



VICTORIAN VIRTUAL
EMERGENCY DEPARTMENT
Northern Health

**Healthcare
Professional
Registration**

**Telehealth
Consult
Platform**

1 Go to vved.org.au and select 'Aged Care Service'

2 Start the registration form*

3 Complete the verification process

Enter a mobile number to receive a one-time password to proceed.

4 Complete the remainder of the form and submit

5 Enter Telehealth Consult Platform*

Weblink sent to mobile phone and email address recorded in registration form.

6 Enter patient identifiers

Enter patient's name. Phone number can be mobile or landline - must be available to answer if VVED need to call whilst waiting.

7 Wait for consult to start

- If disconnected, re-enter using same consult weblink (position in queue will remain the same)
- If experiencing wait time > 15-minutes use 'chat box' on screen to message ANUM
- If required, call VVED ANUM 0459 847 364 (to cancel or request consult more urgently)

Tips * Have registration form and telehealth consult weblinks 'bookmarked' to RACH devices

- Do not enter consult waiting room without first completing the registration form.
- Discharge summary and medication chart sent to registered RACH email address.
- For document queries contact VVED clerical: ED.VirtualTriage@nh.org.au or 9485 9070