

Northern Hospital Epping introduces Virtual ED Triage



To help Ambulance Victoria and acute care centres, Northern Hospital is introducing an ED specialist medical telehealth service. The Virtual ED is open Monday to Sunday 1 pm to 9.30 pm.

How can we help you?

- 1) This is a pilot partnership between AV and NH to identify patients that may not require transfer to Emergency Department (ED).
- 2) 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 our Short Stay unit, Hospital in the Home (HITH) and acute review clinics.
- 3) We can also provide a pathway for referral back to primary health care providers for patients that have had an emergency telehealth consult and require GP follow-up.

Eligible patients:

If your patient resides in the Northern Hospital catchment area or is an existing patient of Northern Health, the patient is eligible. Patient needs to provide consent and is aware their case will be discussed with a Northern Health ED physician. Exclusions: Mental Health patients, Trauma patients, patients younger than 1 year old, older than 65 years, AV Red Flags, AOD patients.

This is great, what is the process?

You can click on the link below or copy the link to your browser. You can also scan the QR code.



<https://redcap.nh.org.au/surveys/?s=R4473HJWH4>

Process: Paramedic Onsite > Patient does not need transport and meets criteria > Call Virtual ED from patient device > Wait for patient to complete consult.

The details you would need to provide include:

- date,
- patient's name,
- patient's DOB,
- AV case number,
- AV team name.

These details are emailed directly to our ED telehealth team and the AV crew is linked into a telehealth consultation with an ED consultant.



Have questions? We are happy to help.

For more information, please visit nh.org.au/ed.

If you are interested in hearing the outcome of your patient please email ED.VirtualConsult@nh.org.au and the team will get back to you.

We are looking forward to helping our community in staying well, together.

Northern Health