



How a digital front door is supporting the Victorian Virtual Emergency Department

Deanna Norgrove

The Clinician





Introducing the Victorian Virtual Emergency Department (VVED)

- Northern Health operates Melbourne's busiest emergency department (ED), treating >110,000 patients annually.
- Northern Health piloted Australia's first Virtual ED in October 2020.
- Need for a more **scalable, secure and configurable** digital front door.
- Expanded statewide in 2022 (to become the VVED) and made freely available to anyone in Victoria, 24/7.





Enabling digital-first access to non-critical emergency care

- The VVED provides an alternative pathway for people to access non-critical emergency care on their own devices, from home.
- Northern Health partnered with The Clinician to deliver this solution.



Key requirements of the new digital front door solution

Accessible, multilingual
patient app

A scalable solution for
increasing patient
numbers

Improved user
experiences

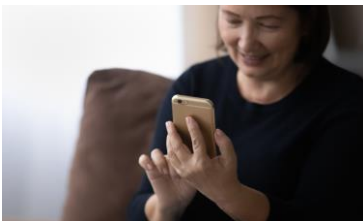
Customisable patient
pathways



Co-designing VVED pathways

- In less than 8 weeks, The Clinician team worked with Northern Health to develop and deploy a pathway for patients to self-register for the Victorian Virtual ED.
- The VVED has since expanded to multiple healthcare services across the state.

Patient Self-Registration



Ambulance Victoria



(paramedics, non-emergency transport, triage services, first responders)

Community care



(residential aged care, GP, COVID pathway teams, Nurse on Call)



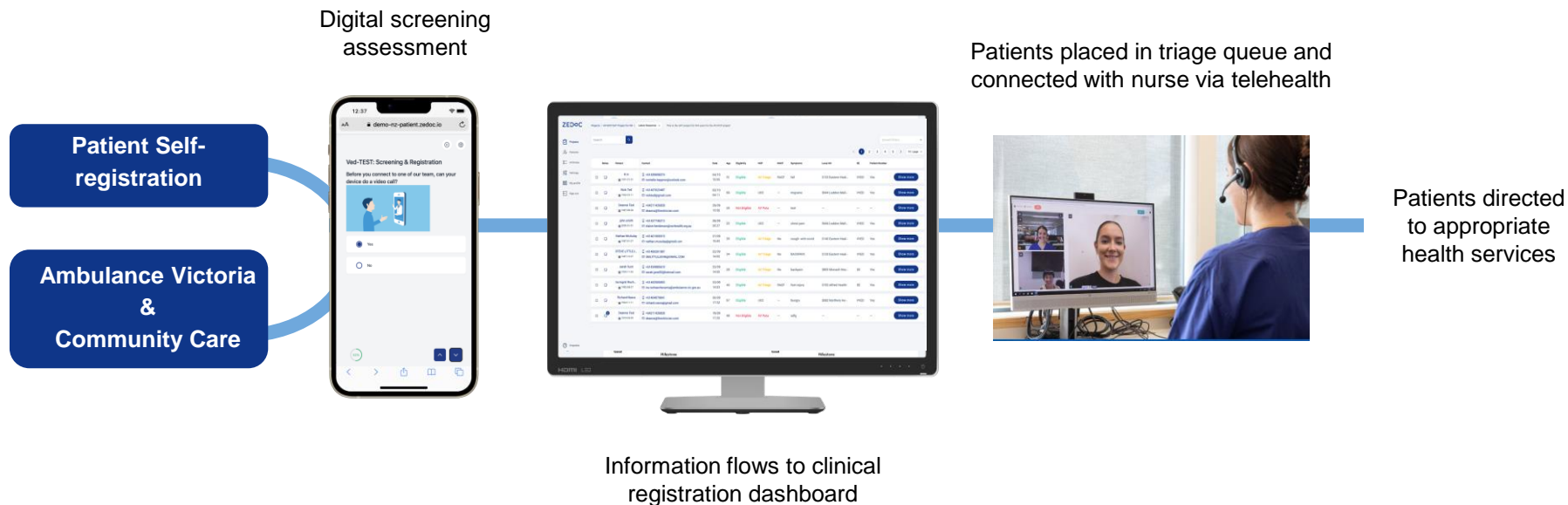
Co-designing VVED pathways

"They (The Clinician) have taken the time to understand the problem and have produced a bespoke product that has exceeded our expectations in both quality and timely delivery."

Dr Loren Sher - Director of the VVED



How the VVED works





Key capabilities of the digital front door solution

Scalable
&
Secure

Multilingual
&
Accessible

Customisable
&
Adaptable

“With ZEDOC by The Clinician, our staff can work during lockdowns. They can continue to participate in the workforce and deliver care to the community virtually.”

Richard Nasra - Director of Operations, VVED



Enhancing access and equity

- The service is enabling remote communities to access high quality care virtually
- The VVED is available in 22 languages
- Through the screening assessment, patients can request an interpreter
- Capturing social determinants of health, such as homelessness to enable appropriate care

Virtual Emergency Department

Welcome to the Virtual Emergency Department.

Select your preferred language using the dropdown at the bottom of the form.

Emergency Cases

Please note, if this is a life-threatening emergency, please dial 000 and request an urgent ambulance.

Responses to items in this form are to represent details of **the patient** who will be seeing the Doctor.

Anyone with a video-enabled device can participate in the Virtual ED.

If you do not have a video-enabled device, you will need to contact your usual healthcare provider or service.

Press **Continue** to proceed.

Language

English - English

Continue

Powered by ZEDoC

Sanal Acil Servis

Sanal Acil Servise Hoş Geldiniz.

Formun altındaki açılır menüyü kullanarak tercih ettiğiniz dili seçin.

Acil Vakalar

Lütfen dikkat, yaşamı tehdit eden bir acil durum varsa lütfen 000 hattını arayın ve acil bir ambulans isteyin.

Bu formdaki maddelere verilen yanıtlar, Doktoru görecek **olan hastanın** ayrıntılarını temsil etme amaçlıdır.

Video özellikli bir cihazı olan herkes Sanal Acil Servise katılabilir.

Video özellikli bir cihazınız yoksa, her zamanki sağlık hizmeti sağlayıcınız veya servisiniz ile iletişime geçmeniz gerekecektir.

Devam etmek için Devam'a basın.

Dil

Türkçe - Turkish

Devam Et

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What are the results?

1000%

*increase in daily
patient volume from
50 to 500*

15 - 30 min

*average wait time to
be seen via telehealth*

70%

ED diversion rate
↓ 50% aged care transfers
↓ 70-80% for adults
↓ 80-90% for paediatrics

>750

*clerical and clinical
staff have accessed
ZEDOC since
inception
(on-site and remotely)*

>130,000

*patients registered
through ZEDOC since
April, 2022*

34,000

*Ambulance Victoria
Crews*



What have been the key learnings?



It is important to scale strategically with increasing patient volumes and pathways



A partnership-led approach is crucial for ensuring that workflows support clinical teams properly



Adaptability is crucial.



Thank You

If you would like to learn more, visit our website or come speak with one of our team.

CONTACT

info@theclinician.com

www.theclinician.com

 @theclinicianpro



