



VICTORIAN VIRTUAL
EMERGENCY DEPARTMENT



The Victorian Virtual Emergency Department provides community healthcare professionals (including GPs, Residential Aged Care and Urgent Care) access to patient advice for non-life-threatening emergencies, 24 hours a day, 7 days a week. You will be connected directly to our specialist doctors and nurse practitioners via a video call.



How do I access?

Scan the QR Code and include the following information:

- Referring practitioner name and key contact details
- Patient name and key contact details along with relevant symptoms



How we can help you?

- The program works with community healthcare providers (medical, nursing and allied health) to identify patients that traditionally would have been referred to ED, but may be suitable for ongoing management in the community, with ED consultation.
- We also work with community health care providers to identify patients that can bypass ED and be fast tracked to suitable alternative pathways for ongoing investigation and management. This may include Short Stay unit referrals, Hospital in the Home (HITH) and acute review clinics.
- We also provide a pathway for referral back to primary health care providers for patients that have had an emergency telehealth consult and require followup



What happens after I register?

- You will be linked directly to the Virtual Emergency Department waiting room and placed in the virtual queue.
- A clinician will consult with you and advise the best course of action.



Are interpreting services available to me?

- Interpreters are available, and you can request one during the registration process.

For more information,
please visit vved.org.au

Please use this service for non-life-threatening emergency conditions only. Some examples of life-threatening symptoms include: shortness of breath, severe chest pain, or weakness down one side of the body. If you think you may have a life-threatening condition, please contact **Triple Zero (000) urgently.**

PARTNERS



Northern Health acknowledges the Traditional Custodians of this land, the Wurundjeri people, and pays its respects to Elders past, present and future.