

Answering the call with FACEM On-Demand

My Emergency Doctor alleviates senior medical emergency specialist shortages through rapid access to its FACEMs, 24/7/365.



Maintaining quality care and management of critically unwell patients during significant emergency presentation surges and staff shortages is a widespread challenge for many hospitals in Australia.

A growing body of evidence shows that telemedicine services in emergency settings can improve patient care through more accurate diagnosis, treatment and improved discharge planning.¹

My Emergency Doctor's **FACEM On-Demand** provides telemedicine support to the on-site clinical team whenever or wherever needed, helping dial down the pressure on staff, and dial up the quality of patient care.

FACEM On-Demand is a flexible solution that is already in use across a range of situations, including:

- management of critically unwell patients (Category 1 or 2) across an extensive network of rural and regional sites in NSW
- as a safety net for a private drug and alcohol rehabilitation service in QLD, with My Emergency Doctor specialists standing in when there is no medical coverage on site

The broad utility of **FACEM On-Demand** also extends beyond healthcare institutions. For example, community events and organisations can use the service as standby support as part of risk management.

Customise
FACEM ON-DEMAND
to your facilities' needs



Support clinical teams in the treatment and diagnosis of emergency presentations where no medical staff are available



Provide senior support and decision making where no Senior Medical staff are available for the emergency



Support less experienced clinical and medical teams to perform procedures



Augment the pool of Senior Medical staff that can assist in emergency consults

Contact us today to discuss how our services can support and enhance care for your patients.

My Emergency Doctor

 1800 001 059

 enquire@myemergencydr.com.au



FINANCIAL REVIEW **BOSS**
MOST INNOVATIVE COMPANIES

Optimising Patient Flow and addressing Staff Shortages in Healthcare

Dr Justin Bowra FACEM
Founder & Medical Director
My Emergency Doctor

My Emergency Doctor works closely with hospitals to deliver cost effective viable solutions to improve patient flow and workforce experience.

My Emergency Doctor telemedicine services aim to provide back-up and support during times when critical access to emergency specialists doctors are needed. Our aim is to extend and optimise current Hospital care in Australia regardless of where and when it is required 24/7/365. We work alongside on-site doctors, nurses and paramedics to reduce avoidable ED presentations and help manage critical complex presentations.



Consistent, safe and quality access to Emergency Physicians 24/7, 365 days a year

My Emergency Doctor is one of Australia's leading telemedicine service. Founded in Australia, all consulting physicians are Fellows of the Australasian College for Emergency Medicine (FACEMs) and are registered with the Australian Health Practitioner Regulation Agency (AHPRA).

As the most senior emergency doctors, our consulting emergency physicians at My Emergency Doctor are trained to make important critical decisions and follow robust clinical governance procedures to ensure highest quality clinical care to enhance the overall patient experience.



Trusted by Australian healthcare institutions since 2016

ESTABLISHED

Partnering with Australian healthcare services including Ambulance, Primary Health Networks, Residential Aged Care Facilities, Hospitals, Urgent Care Centres and Multi-purpose Centres.



Enhancing institutional performance

HEALTHCARE INSTITUTION SUPPORT

Use FACEM On-Demand to facilitate timely and quality clinical decisions, improve patient flow and reduce inefficiencies (e.g. unnecessary transfers or admissions) in the patient treatment pathway.



Reduce staff stress and uncertainty

WORKFORCE WELLBEING

FACEM On-Demand increases the level of support for, and experience gained by, on-site staff, increasing satisfaction and reducing stress.



Access to FACEM-led care

EXPERTISE

Our Australian qualified specialist emergency doctors provide back-up and support during times when critical access to emergency specialist doctors is needed.



Help ensure better health outcomes

PATIENT EXPERIENCE

Enable faster attendance to patients and ensure all patients receive the level of attention they deserve, and the best health outcomes.



Medical Assistance 24/7/365

ON-DEMAND

Provide emergency medicine assistance no matter the day or time via telemedicine. On-site staff can access consultations with emergency specialists within minutes.

Contact us today to discuss how our services can support and enhance care for your patients.

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