



WAVED

WA Virtual Emergency Department

Residential aged care factsheet

How to access WAVED

When a resident within an aged care home needs emergency care, the staff member will call 000 as usual.

The staff member will be asked questions about the patient by the St John Ambulance WA (St John) team to assess if it is safe and suitable to provide the patient with virtual emergency care through WAVED instead of being directed to an Emergency Department.

Patients who have been assessed by the St John team as not requiring urgent transport to an emergency department and who meet set criteria may be referred directly to WAVED for virtual consultation.

Using WAVED

Once a patient has been identified as suitable for WAVED, a WAVED staff member will contact the aged care facility.

A WAVED virtual consultation will only occur where the experienced emergency medical staff deem it as a safe and preferable option to keep the patient in the comfort of their residence and to avoid an unnecessary visit to the emergency department.

The facility will be sent a website link for a Healthdirect video call through email or text message to the nominated device (computer, tablet or mobile phone). This link will connect the patient and caregivers directly to an emergency doctor.

While on the call:

- the patient or staff member may need to wait on hold in a virtual 'waiting room' for the emergency doctor to start the video call
- support and guidance will be provided to the patient and staff member by the WAVED team throughout the consultation
- multiple people will be able to join the consultation by accessing the link, including family members, general practitioners and other care providers
- the emergency doctor will assess the patient and provide advice regarding management of the patient's condition. This may include prescriptions for medication, referrals for further investigations, and linking with services for follow-up care, including hospital attendance where required.

- it is recommended that a staff member remains with the patient and nominated device while on hold to make sure that the virtual consultation begins as soon as the emergency doctor joins the call. This will allow assessment of the patient and treatment to occur as soon as possible.

Residential aged care home requirements

Technology

- Residential aged care homes require access to a computer or smart device (tablet or smart phone) and a WIFI internet connection to have a video virtual consultation.
- No special programs or technology are required.

Training

- There is no special training required for staff to access WAVED. The staff will be supported in each step through the patient journey by experienced emergency medical staff.

Supporting services and follow up care

Hospital referral

- Patients will be assessed by a qualified emergency department doctor who will make an informed decision on the best location for patient care.
- If at any time during the virtual consultation it becomes clear that transport to hospital is required, an ambulance will be dispatched in line with usual processes.

Referrals to other services

- The emergency department doctor will assess the patient and can provide referrals into other services, scripts for medication and linkages with support services.
- Blood test and x-ray requests are not in scope of the initial phase of WAVED but will be included in future phases.

Discharge information

- Once the consultation is complete the discharge summary will automatically be sent to the patient's General Practitioner.
- The WAVED discharge coordinator can also ensure relevant discharge advice is sent to a nominated email address to ensure the patient continues to be cared for appropriately.

Care quality

- Safety and quality are at the forefront of the WAVED service. Only those patients calling 000 who do not require urgent transport to a hospital and meet set criteria will be considered for referral to WAVED. This will mean improved care for people who would generally have longer wait times for ambulances as well as for clinical assessment in ED.
- The aim of using virtual care through WAVED is for these patients to be seen by a specialist emergency physician much earlier than they would when attending an ED and to avoid potential complications from attending an ED.

- Patients requiring emergency care for life threatening or urgent conditions and require urgent transport to a hospital will not be referred to WAVED. St John Ambulance will dispatch an ambulance as per usual processes.

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