

Urgent diabetes care made easy.



Access urgent diabetes care from **anywhere in Victoria.**



Cost-free clinical assessment and medical advice through **any device.**



24 hours a day, seven days a week.



Interpreter services are available at no cost to you.



For a life-threatening emergency call Triple Zero (000) immediately



VICTORIAN VIRTUAL
EMERGENCY DEPARTMENT
Northern Health

vved.org.au

The **Victorian Virtual Emergency Department (VVED)** allows you to access urgent diabetes care 24 hours a day, 7 days a week. You will be connected to our doctors and nurses via a video call, and receive medical advice from the comfort of your home.

How do I access the service?

- You will need a phone, tablet or PC with a camera to use the service.
- Visit vved.org.au or scan the **QR code**
- Please use one of the four buttons on the home page, depending on the category that best describes you.
- Once you complete the registration process, you will be linked directly to a virtual waiting room until it is your turn to be seen by a clinician.



Will I be speaking to a diabetes specialist?

- During peak periods, we have specialist diabetes nurse practitioners ready to help. We also have a team of emergency physicians, paediatric emergency physicians, general practitioners and nurses available 24 hours a day, seven days a week.

What kind of urgent diabetes care can I get?

- In many cases, we will be able to help you virtually, and organise tests and prescriptions close to your home.
- We can provide sick day management, urgent prescriptions, and self-care advice.
- We will provide a follow-up plan or may ask you to come to an Emergency Department.

When should I call an ambulance?

- Please call an ambulance for life-threatening conditions. Examples include low blood sugar where the person appears confused or is not awake enough to eat or drink, OR your blood ketone levels are 3.0 mmol/L and above.
- **If you think you have a life-threatening condition, contact Triple Zero (000) urgently.**

Are interpreting services available to me?

- Interpreters are available free of charge.
- You can request one during the registration process.