

Victorian Virtual Emergency Department (VVED) - Kids

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Victorian Virtual ED



**Welcome to the
Victorian Virtual
Emergency Department.**

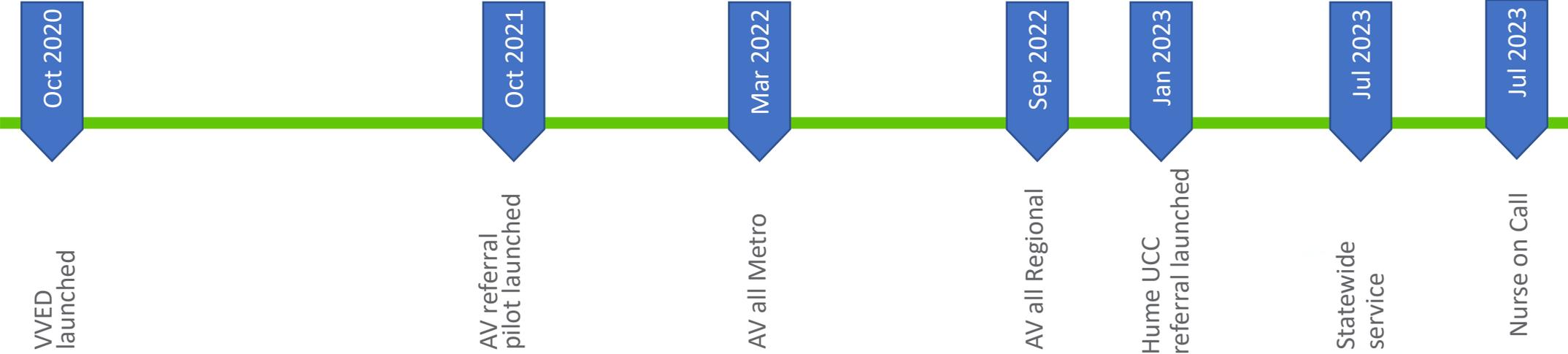
We are here for you 24/7.



