

# My Emergency Dr FAQs

## EMPHN and My Emergency Dr

---

### **What role do PHNs have in commissioning after-hours services?**

Under the Department of Health After Hours Funding Schedule, PHNs are tasked with commissioning high quality, innovative, locally relevant and effective after-hours primary care based on community needs.

### **What process did EMPHN take before tendering for innovative after-hours solutions?**

After undertaking a comprehensive needs assessment, EMPHN identified:

- a gap in the after-hours service system where some local communities were unable to access urgent after hours care, particularly in areas that are remote or isolated
- reduced access for vulnerable groups including residents of aged care facilities and people of CALD backgrounds, with mental health issues or experiencing homelessness
- sustained high after-hours category 4 and 5 ED presentations across the catchment, particularly in children aged zero to four years old and RACF residents.

### **How did EMPHN commission My Emergency Doctor?**

The My Emergency Doctor (MED) initiative is a commissioned service that went through a rigorous request for tender process. EMPHN published an open request for tender. The evaluation panel consisted of GP, community and hospital representation and sustainability aspects of the proposal were fully reviewed. MED was one of two successful tenderers

### **Why is EMPHN trialing models of care that are innovative?**

EMPHN recognises that it has a diverse catchment and that one after-hours service solution is not going to meet the needs of all parts of our catchment and communities. Therefore EMPHN has, through an open tender approach, sought to commission innovative models to trial. EMPHN will be closely monitoring the usage of the innovative solutions commissioned to inform future investments intended to increase access to effective After- Hours services.

### **What is My Emergency Dr?**

My Emergency Dr is a video-based smartphone app that puts you in touch with an Australian qualified Emergency Specialist Doctor 24/7 when you need one, at the touch of a button. The My Emergency Dr Service is provided by Connected Medical Solutions Pty Ltd.

#### **FOR MORE INFORMATION**

18-20 Prospect Street  
(PO Box 610) Box Hill, Vic 3128

Phone 9046 0300  
[www.emphn.org.au](http://www.emphn.org.au)

**phn**  
EASTERN MELBOURNE

An Australian Government Initiative

## **Who are Connected Medical Solutions?**

Connected Medical Solutions (ConnectedMed) is an Australian owned company. Registered clients have 24 hours-a-day immediate phone and video access to a team of emergency specialists who can remotely assess, diagnose and arrange treatment.

## **Does it cost anything?**

Residents of the EMPHN region can access MED for free in the after-hours period by putting their post code into the partner code field. The use of the patient postcode is seen as the easiest way of confirming their eligibility without the need to remember a particular code at a time of stress. For fees at all other times please find the service fees [here](#).

For residents of aged care facilities and for Australians living in a telehealth-eligible area (which Medicare defines as outside of major city (RA1) as classified by the Australian Standard Geographical Classification), the service can be bulk-billed to Medicare if your GP has provided a referral in advance.

To check if you live or work in a Medicare approved telehealth area, check the Australian Standard Geographical Classification website [here](#).

## **EMPHN after-hours:**

For more information on the work EMPHN does or has commissioned in the after-hours please go to our website [here](#).

**Please see over for more information on the My Emergency Dr service for the community.**

# My Emergency Dr and the community

## What is an Emergency Specialist Doctor?

Emergency medicine is a recognised specialty within medicine where the focus is on immediate diagnosis, resuscitation and treatment of patients with an acute medical condition. Emergency Specialist Doctors (also called Fellows of the Australasian College for Emergency Medicine, or FACEMs) have completed specialist training and passed their Fellowship or 'Consultant' Exam in Emergency Medicine. They are trained to deal with the full range of emergencies suffered by all patients regardless of age or gender.

Further information about Emergency Medicine specialist training can be found [here](#).

## Does this service replace my GP or 000?

Absolutely not. We recognise that your GP is your primary healthcare provider. We simply want to be there at times when your GP can't be, as our service is available 24 hours a day, seven days a week.

Please also note that this is not a replacement for the emergency 000 service. If you suffer a time-critical emergency such as chest pain or difficulty breathing, call 000 without delay.

What do I need to use the service?

- an iPhone five, six or seven using iOS operating system nine or later, or an Android phone, using Android six operating system or later
- an internet connection
- adequate background lighting (so our doctors can see you)
- our app (see below).

## How does the service work?

The key steps are:

- download our app My Emergency Dr from the Apple App Store or Google Play Store
- open the app and register your name, mobile number and credit card details/partner code
- when an urgent health problem, illness or injury affects you, open the app and connect via built-in video to the emergency specialist doctor
- the doctor will assess you and make a diagnosis, then arrange what is needed, e.g. prescription for medication, referral for an x-ray, or even urgent admission to hospital
- the doctor will make available on our patient portal for you to download, a copy of your consultation summary together with any prescriptions or referrals you might have been given

## Does it cost anything?

Residents of [EMPHN region](#) can use their residential address post code as the partner code to obtain free access in the after-hours period. Simply enter into the partner code field. The use of the patient postcode is seen as the easiest way of confirming their eligibility without the need to remember a particular code at a time of stress.

### **Will you let my GP know that I've used this service?**

You are welcome to download a copy of your consultation summary, prescription and referral and forward to your doctor at your own convenience. Under the EMPHN funding, MED will send a copy of your summary to your chosen doctor. By the end of 2018, MED hopes to be uploading shared health summaries to My Health Record.

### **What if I need medication or an x-ray?**

If medications need to be organised, we can issue you with an electronic prescription. Similarly, we can also issue you with a referral for an x-ray or blood test. Please also note that for S4 drugs, our policy is to email the prescription direct to the pharmacist. We will not prescribe S8 drugs under any circumstances.

### **Can a child use this service?**

A child can use this service provided he/she is in the company of a parent or guardian during the entire consultation.

### **What services are not provided?**

This is an emergency telehealth service. We do not provide home visits or in-person consultations. We also do not prescribe S8 medications.

### **Is my data secured? Will the call be private?**

All your personal information will be kept secure on Australian-based servers. Our doctors may review this information with other healthcare providers such as your GP in accordance with our Privacy Policy.

From time to time a second emergency specialist doctor may access your patient records for quality assurance purposes only. Please also see our Terms and Conditions.

### **For more information**

To find out more on what to do next, terms of use, how to make a complaint about medical treatment received, downloading and using the app or any further questions please go to [My Emergency Dr FAQs](#).

Or please email us at [info@myemergencydr.com.au](mailto:info@myemergencydr.com.au) or contact us on **1800 123 633**.