

# Virtual ED – Employee Forum

# Virtual ED Model & Workflow

**Mode**  
Telehealth only  
(Video & Audio)

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

**Staffing**  
Clerk (On-site)  
Emergency Physician (Remote)  
Care Coordinator (Community)


**Patient**  
(> 3months of age)



**Calls Ambulance from the Community:**

- Home
- Residential Aged Care
- Supported Accommodation
- Other


**Ambulance Victoria**



**Completes observations/assessment and accesses Virtual ED through QR code:**

- Stays with the patient
- Can administer some treatment (e.g. IV meds)

**Virtual ED Physician**



**Assesses if patient can remain at home with treatment and/or diversion strategies:**

- Education
- Reassurance
- Prescriptions
- Community Referrals
- Specialist Referrals
- Recommendations to GP



# Monash Health Virtual ED Dashboard

31/01/2022

11/07/2022



### VED Presentations

**1131**  
Total

### VED Diversion Rate

**76%**  
Remained Home

### Follow-up provided

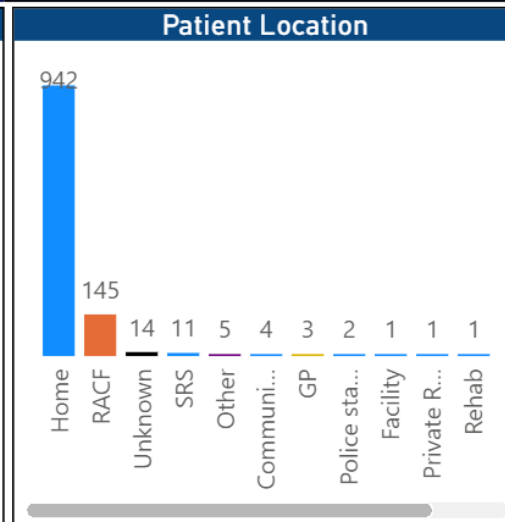
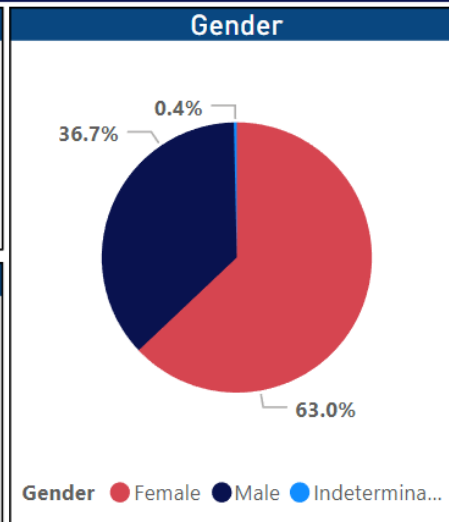
**54%**