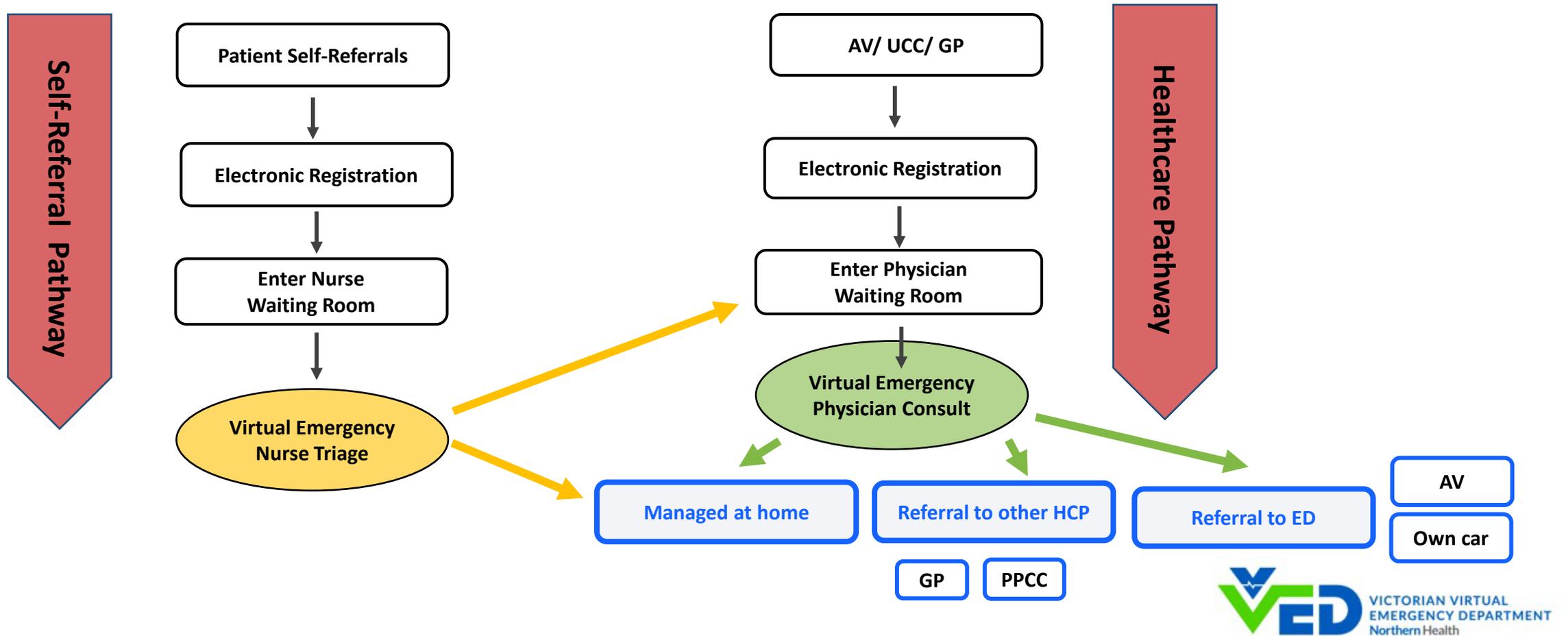
The VVED Journey

Delivering the right care, at the right time, in the right place

<p>Are you a patient?</p>  <p>Click here</p>	<p>Are you from Ambulance Victoria?</p>  <p>Click here</p>	<p>Are you a General Practitioner?</p>  <p>Click here</p>	<p>Are you a Healthcare Professional?</p>  <p>Click here</p>
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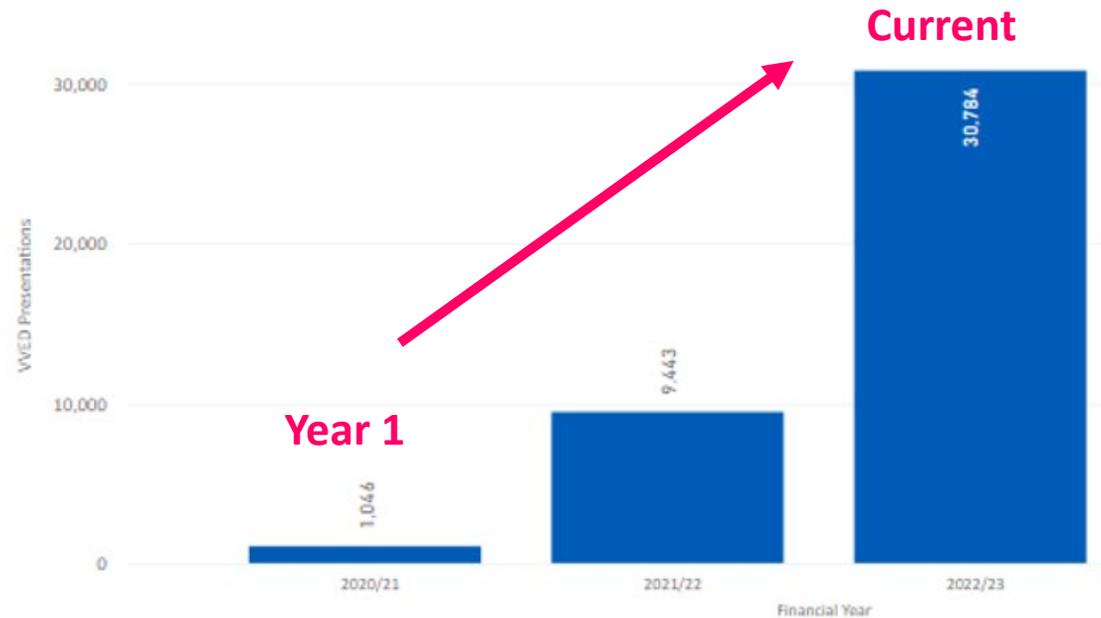


