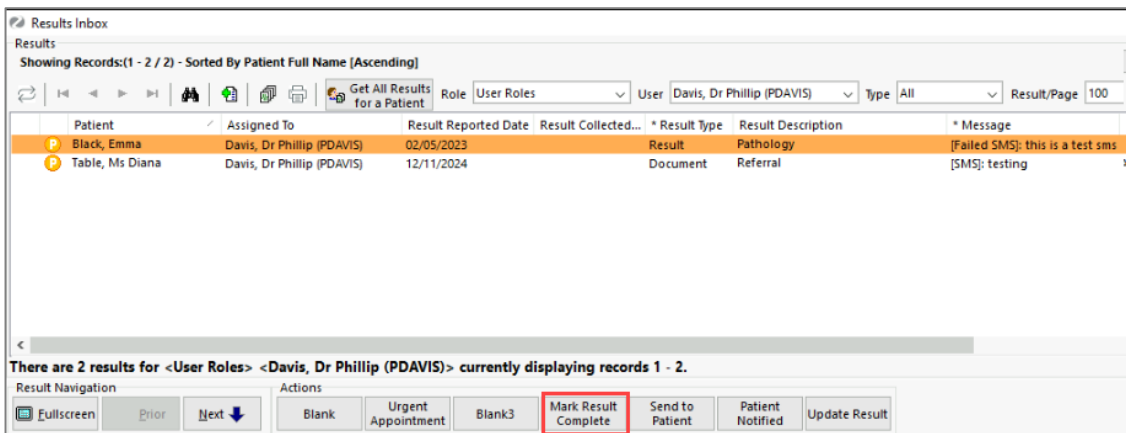
## Mark results as Complete

Mark a result as complete once it has been actioned or not further action is required.

1. Select **Results Inbox** from the **Current Encounter** menu.



2. Select the required result.
3. Use the speed button to **Mark Result as Complete**.
4. Select **Close** when finished.



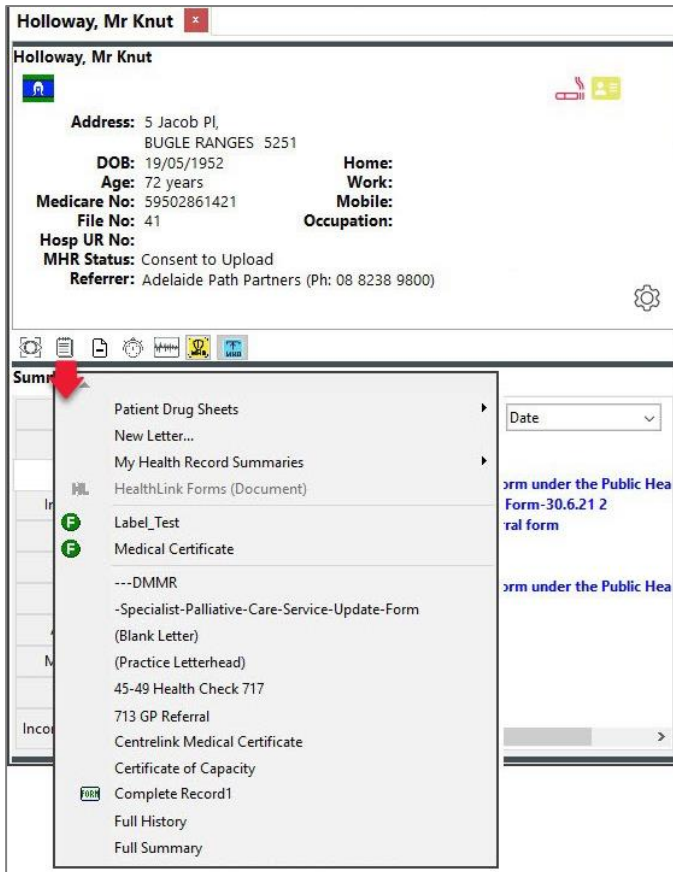
### Notes:

- Completed results can be viewed in **Summary Views** (Results or Incoming Documents) in the patient's record.