### COVID Diagnosis

**29%**

### Left After Waiting

**34**



### AV Time to Registration

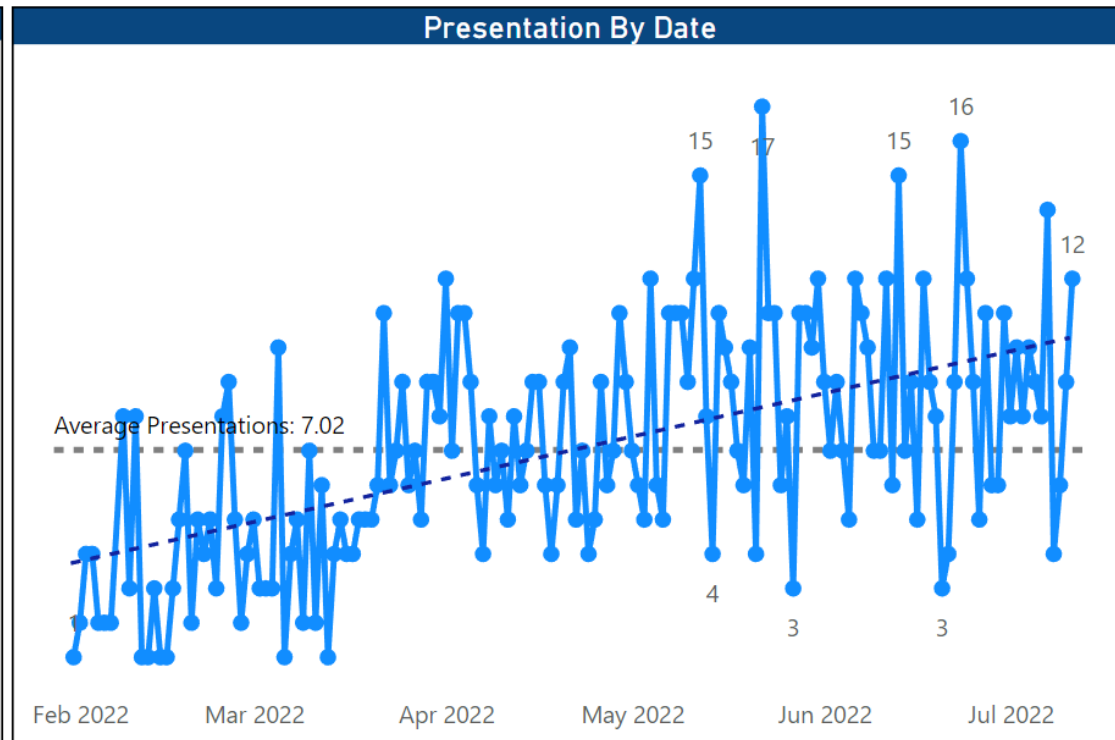