VVED Care Pathways

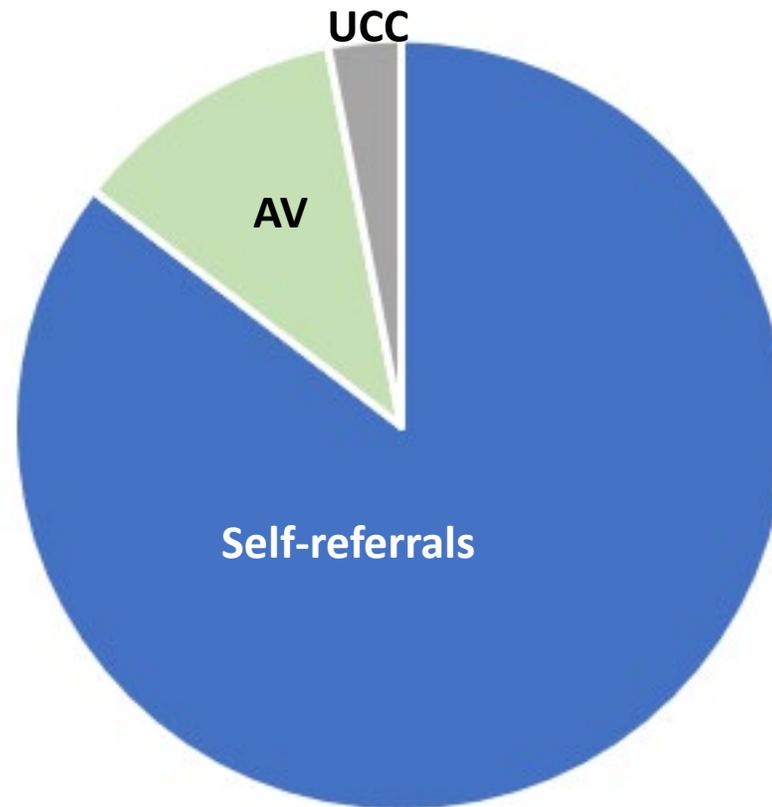


Since we started....

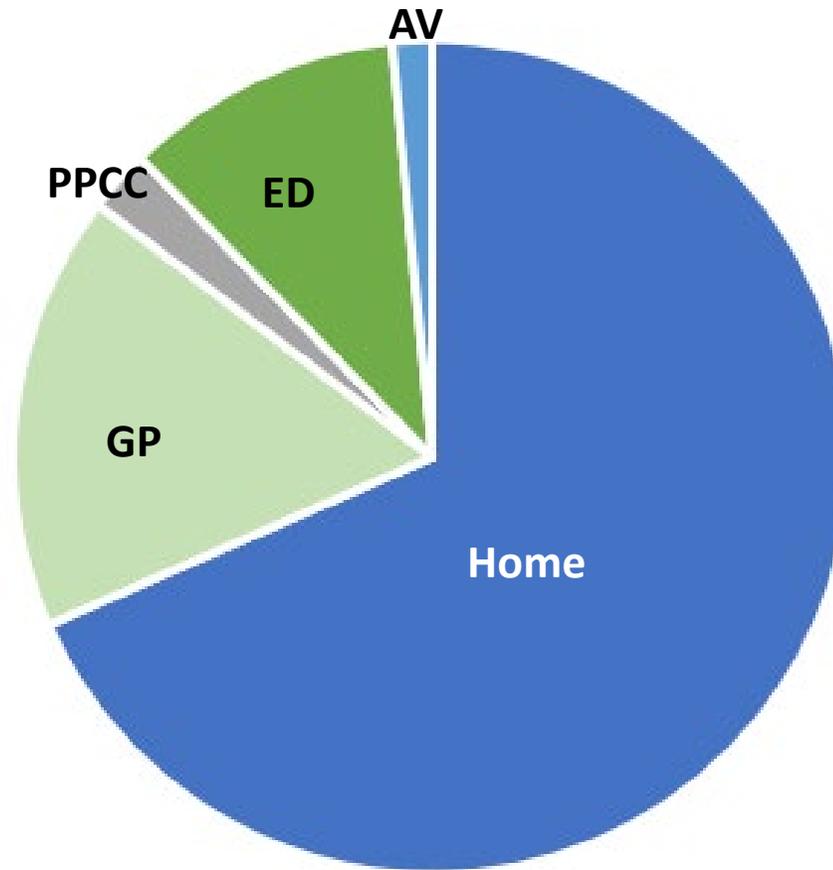
48,764 children



Where have they come from?



Where have they ended up?



