

# Virtual ED

## *Telehealth Consultation with an Emergency Doctor*

Collaboration with AV, Alfred, Peninsula and DoH

Clin AProf Georgia Soldatos  
Program Director Acute, Subacute, Community



# Virtual ED Model - Monash Health

## Mode

**Telehealth only**  
(Video & Audio)

## Hours

**7 days/week**  
(12:00-21:00)

## Staffing (per shift)

**Clerk**  
(11:30-21:30)

**Emergency Physician**  
(Paediatric and Adult)  
(12:00-22:00)

**Care Coordinator**  
(07:00-15:30)

## Scope

**Phase 1 – AV only**  
(Emergency Physician  
Consult)

**Expansion priority**  
External referrers  
General practitioners  
Better@Home

## Systems

**MS PowerApps**

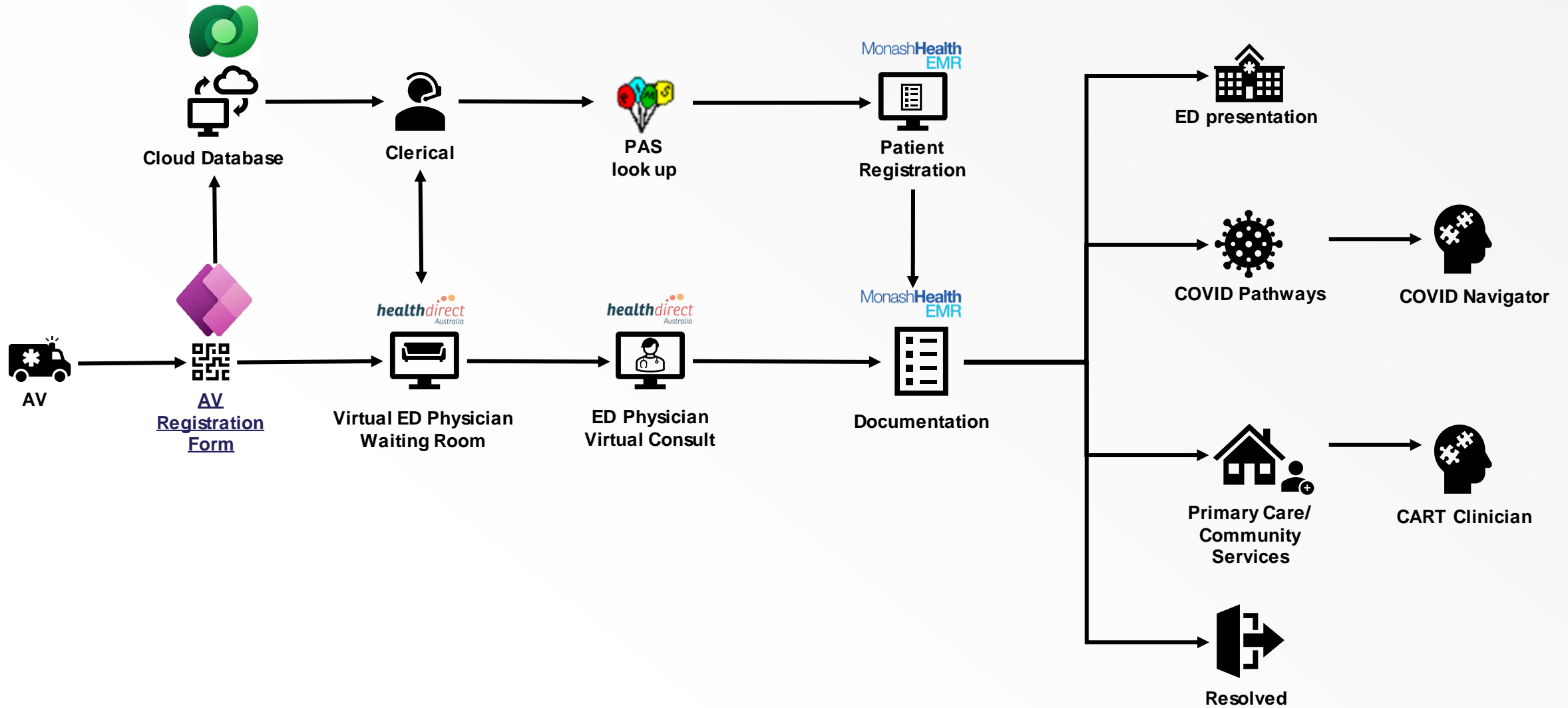
**iPM**

**HealthDirect**

**Cerner EMR FirstNET**



# Virtual ED (Telehealth) Workflow – Phase 1



# Virtual ED Evaluation

## Activity Data

Daily presentations

Wait times

Length of Stay in VED

## Efficacy

↓ in ED presentations

Outcome of consults

Stakeholder satisfaction

## Safety

Representation Rates

Adverse Events



# Virtual ED – Project Team

