

Northern Hospital Epping introduces Virtual ED Triage



To help our local general practitioners (GPs) and acute care centres, Northern Hospital is introducing an ED specialist medical telehealth service.

How can we help you?

- 1) The program works with GPs and community healthcare providers to identify patients that traditionally would have been referred to ED, but may be suitable for ongoing management in the community, with ED consultation.
- 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.

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.



Your practice or care facility should pre-register the clinic using the registration link sent separately.

The link is: <https://redcap.nh.org.au/surveys/?s=RRE83X88NF>

The details you would need to provide include:

- the practitioner's name,
- provider number,
- medical centre,
- best contact phone number and
- e-mail address.

On completion of the registration, these details are emailed directly to our ED telehealth team and the GP is linked into a telehealth consultation with an ED consultant.

The Virtual ED is open Monday to Sunday, 1 pm to 11.30 pm.



Have questions? We are happy to help.

For more information, please visit nh.org.au or email Dr Loren Sher, Emergency Physician on loren.sher@nh.org.au

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

Northern Health