



My Emergency Doctor is taking the pressure off emergency care delivery.

Supporting patients and clinicians with access to specialist emergency physicians when needed the most.

Regional and remote health services work hard to deliver high standards of care to their communities. My Emergency Doctor supports on-duty doctors and nurses to address surges in demand, patient flow, manage complex presentations and ensure they can be supervised by a senior clinical decision maker, on-demand and even after-hours.



My Emergency Doctor supports regional hospitals to relieve workforce shortages and deliver positive patient health outcomes through joint patient management and rapid access to senior medical expertise.

As the most senior of emergency specialists, My Emergency Doctor's medical workforce consists entirely of Fellows of the Australasian College for Emergency Medicine (FACEMs). All are registered with the Australian Health Practitioner Regulation Agency (AHPRA) and go through a rigorous selection and credentialing process.

FEATURES



EMERGENCY MEDICINE EXPERTISE

Our service, featuring Australian-qualified and highly skilled emergency doctors (FACEMs), can be integrated with your health care systems and can support your team.



AVAILABLE 24/7

Access when you need, only pay for what you use.



FAST ACCESS

We aim to pick up your call within seconds and connect you with a FACEM within 15 minutes.



ESTABLISHED IN 2016

We have fielded over 50,000 consultations since we were founded in November 2016. Trusted by health services, ambulance services, PHNs and residential aged care facilities across Australia.



ROBUST CLINICAL GOVERNANCE

We pride ourselves on a clinical governance framework that upholds quality clinical care.

ON-DEMAND FACEM-LED CARE IS HERE

Our clients turn to us to relieve the pressure on stretched local GP and clinical workforces. In doing so, we also provide regional, rural and remote hospitals and health services with roster security and financial savings.

EXPANDING HOSPITAL WORKFORCE CAPACITY

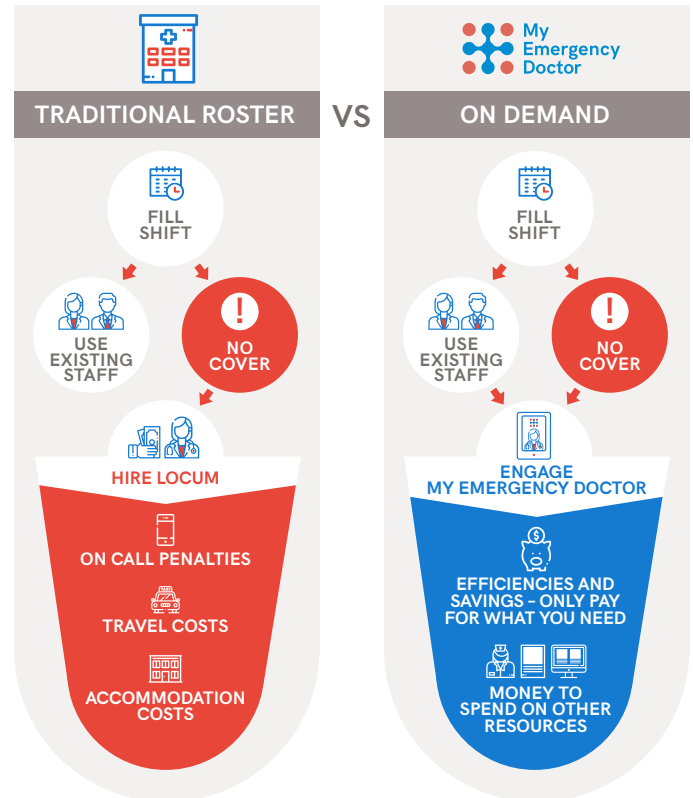
Securing access to an emergency specialist doctor (Fellow of the Australasian College for Emergency Medicine or FACEM) through My Emergency Doctor enables senior medical supervision of junior staff, and supports achievement of quality patient outcomes and operating efficiencies.

SUPPORTING EXISTING HEALTH CARE STAFF

Complementing your team with My Emergency Doctor's service provides your frontline staff with the assurance of working alongside Australia's largest FACEM workforce, selected for their ability to provide a high standard of quality emergency care.

WORKING WITH GPs TO PROVIDE CARE

Our service complements existing primary care provision with our emergency specialist doctors able to provide post-consultation summaries and upload event summaries to My Health Record.



“ Telehealth has worked so well and delivers great patient outcomes and experiences. No one (patient) has refused the (My Emergency Doctor) service... Our staff trust in My Emergency Doctor and the highly skilled emergency physicians. My Emergency Doctor will be embedded as part of practice and I'd like to see it expanded out for inpatients too, to improve acute service in the after hours capacity to further support our local GP workforce in achieving work life balance. ”

Nickola Allan, Chief Executive Officer, Maryborough District Health Services (VIC)



My Emergency Doctor supports Maryborough District Health Service (VIC) with on-demand FACEM-led care

WHO

Maryborough District Health Service (MDHS) is a regional health service in Victoria that provides a comprehensive range of health care services to the local population of around 15,000 people.

WHERE

The main campus (and Urgent Care Centre) is located in Maryborough with other services delivered from the Avoca and Dunolly campuses.

PROBLEM

The MDHS Urgent Care Centre (UCC) is typically staffed by nurses in the after hours and on-call general practitioners/ Visiting Medical Officer's (VMO's). Providing a 24/7 service meant the local GP workforce were devoting very long hours and their commitment was at times leading to exhaustion. To avoid patients having to travel over 60kms to the nearest hospital, the GPs were relied upon by the UCC staff to attend overnight in order to diagnose and treat sometimes even low-acuity conditions.

SOLUTION

MDHS applied for and were accepted into a pilot program led by Western Victoria Primary Health Network to access My Emergency Doctor and after hours emergency telemedicine services. Between 10pm - 6am the local GPs are now reassured that they will only receive a call to attend the UCC for serious cases that absolutely require their attendance.

OUTCOME

Since the pilot has launched MDHS has utilised the service of My Emergency Doctor 245 times during October 2019 - June 2020. Of those 245 patients - 13.5% were admitted for ongoing care and management, 78.4% were discharged home after assessment and management and 8.2% were transferred to a higher level of care at another health service. Additionally, no complaints or negative feedback was received in this 9 month period. Over the course of one year using My Emergency Doctor the team at MDHS has never looked back. They believe the stress-free and fast accessibility to using the telehealth service, has made it the ideal solution in ensuring GP's maintain a much deserved worklife balance and nurses feel reassured that they will be supported by specialist doctors at any given point in time of their shift.

CASE STUDY

DO YOU HAVE A SHORTAGE OF SENIOR MEDICAL OFFICERS?

My Emergency Doctor can cover your workforce shortages at any time, whether it is over a holiday period or otherwise. Our team of 70+ emergency physicians are all Australian-qualified FACEMs, available 24 hours a day, 7 days a week, 365 days a year. They are ready to cover any roster gaps or hard-to-fill shifts with the skills and expertise to manage patients, direct and supervise junior medical officers and assist nursing staff whenever required.

CONTACT US TODAY TO DISCUSS HOW WE CAN HELP YOU:

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