

Virtual Emergency Care (ViEC)

Barwon Health Virtual Emergency Care is a secondary consultation service that will be provided by an Emergency Physician via Telehealth (video call).

How to Access the ViEC:

Scan the QR code and enter patient and referrer details following the prompts.

The telehealth call will then take place between an Emergency Department (ED) Physician, the patient and the referring healthcare provider.

Hours of Operation

1200-2100 hours, 7 days/week

Who can access the service:

This link is for health care providers and interpreters only. To proceed, a device must be available to enable a telehealth consultation (internet connection with video and audio) – this may include a smartphone, iPad/tablet or portable laptop. No specific application is required. Please use a recent version of Google Chrome, Microsoft Edge, Apple Safari or Mozilla Firefox.

Referring health care providers may include Urgent Care Centres, Aged Care Providers, Regional and Rural Health Services, and General Practitioners.

(Patients cannot self-refer to the service).

SCOPE:

Public health service to treat non-life-threatening emergencies.

Please note, if this is a life-threatening emergency or if the patient's condition deteriorates, please dial 000 and request an urgent ambulance.

For more information please contact
EmergencyDepartment@barwonhealth.org.au

1. Health care providers

To proceed, a portable device must be available to enable a telehealth consultation (internet connection with video and audio). If you are unable to scan the QR code use this url:



<https://vcc.healthdirect.org.au/t/bhvirtualemergencycare/join>

2. Click

START A VIDEO CALL

3. Enter Registration Details

Please ensure you enter patient and referrer details. (Fields with an asterisk* are mandatory)

Referrer details may be used to contact you if technical difficulties are experienced.

4. Confirm privacy and consent information with patient. Press Continue and enter the virtual waiting room.

6. The ViEC Ward Clerk will register the patient details in the ED Information System (FirstNet).

The ward clerk may join the video call to confirm details of the patient and/or referrer.

7. Please call 4215 0220 to contact the ViEC team e.g. if you need to leave the call for any reason prior to consultation

8. Patients are seen "in turn" by the ViEC Physician.

9. The ViEC team will provide relevant information to you and the patient following the consultation.

10. The ViEC team will provide an electronic discharge summary to the patient's GP and fax/email a copy to the referring healthcare provider.

Please call 4215 0220 if you experience technical difficulties accessing the Virtual Emergency Care Service.