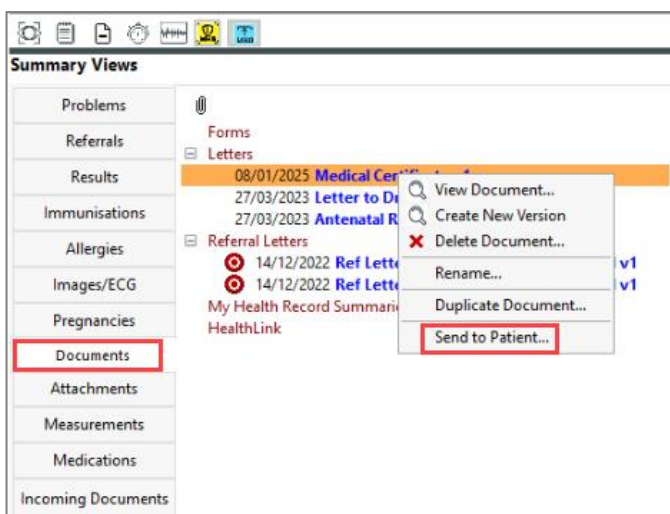
## Medical Certificate

Create a medical certificate for a patient.

1. Select **Quick Docs**
2. Select **Medical Certificate**.



3. Print the certificate once opened or to send it to the patient (once saved), **right click** the certificate in **Summary Views > Documents** and select **Send to Patient** to send it electronically via Secure Send.

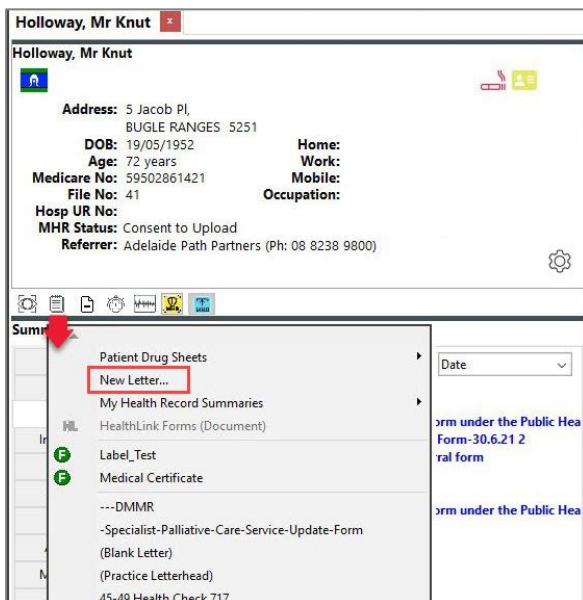




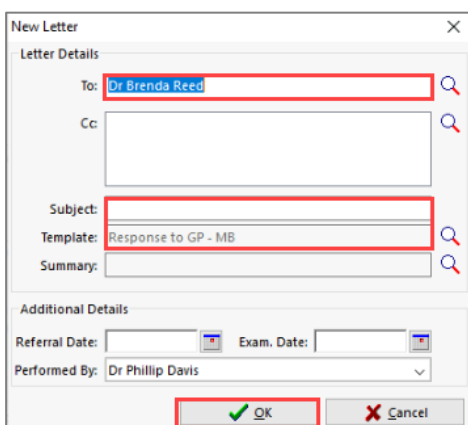
## Letter to Referrer

Write a letter to a referring practitioner to provide an update on the patient's care.

1. Select **Quick Docs**.
2. Select **New Letter**.



3. Select the **Addressee** and **CC Addressees**.
4. Select the relevant **Template**.
5. Select **OK** and the Letter Writer will open.



