

Did you know Northern Health's Emergency Department now has a **Virtual ED Triage** option?



This means you can talk to our emergency nurses and doctors from your home, work or even your car. If you have a non-life threatening emergency, you can connect virtually with our staff, who will be able to provide medical advice. This service allows you to receive emergency advice in your home, and keep your care closer to home.

Here is some information you need to know:

When is virtual ED open?

Monday - Sunday, between 1pm and 9.30pm.

You can use our virtual ED if:

1. You have access to a device that supports a telehealth consult (that means a phone, computer / laptop or tablet with an internet connection and camera, and you have an email address)
2. You have a valid Medicare card
3. We are your current closest hospital or you live in Northern Health's area

How do I connect?

Head to nh.org.au/ed or use your phone camera to scan the QR code and open the link. You can also just click on



the link below:
<https://redcap.nh.org.au/surveys/?s=9XNXCT4EEM>

What happens after I register?

1. You will be linked directly to a video conferencing Emergency Department waiting room and placed in the virtual triage queue.
2. You will receive an email which includes information regarding the consultation process.
3. When it's your turn, the nurse will have a consultation with you and advise on the best course of action.

What are some of the things your nurse or doctor can help me with?

- A telehealth consultation with an emergency doctor or advanced practice physiotherapist - depending on your condition.
- In many cases, we will be able to help you completely virtually, and we can organise tests and prescriptions close to your home.
- We can give you self-care advice and a GP follow-up.
- We may ask you to come into the Emergency Department for your required treatment.

What happens if I don't have a Medicare card or a device to use this service?

Northern Health will direct you to your primary health care service or to attend your closest Emergency Department.

Note: The patient, adult or child, must be awake and in front of the camera for the telehealth consult.

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 000 urgently.