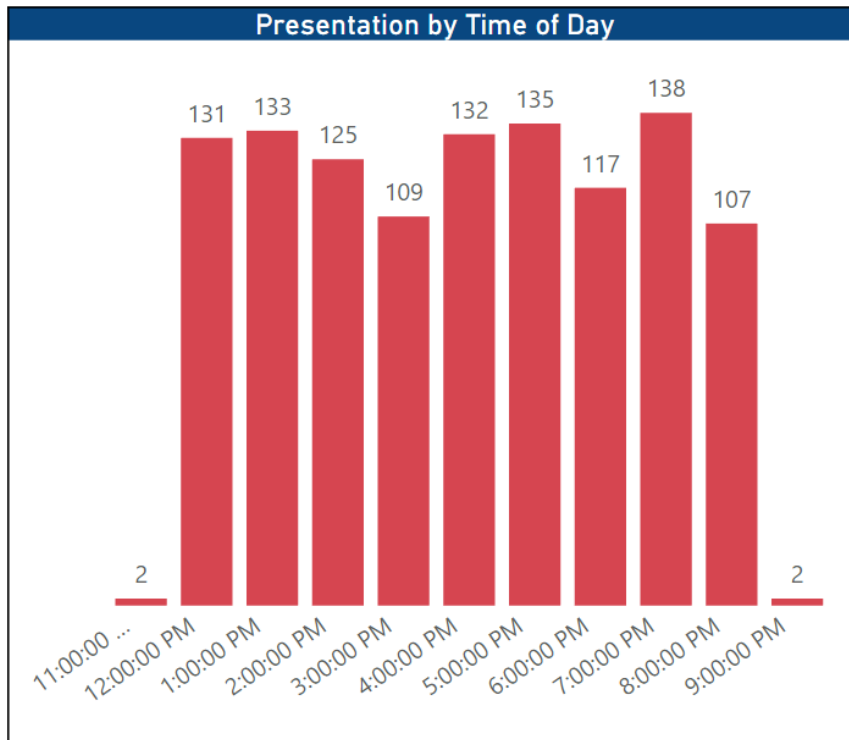
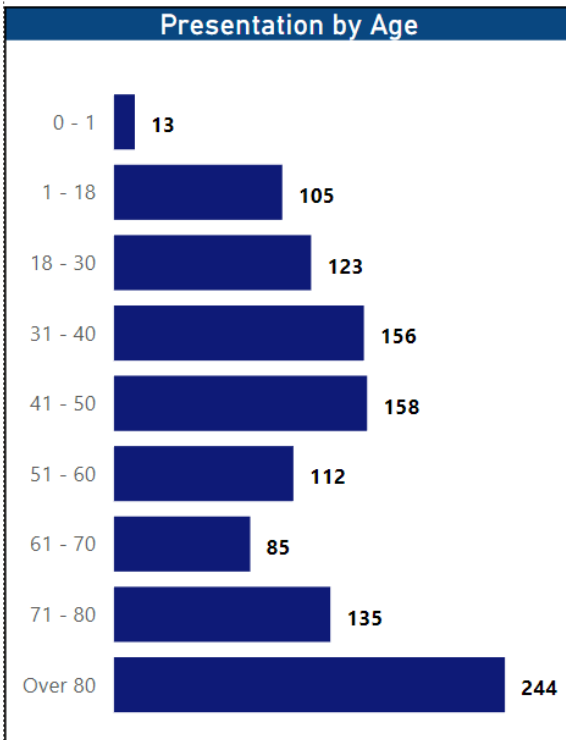
**1.43**  
Average (mins)

