

Calling My Emergency Doctor with the smartphone app

Has the patient been in a major accident? Are they unconscious or having chest pains, difficulty breathing or uncontrolled bleeding? PLEASE CALL 000

About to make a call to My Emergency Doctor?



Do you have your notes ready?

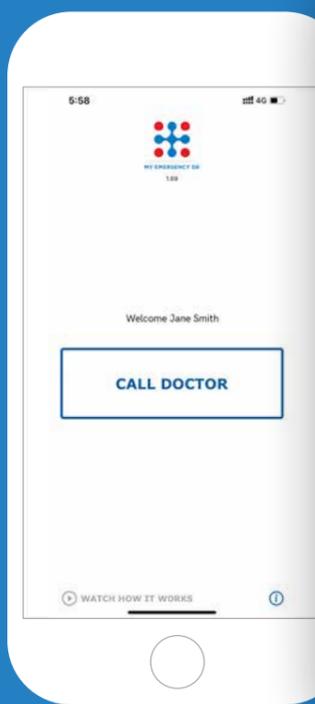


Are you in an area with good Wifi?



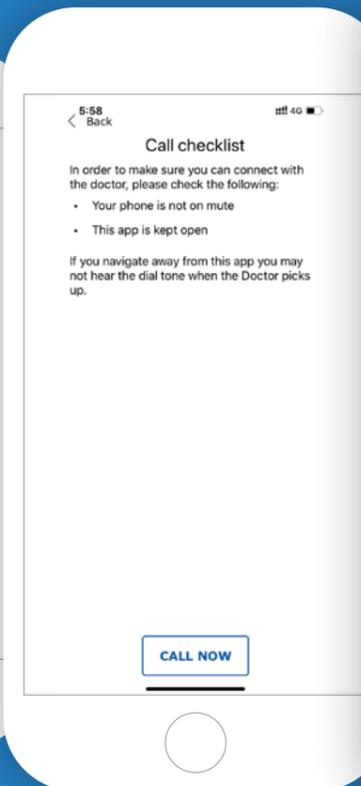
Think AAMPLE

Advanced Care Directive
Allergies
Medication chart
Past history (dementia? parkinson's?)
List set of observations
Events leading up to the call (fall? vomiting?)



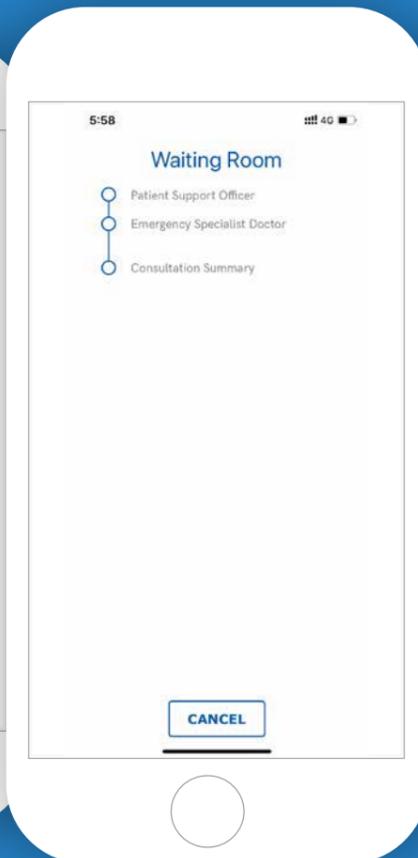
01

Open the My Emergency Doctor app on your phone and click 'CALL DOCTOR'.



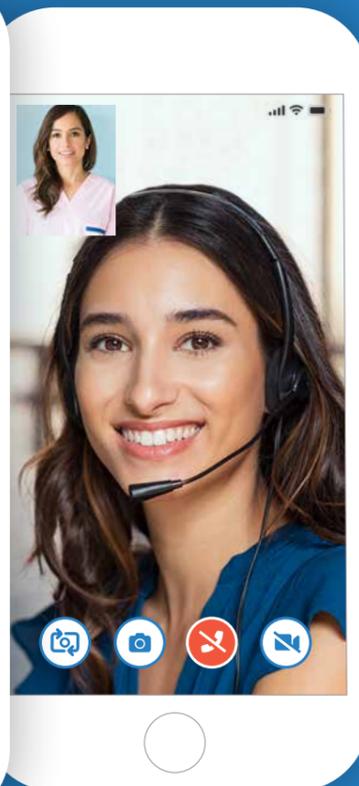
02

Please ensure your phone is not on mute and the app is kept open before you proceed with the call by pressing 'CALL NOW'.



03

An audio message will greet you and your call will be placed in a queue. Once the message is complete, you will enter the 'WAITING ROOM' until a Patient Support Officer becomes available to take your call.



04

When you hear the app ring on your phone, click the 'ACCEPT CALL' button. A Patient Support Officer will answer and ask you to confirm details regarding patient and facility. (see list below).



05

After patient and facility details are confirmed, the call will be connected to the Emergency Specialist doctor and clinical consultation will take place. Directly after the consultation a clinical summary can be sent to the facility for the patient's file.



TO BE CONFIRMED BY RN:

Call Priority / Facility name / RN Name / RN best contact number / RACF calls: GP details / Patients details: (URN, name, D.O.B, age, gender, address, phone number, email, preferred pharmacy, medicare details, and confirmation of preference for upload to My Health Record)

IN-CALL FUNCTIONS:

REVERSE CAMERA

This icon allows us to switch between forward and rear facing cameras; allowing the doctor to better view the patient.



TAKE PHOTO

This icon allows us to take pictures of our findings and send to attending doctor. e.g. wounds and ECGs.



END CALL

This icon ends the call and consultation.



TURN CAMERA OFF

This icon cuts the video feed when video quality is poor and audio format is needed. (For use only after the doctor has seen the patient).



1800 000 633
myemergencydr.com/emphn

