

# Calling My Emergency Doctor with the smartphone app

Has the patient been in a major accident? Are they unconscious or having chest pains, difficulty breathing or uncontrolled bleeding? PLEASE CALL 000

## About to make a call to My Emergency Doctor?



Do you have your notes ready?

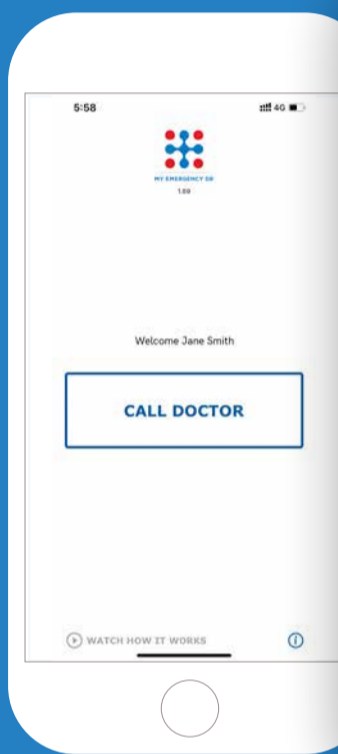


Are you in an area with good Wifi?



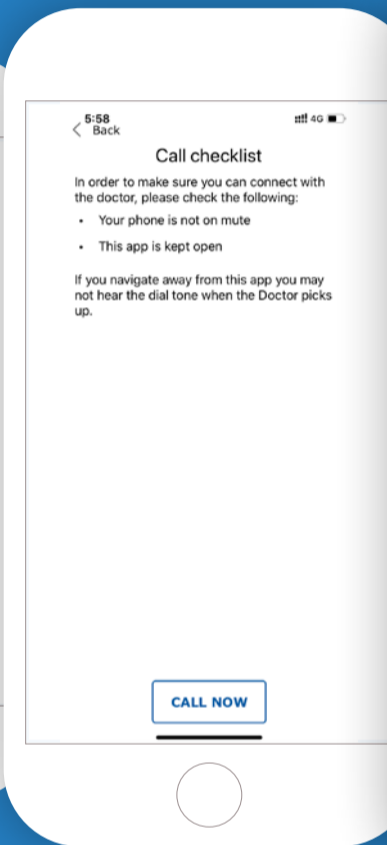
## Think AAMPLE

Advanced Care Directive  
Allergies  
Medication chart  
Past history (dementia? parkinson's?)  
List set of observations  
Events leading up to the wcall (fall? vomiting?)



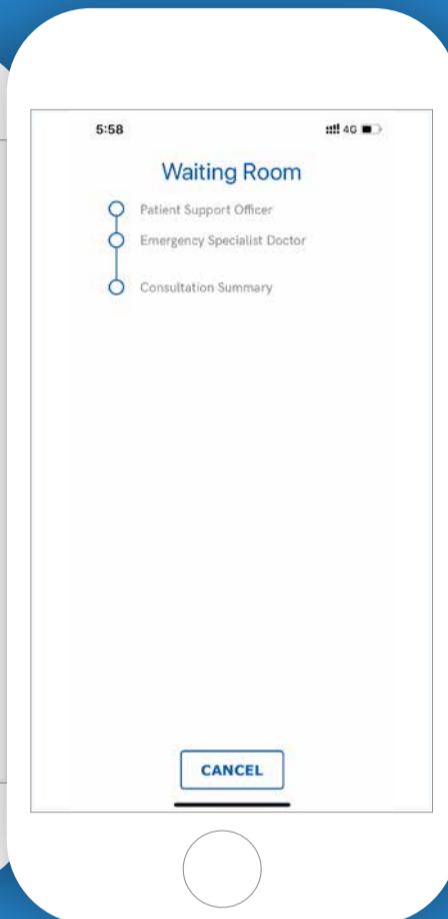
01

Open the My Emergency Doctor app on your phone or smart device click 'CALL DOCTOR'.



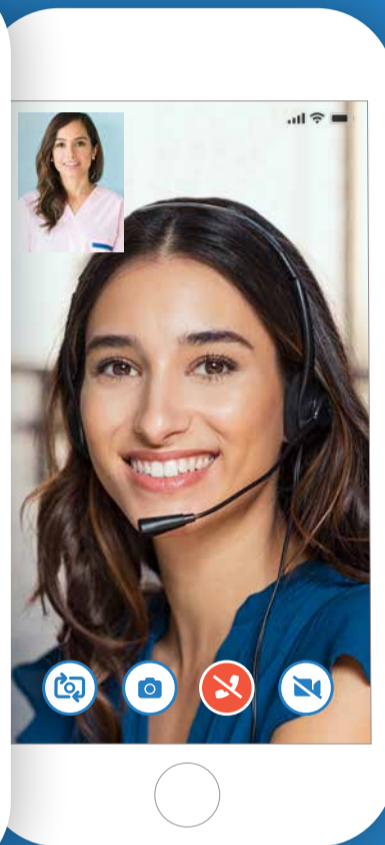
02

Please ensure your phone or smart device is not on mute and the app is kept open before you proceed with the call by pressing 'CALL NOW'.



03

An audio message will greet you and your call will be placed in a queue. Once the message is complete, you will enter the 'WAITING ROOM' until a Patient Support Officer becomes available to take your call.



04

When you hear the app ringing on your phone or smart device, click the 'ACCEPT CALL' button. A Patient Support Officer will answer and ask you to confirm details regarding patient and facility. (see list below).



05

After patient and facility details are confirmed, the call will be connected to the Emergency Specialist doctor and clinical consultation will take place. Directly after the consultation a clinical summary can be sent to the facility for the patient's file.



## TO BE CONFIRMED BY HEALTH PROFESSIONAL:

Call Priority / Facility or Health Service name / Health Professional name/ Best Contact Number / GP details (if consent given) / Patients details: (URN, name, D.O.B, age, gender, address, phone number, email, preferred pharmacy, medicare details, and confirmation of preference for upload to My Health Record)

## IN-CALL FUNCTIONS:

### REVERSE CAMERA

This icon allows us to switch between forward and rear facing cameras; allowing the doctor to better view the patient.



### TAKE PHOTO

This icon allows us to take pictures of our findings and send to attending doctor. e.g. wounds and ECGs.



### END CALL

This icon ends the call and consultation.



### TURN CAMERA OFF

This icon cuts the video feed when video quality is poor and audio format is needed. (For use only after the doctor has seen the patient).



1800 123 633  
myemergencydr.com

