

Metro North Virtual Emergency Department

Factsheet for GPs

Metro North Hospital and Health Service has developed a Virtual Emergency Department service to provide Brisbane North GPs with access to specialist emergency medicine advice, by telephone or video conferencing.

Our Virtual ED consultant will assist you with advice, support and access to all HHS services:

- This service is available to GPs within the Metro North catchment area (but not outside) and can involve either a consultation about a patient or a joint consultation with the patient. It is not a service which is available directly to the public,
- Advice and support is available for any patient at any age with any condition which does not require immediate Emergency intervention
- VED consultants can provide specialist advice to help manage your stable patient in the community by:
 - Providing specialist advice for ongoing management
 - Facilitating access to HHS based community services such as community nurses and HITH.
 - Facilitating access to an outpatient specialist review
- VED consultants can provide specialist advice to assist you in accessing inpatient services
 - Telephone advice from sub specialists
 - Urgent outpatient “hot clinic” review
 - Direct review and admission by subspecialty teams for “known patients” bypassing the ED.
 - Facilitated access to Emergency Departments and other services when required
- If your patient is or has been under the care of a Metro North facility, our consultants will have access to existing online clinical information systems such as the Viewer. If not, a Virtual ED registration will take place.

NOTE:

- **In acute Life-threatening emergencies call 000 and request Ambulance Services.**

The Virtual ED is not intended to be used for patients requiring an immediate high-level clinical response.

How to access our Virtual ED service:

Call 1300 847 833 Monday to Friday 08.00 to 17.30.

Virtual ED is aware that your time is precious.

You will be connected to an experienced emergency nurse. Please have the following information ready:

1. Your name and phone number
2. The patient's name, date of birth, hospital number (if available) and brief description of the problem
3. The practice phone number

The experienced ED nurse will be accessing previous hospital information on your patient while you consult with the medical staff.

The VED consultant will speak with you immediately whenever they are available. During busy times they will call you back as soon as possible. VED recommends you ask your patient to sit in the waiting room for a short period until both medical practitioners are available.

- If you request a face-to-face consultation and you have a computer with a camera or a smartphone, the Virtual ED team will email you a Microsoft Teams™ appointment link. Teams is the preferred Queensland Health videoconferencing platform, but the Virtual ED team can use any app you specify.
- While the consultation is taking place, Virtual ED staff will contact your practice for further patient details required to complete their registration.
- During the consultation a management plan will be agreed and later documented by the VED staff. These notes will be uploaded into the QH Viewer which is freely available for GP's who have registered for access.
- The following day, you will be contacted via email for feedback about the service and the patient will be contacted if necessary.

Our Virtual ED service is currently operating from **8.00am to 5.30pm Monday to Friday**. You will be notified of any extended or changed operating hours via the Brisbane North PHN GP Bulletin. Please make sure you have subscribed: <https://brisbanenorthphn.org.au/news-events/newsletters>

Our Virtual ED service can be used for:

- Young patients with no co-morbidities with non-life-threatening conditions
- Patients without serious clinical features
 - Viral Gastroenteritis
 - Low back pain
 - Vasovagal syncope
 - Low risk RACF patients
 - Minor sports injuries incl minor head injuries
 - Viral illness (including COVID-19)
 - Vertigo
 - Asymptomatic hypertension
 - Resolved TIA
 - DVT
 - Urinary tract infection
 - Soft tissue infections

These are just some examples of situations where our Virtual ED consultants can assist.