### Virtual ED Length of Stay

**26.26**  
Average (mins)

### Representations (<72hrs)

**79**



# Our 1000<sup>th</sup> Patient



## Patient:

5 year old girl with positive Rapid Antigen Test

## History:

- Two days of fever & runny nose
- 2 x vomits
- Decreased fluid intake

## Observation:

Alert with mild cough, high temp (40°C), elevated heart rate

## Assessment:

Elevated heart rate likely due to fever

## Recommendation:

- Encourage fluid intake
- Remain home if heart rate improves
- Transport to ED otherwise

## Treatment:

- Administered paracetamol
- Stayed on scene to monitor heart rate

## Community Follow Up (24hrs & 7days post):

- Did not subsequently present to Monash Health ED
- Improved over next few days
- Did not require further medical care for illness



# Preliminary Patient Survey Results (from 230 responses)

The Virtual ED doctor listened and understood my concerns



I followed the treatment advice that was given to me

The paramedic listened to and understood my concerns



Felt their condition improved after the Virtual ED consult

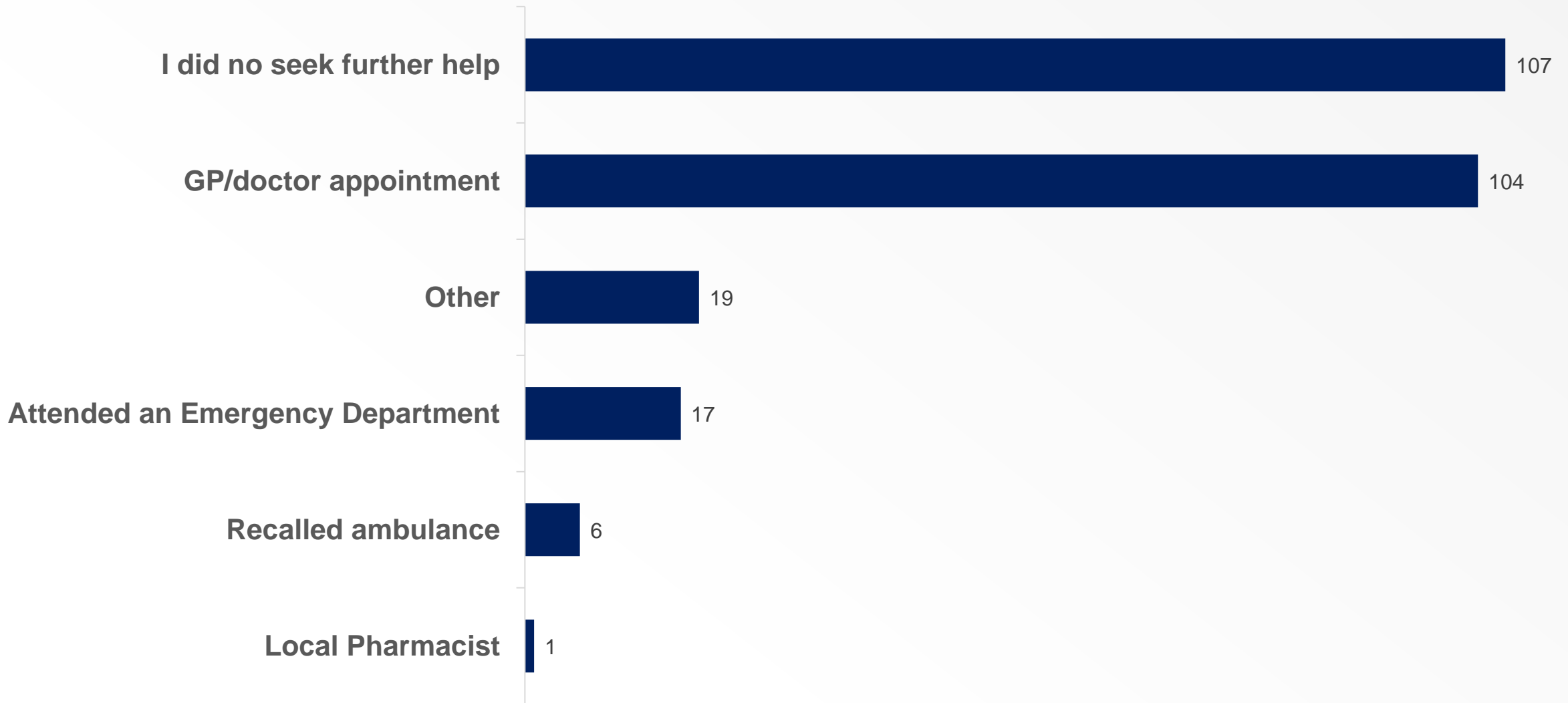
My Virtual ED follow-up plan was clearly explained to me



Would use Virtual ED again or recommend it to family/friends



# Did you use any additional health care outside your follow up plan?



## Clinical

*“Received the help I needed”*

*“Reassuring enough to stop me going into hospital”*

*“Doctor listened and gave good advice”*

*“I felt really safe and secure with the treatment and monitoring care from home”*

*“Initial assessment seemed more thorough than some visits to ED”*

## Patient Experience

*“Thoroughly professional”*

*“Listened to my recommendation”*

*“Outstanding”*

*“Very impressed and I felt safe and valued”*

*“Fantastic Service”*

*“Love this service!!”*

*“Just many thanks”*

*“Surprised by how quick and efficient it worked”*

## Insights

*“Wonderful alternative rather than tie up ambulance and patient at ER for hours”*

