

RPA Virtual Hospital Virtual Urgent Care Service

Information for general practitioners

About the Virtual Urgent Care Service

The Virtual Urgent Care Service provides clinician-led assessment, management and follow-up for adults with urgent or unplanned care needs. GPs can refer patients who need outpatient clinic appointments, when there is uncertainty about whether a patient should present to the ED, or for expert clinical advice. Our service offers timely access to senior medical and nursing staff, to streamline patient care and reduce unnecessary ED visits.

Eligibility criteria

Patients must meet the below criteria:

- Patient is aged 16 years or over
- Patient or carer consents to Virtual Urgent Care referral
- Patient has access to a video call device
- Patient would otherwise be transported to a physical ED
- Patient is deemed appropriate for virtual care and assessment by the referring GP

Exclusion criteria

Patients with the following vital signs post GP review will not be accepted:

- Heart rate: < 40 or > 140 beats per minute
- Systolic Blood Pressure: < 90 or > 200 mmHg
- Respiratory Rate: < 10 or > 30bpm
- Blood sugar level: < 4mmol/L with decreased level of consciousness
- SpO2 < 93% (unless normal for patient)
- Altered level of consciousness from baseline (unless patient is palliative or in a Residential Aged Care Facility)

Patients with critical concerns will not be accepted:

- Life threatening illness
- Airway compromise, such as stridor
- Obvious acute injury requiring procedural intervention, such as limb deformity
- Intoxication or acute behavioural disturbance including acute mental health presentation
- Primary obstetric issue
- Suspected stroke or Transient Ischaemic Attack
- Suspected acute coronary syndrome
- First seizure

Any patient identified by the Virtual Urgent Care clinician as clinically inappropriate for virtual assessment and management will not be accepted.

Referrals

Referrals are made via phone call to the Virtual Urgent Care Service on 1800 772 833, Monday to Friday, 8.30am to 5pm.

- Referring clinician to provide a clinical handover to the Virtual Urgent Care senior nurse who will assess the suitability of the referral.
- Once the patient is deemed suitable, a video call between the referring clinician, patient and Virtual Urgent Care Senior Medical Officer will be initiated for a formal clinical assessment and management plan.

Onward referral will be made as appropriate to Sydney Local Health District services and programs including:

- Virtual Fracture Clinic
- Virtual Trauma Ward
- Virtual Acute Respiratory Ward
- Emergency Hospital in the Home
- Sydney District Nursing
- Residential Aged Care Facility Outreach
- General Practice Casualty
- Urgent Care Services and Emergency Departments

For more information see HealthPathways.



Contact

Virtual Urgent Care Service

RPA Virtual Hospital

Monday to Friday, 8.30am to 5pm
Closed weekends and public holidays

Phone: 1800 772 833

Website: <https://slhd.health.nsw.gov.au/rpavirtual>