6. Write the letter and **Save** or select **File** menu > **Distribute** to send electronically.

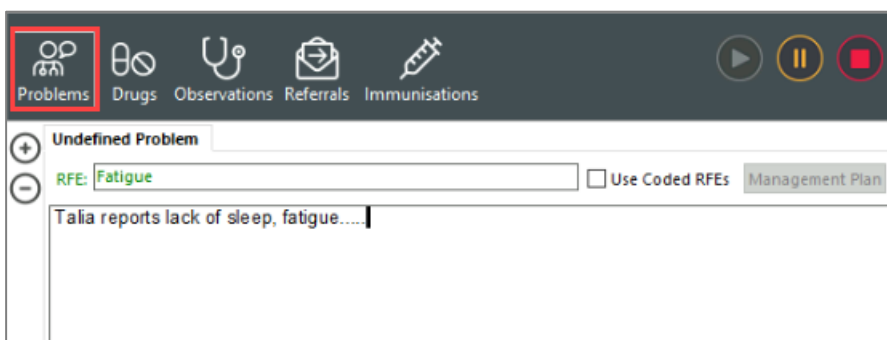
### Notes:

- Enter a **Letter Subject** to differentiate the letters saved against the patient.
- Use the magnifying glass to add a CC addressee or right click on the existing CC addressee to remove.
- Saved documents will be stored under **Summary Views > Documents**. Right click to select **Send to Patient** to send it electronically via Secure Send.

## Record a diagnosis

To record a diagnosis.

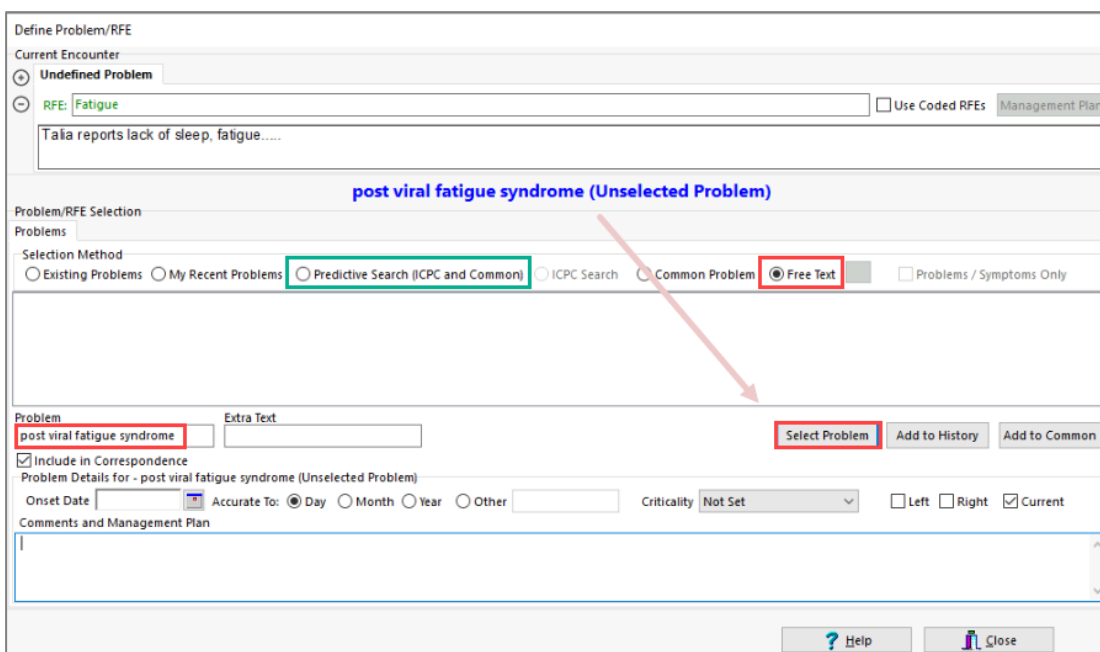
### 1. Select **Problems**



### 2. Select:

- a. **Predictive Search (ICPC and Common)** if you have a subscription.
  - i. In the **Filter Current List** field enter the first few letters of the Problem.
  - ii. **Double click** to select a diagnosis.
  - iii. Add **Onset Date**.
  - iv. Choose **Select Problem**.
- b. **Free Text**
  - i. Type the problem name in the **Problem field**
  - ii. Choose **Select Problem**, the tab will now be defined by the entered problem.

