

USEFUL DIGITAL HEALTH TOOLS DURING EMERGENCIES

When natural disasters disrupt access to regular healthcare, digital tools can help people to stay informed, connected and supported.



TELEHEALTH SERVICES

- You may be able to book a telehealth consult via video or phone call for non-urgent care with your doctor.
- Victorian Virtual ED (VVED): Free 24/7 video consults with emergency clinicians.



ELECTRONIC PRESCRIPTIONS (ESCRIPTS)

- Doctors can send prescriptions as a QR code token via SMS or email.
- Patients can then present the token at any eScript-enabled pharmacy and may also be able to arrange home delivery.



ELECTRONIC REFERRALS

- GPs can issue digital referrals securely via email or SMS to specialists and for diagnostic imaging or pathology tests.



SECURING MEDICINES

- Talk to your pharmacist for advice and options.
- Pharmacies may be able to dispense medications prior to receiving a script.
- You may be able to get up to three days' essential medications without a prescription.



HELPFUL WEBSITES

- My Health Record: If enabled, you can access health summaries from health professionals and a list of your prescriptions, diagnostic and pathology reports.
- VicEmergency App: Real-time alerts for fires, floods etc.
- EPA AirWatch: Air quality updates.
- Healthdirect: Symptom checker and find a health service search.



TIPS FOR COMMUNITY

- Keep your Medicare card and photo ID handy. (Take photos on your phone).
- Download the 1800MEDICARE app to your phone or tablet.
- Save telehealth and pharmacy contacts.
- Maintain a small emergency supply of medicine.
- Share medical history and medications via My Health Record.
- If symptoms worsen, call Triple Zero (000) immediately