Ambulance Victoria Partnership

5501 children referred



93% stayed home



*compared with two years prior

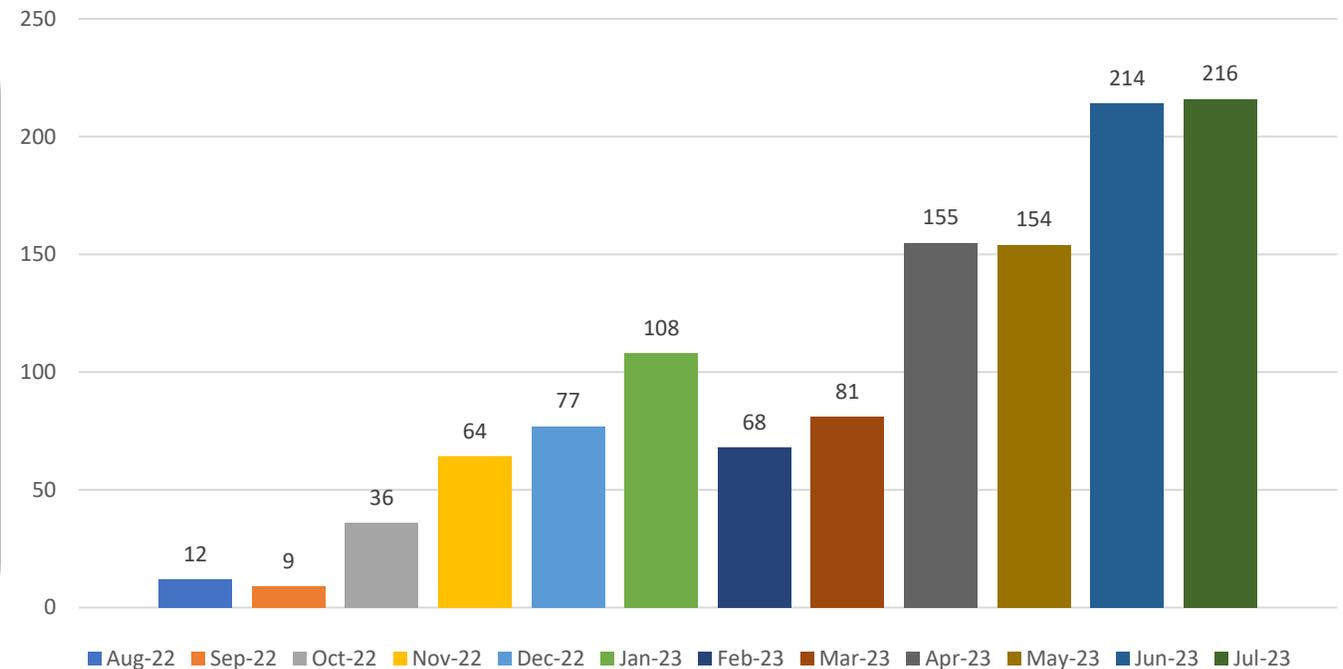


I've consulted with Dr Felicity a few times now and she is always so helpful. She involves us in the assessment of the patient and takes time to educate us about different assessments, findings and what to look for. Participating in her consults has really been beneficial for my own professional development. I've really learnt so much about assessing paediatric patients and care pathways

Urgent Care Centre Partnerships

UCC Patients Referred to VVED

1477 children
↓
86.5% avoided ED



Vulnerable Populations

First Nations Audit

Nearly 1000 ATSI patients seen in 12 months.

2.4% of registrants but 1% of population.

40% referred to ED from VVED did not complete treatment.

Instituted next-day, post-visit, follow-up phone call for all First Nations patients.

Quality Measures

VVED Delivers Safe, Timely, and Effective Care

Even with increasing volume and complexity, VVED average wait times to be seen are <10 minutes and average length of stay is < 60min.