*“Very good for disabled people”*

*“Fantastic edition to our medical system”*

*“Saved me what in the end would have been an unnecessary trip to hospital”*

*“Thank goodness for this life line”*

*“Felt better than Nurse on Call”*

## Improvements

Streamline experience when required to go to ED

Improve prescription processes

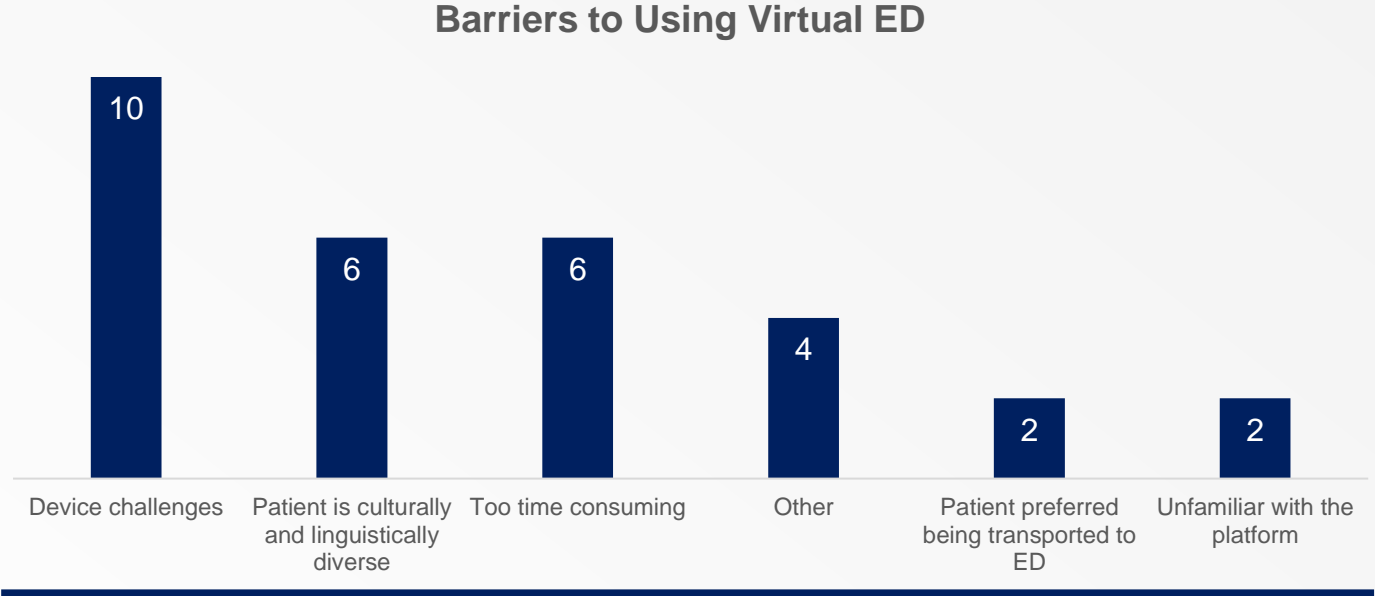
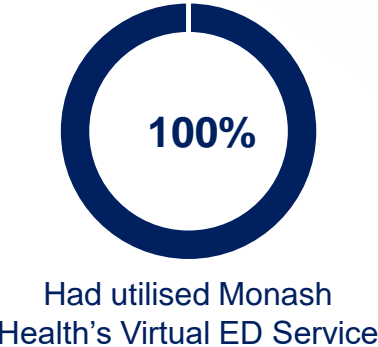
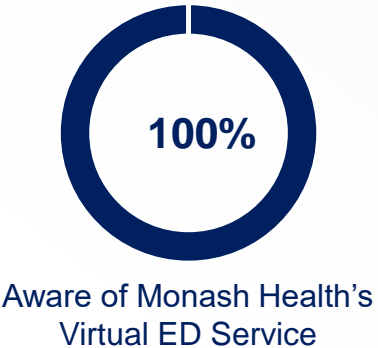
Improve the system and technology involved