### 3. Select **Close**



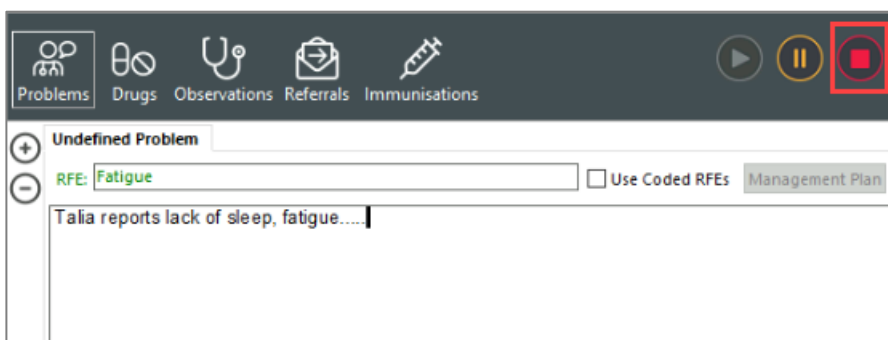
### Notes:

- Onset date is required for uploading ICPC coded diagnoses to My Health Record.

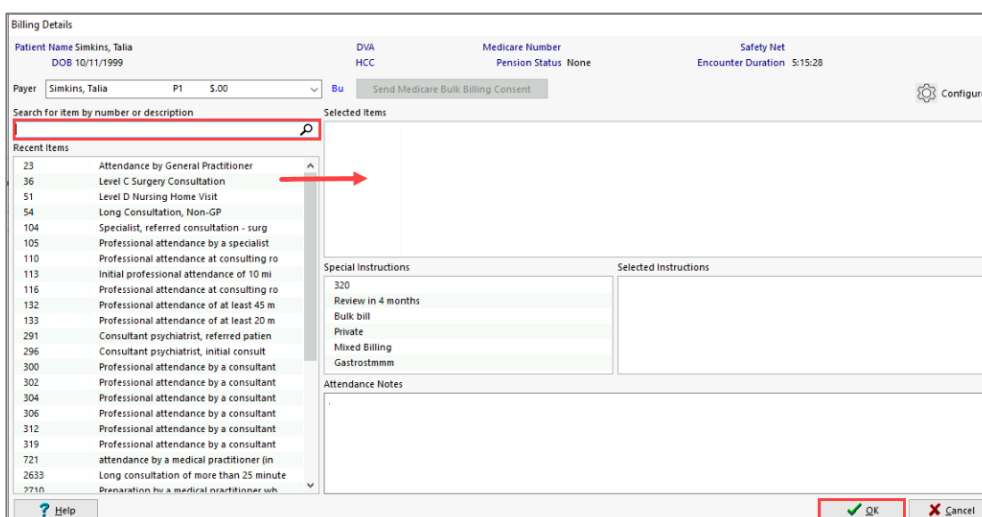
## Billing Information

Send Billing information back to reception.

1. Select **Stop** to end the encounter



2. Use the **Search** field to find **Item number** (type numbers or words)
3. Left click to select the item and push to the **Selected Items** box. Alternatively, left click from the **Recent Items** list.
4. Select **OK** to save and close.



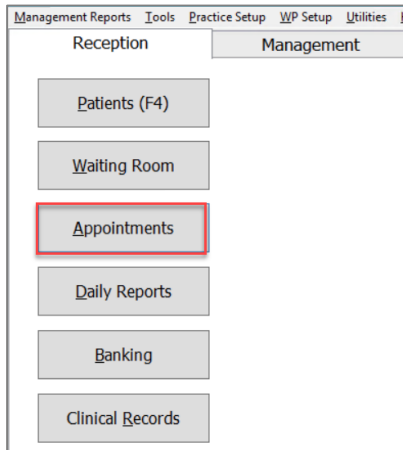
### Notes:

- Add rebooking and billing notes for reception in **Attendance Notes**.

# Appointments

Check your upcoming appointments.

- From **Zedmed Office**, select Appointments.



## Appointment Screen icons

Icon	Description	Explanation
	Green tick (left)	Patient has been attended to the Waiting Room.
	Red cross (right)	The patient's IHI is unavailable.
	File folder	File pulled & patient not attended. Replaced by a green tick when attended.
	Phone icon	The patient replied YES (tick on icon) to a reminder SMS. Icon replaced by tick when patient is attended.
	Dollar icon	An invoice has been raised for the appointment. Replaces the attended tick.