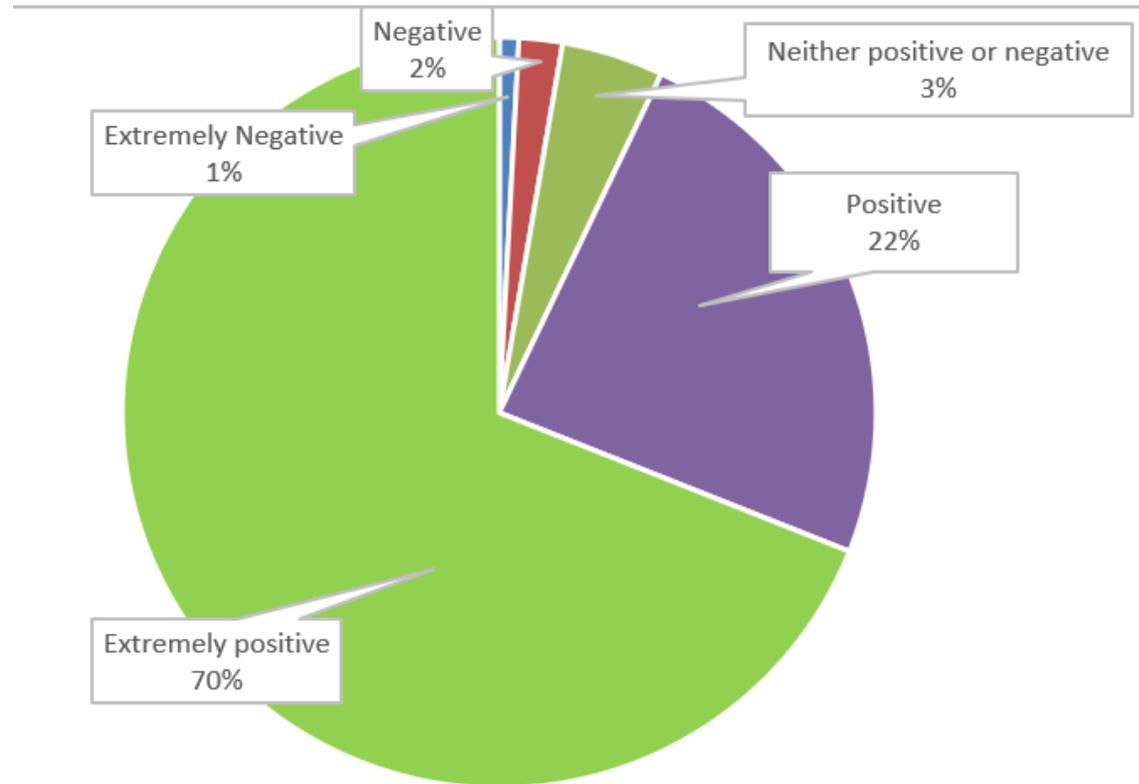
VVED's rate of left without being seen is <3%.

Since inception in October 2020, VVED has had zero ISR 1 events and one ISR 2.

The paediatric mortality rate related to VVED remains zero.
All deaths have been reviewed with no critical incidents found.

Patient Experience

Patients Love VVED



My daughter was seen by a doctor who was absolutely thorough, caring and professional. She left no stone unturned and there was really no different between the virtual forum and a face to face consultation

Being seen by the VVED doctor was a much better outcome for our family. It allowed us to manage our son in a comfortable place at home with confidence that he had received the treatment that he needed

This is a fabulous service that I used one morning when my son woke up with croup. 10-minute wait, thorough video call with triage nurse, 10-minute wait then thorough video call with ED doctor. Script was then sent via SMS in 1 minute - all for free. All while sitting on the couch in my PJs with a sick child! Highly recommend if you can't get into doctors and don't want to wait for hours in an emergency department

It was our first time and a really positive experience. With two small children and living regionally out of town, this experience saved us greatly. It saved us the hassle of travelling, organising a babysitter for our other child, waiting at ED for all hours of the night (usually long ... wait times at our hospital) and the added stress of all of this in the middle of the night. Thank-you

We have used the VVED several times now and feel very fortunate to know about and have access to this service. It has definitely saved us a few trips to our local ED! Breathing issues are always scary and I know from past experience that things can change very quickly with kids. Recently in the middle of the night when my toddler had a virus induced wheeze, I was worried about her breathing and I knew she required medical attention. Being able to get her assessed from our own bed almost immediately and have the doctor and nurse come back and assess her at regular intervals to make sure she was responding to the treatment was amazing. It certainly put my mind at rest knowing she was ok

Relevance for MCHN – take home messages

- Please let families know!
- Especially those living rurally or remotely
- We respond far more quickly than a physical ED
- More than 4 out of 5 kids can avoid travelling to ED
 - Wait times
 - Infection risk
 - Travel and parking
 - Care for other kids logistics

Contact Details

For any further information about VVED-Kids please contact:

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