

# INFORMATION FOR PATIENTS



VICTORIAN VIRTUAL  
EMERGENCY DEPARTMENT  
Northern Health



The Victorian Virtual Emergency Department allows you to access care for non-life-threatening emergencies, 24 hours a day, 7 days a week. You will be connected to our doctors and nurses via a video call, and receive medical advice from the comfort of your home.



### How do I register?

- You will need a phone, tablet or computer with a camera to use this service.
- To register, please use your phone camera and scan the QR code. You can also visit [vved.org.au](http://vved.org.au)



### What happens after I register?

- You will be linked directly to the Virtual Emergency Department waiting room and placed in the virtual triage queue.
- You will receive a text/email with the next steps.
- When it's your turn, the nurse will consult with you and advise the best course of action.



### What kind of medical help can I get?

- In many cases, we will be able to help you virtually, and organise tests and prescriptions close to your home.
- We can provide self-care advice and a GP follow up.
- We may ask you to come into the Emergency Department.



### Are interpreting services available to me?

- Interpreters are available, and you can request one during the registration process.
- You can also complete the registration form in your preferred language.

For more information,  
please visit [vved.org.au](http://vved.org.au)

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 **Triple Zero (000) urgently.**

Northern Health

Austin  
HEALTH

ST VINCENT'S  
HOSPITAL  
MELBOURNE  
A FACILITY OF ST VINCENT'S HEALTH AUSTRALIA

Ambulance  
Victoria

VICTORIA  
State  
Government



Northern Health acknowledges the Traditional Custodians of this land, the Wurundjeri people, and pays its respects to Elders past, present and future.