Better customer service

Improve links to Primary Care



# Preliminary AV Survey Results (from 19 responses)



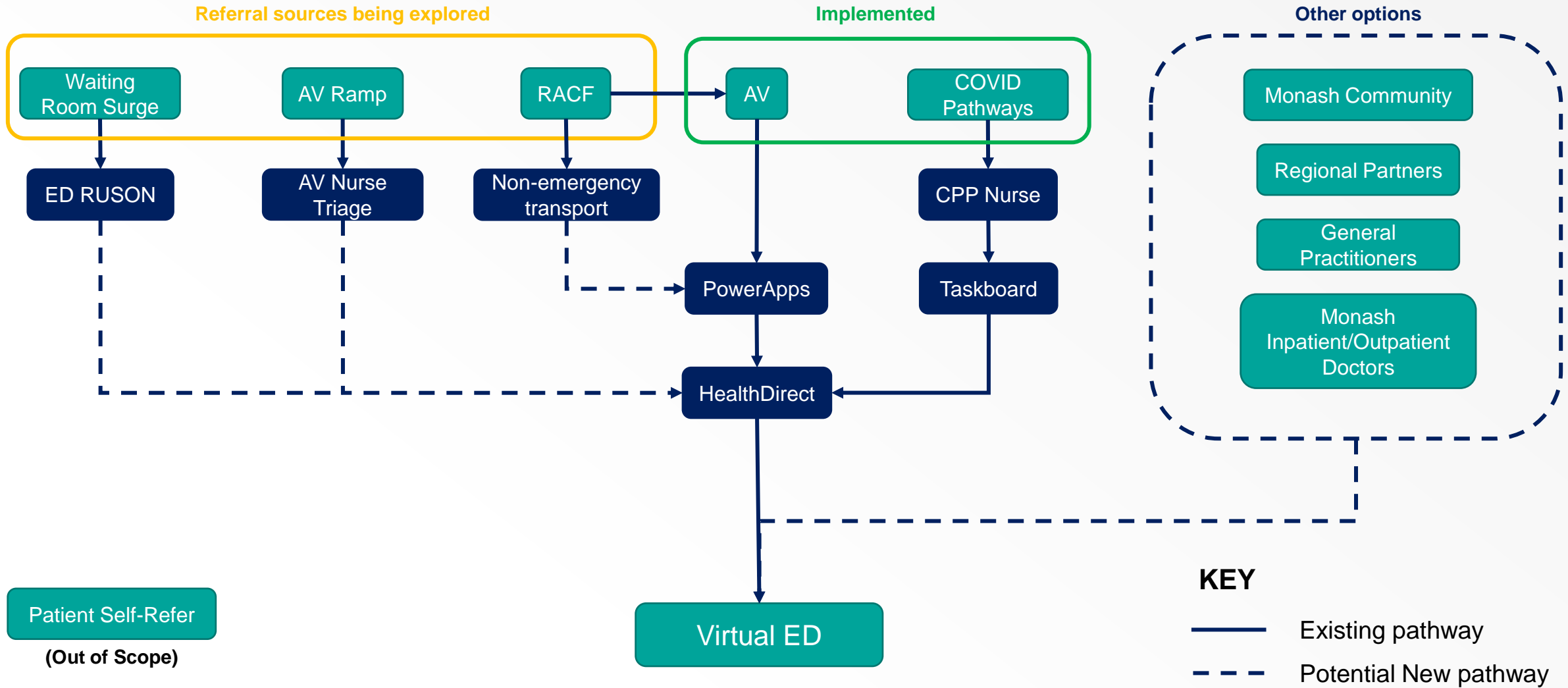
### Feedback

- "Overall fantastic service"
- "Make it 24hours, please"
- "Improve/streamline the registration process"
- "It was great"
- "Patient device limitation"
- "Improve access to interpreting services"
- "Include paediatrics as young as possible"
- "Increase the number of doctors"
- "Long delay between registration and doctor"





# Virtual ED Expansion Priorities



# Virtual ED Project Team

## Operational/Clinical

**Georgia Soldatos** (Acting Program Director, Acute, Subacute and Community Program)

**Neil Goldie** (Service Director, Emergency Medicine)

**Rachel Rosler** (Director - MMC, Emergency Medicine)

**Maddi Howard** (Medical Clinical Lead, Virtual ED)

**Vicki Abilovska** (Clerical Lead, Virtual ED)

**Julie White** (Director, Community Assessment Response and Nursing)

**Debra Gascard** (Deputy Director of Nursing, Acting Manager Complex Care & Acting Manager Covid Pathways)

## Transformation Office

**Stephanie Pearce** (Senior Transformation Partner)

**Steven Dang** (Transformation Partner)

## Public Affairs and Communication

**Matthew Mahon** (Communication Support)

## Digital Health

**Michael Franco** (Chief Medical Informatics Officer)

**Alex Duong** (Deputy Chief Medical Informatics Officer)

**Steven Thirlwall** (Senior Clinical Applications Specialist, Emergency Medicine)

**Jeremy Maidment** (Manager, Covid Technology Response)

## Collaborators

