



Virtual Emergency Care Service

Fact Sheet for General Practitioners

The Virtual Emergency Care Service (VECS) provides Queensland General Practitioners (GPs) with access to specialist emergency medicine advice by telephone or live streamed video-conference.

The VECS Emergency Medicine (EM) Physicians can assist you with advice, support, and access to HHS services:

- This service is available to GPs across Queensland and can be accessed as either a consultation about a patient or a joint consultation with the patient.
- Advice and support are available for any patient with any condition.
 - **NOTE: For life threatening emergencies call triple zero (000) and request Ambulance Services. The VECS is not intended to be used for patients experiencing a life-threatening emergency.**
- The VECS EM Physicians can help you manage your patient in the community by:
 - Providing advice for ongoing management
 - Facilitating access to HHS based community services such as community nurses and HITH
 - Facilitating access to an outpatient specialist review
- The VECS EM Physicians can consult with you to assist in navigation to access other local services:
 - Urgent outpatient review in Rapid Access Clinic or sub-specialty telephone advice.
 - “Direct to bed” admission in HITH or subspecialty inpatient services where local pathways are in place for your HHS.

How to access the VECS:

Call 1300 847 833

Monday to Sunday 8am -10pm

The VECS team are aware that your time is precious. Clinician calls are prioritised, however if you prefer, we can schedule a call back.

You will be connected to an experienced emergency nurse. Please have the following information ready:

1. Your name and phone number
2. The patient’s name, date of birth, hospital number (if available) and brief description of the problem
3. The practice phone number

The triage nurse will be accessing previous hospital information on your patient while you consult with the medical staff. The VECS EM Physician will speak with you as soon as possible. During busy times they will sometimes need to call you back and the triage nurse will be able to advise of the





likely time frame for the call. You may prefer to ask your patient to sit in the waiting room for a short period until both medical practitioners are available for the consultation.

- If you request a face-to-face consultation and you have a computer with a camera or a smartphone, the VECS team will send you an appointment link.
- While the consultation is in progress, VECS staff may contact your practice for further patient details if required, to complete the registration process.
- During the consultation a management plan will be agreed and later documented by the VECS clinical team. These notes will be uploaded into the Health Practitioner Portal/The Viewer.
- The following day, you will be contacted via email for feedback about the service and the patient will be contacted as indicated.

Examples of presentations the VECS service can be used for*

- Asymptomatic hypertension
- Soft tissue infections/cellulitis
- Deep Vein Thrombosis (DVT)
- Urinary tract infection
- Diabetic patient with high BSLs
- Fever in children
- Vertigo
- Acute Low back pain
- Gastroenteritis
- Minor sports injuries
- Minor head injuries
- Viral illness (including COVID-19)
- Headache

***Please note this is not an exhaustive list and if you are unsure whether the VECS team can assist please feel free to call and speak with one of the friendly VECS team.**

Further information is available on the VECS webpage (insert link here)

