

POSITION DESCRIPTION

Position Title:	<i>Virtual Health Physician</i> – Victorian Virtual Health
Business Unit/Division:	Division of Virtual Services
Award Agreement:	In accordance with the AMA Victoria – Victorian Public Health Sector – Medical Specialists Enterprise Agreement 2022-2026
Classification:	As per EBA, based on Fellowship
Employment Type:	Permanent Part-Time
Reports to:	Director of Workforce Operations
Date Prepared/Updated:	August 2025

General Role Statement:

The *Virtual Health Physician* in the Victorian Virtual Emergency Department (VVED) & Victorian Virtual Specialist Consults (VVSC) plays a crucial role in providing accessible, timely, and high-quality medical care to patients via virtual consultations. *Virtual Health Physicians* are responsible for diagnosing and managing a wide range of acute and chronic conditions, providing appropriate treatment plans, and coordinating care with other healthcare providers to ensure comprehensive patient management.

By effectively combining clinical expertise with innovative telehealth solutions, the *Virtual Health Physician* plays an essential role in enhancing patient access to specialist care and improving health outcomes across Victoria. This model has been endorsed as a Statewide Service by the Victorian Department of Health.

We are a diverse, driven group of doctors, nurses, nurse practitioners, pharmacists and clerical staff. We promote a strong culture of teamwork, encourage problem-solving, innovative thinking, and welcome new ideas.

ORGANISATIONAL OVERVIEW

Introduction

Northern Health is a vibrant, fast-paced workplace located in the rapidly growing northern suburbs. This is driving us to think innovatively about the needs of the population and what the health system of the future might need to look like to meet those needs. We take care of our community by providing a wide range of health services at multiple locations including:

- Northern Hospital Epping
- Broadmeadows Hospital
- Craigieburn Centre
- Bundoora Centre
- Merri-bek Community Team
- Broadmeadows Community Care Unit
- Broadmeadows Prevention and Recovery Care
- Hotham Street Community Mental Health Clinic
- Northern Prevention and Recovery Care
- Northern Community Care Unit
- Noogal Clinic
- Kilmore District Health
- Women's Health Hub

We also collaborate with our partners to help expand the range of health care services offered to our culturally rich and diverse community.

As an organisation, we are shifting our focus from illness to putting a spotlight on supporting our community in 'staying well'. In order to achieve this, we are developing strong relationships with other health service providers and the community across the region, to help us think differently about the future.

Northern Health provides a dynamic working environment, with a strong culture of teamwork, safety and respect. Northern Health is proud to be an inclusive employer and aims to ensure our workforce is representative of the community.

Our Vision:

Creating a healthier future by working together, innovating and delivering great care.

Our Values:

- Safe – We provide safe, trusted care for our patients. We are inclusive, culturally safe, celebrating the diversity of our staff and community.
- Kind – We treat everyone with kindness, respect and empathy. We provide patient-centred and compassionate care.
- Together – We work together with our staff, patients, consumers and health system partners.

Our Priorities:

Northern Health has determined six strategic directions. The directions are focused on addressing priorities for safety, sustainability, growth and innovation. They reflect our best assessment of opportunities and challenges in our current and future environment.

- Collaborate to deliver safe, efficient, effective and sustainable care in all our services
- Demonstrate our commitment to the wellbeing of our valued workforce
- Renew and strengthen our infrastructure, systems, tools and processes for financial sustainability and growth
- Innovate to shape the future of health care in Victoria
- Partner to keep people well and deliver the best possible care locally
- Drive research and education to deliver excellent care and develop the next generation of clinicians and health care leaders

These priorities are inter-related in that success in one area is dependent on success in another. Detailed plans have been developed to support each of the priority areas.

All Northern Health employees will contribute to improving patient safety by being familiar with, and applying the National Safety and Quality Standards and criteria.

Safety, Quality and Clinical Governance at Northern Health

Northern Health is dedicated to providing the highest quality of care in the safest possible environment for every patient every time. We are focused on strengthening the safety and quality of care across the continuum, with a focus on saving lives, reducing harm and improving the patient experience.

Northern Health's safety and quality improvement activities focus on delivering the Strategic Plan and Operational Business Plans, and are supported by the Northern Health Clinical Governance and Risk Frameworks, and the Northern Health Quality Improvement Methodology.

The Northern Health Quality Management System brings together the core elements that underpin how:

- Quality and Clinical Governance is determined.
- Quality services are delivered.
- Risk is managed.
- Audit – what matters is monitored.
- Our committees monitor performance of controls put in place to ensure safe patient care.

Commitment to Child Safety at Northern Health

- We are committed to the safety, participation and empowerment of all children
- We are committed to the cultural safety of Aboriginal children, the cultural safety of children from a culturally and /or linguistically diverse backgrounds and to providing a safe environment for children with a disability.
- We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures
- We have legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow vigorously

Family Violence and Child Safety Statement:

Northern Health is a child safe environment and is committed to protecting children from harm and abuse, in accordance with our legal obligations and the Child Safe Standards. Northern Health aims to identify and respond individuals who are at risk of child abuse and family violence and we encourage victim survivors to disclose to their health professional to seek support and safety. Northern Health has zero tolerance of child abuse and family violence, and all disclosures and safety concerns will be treated sensitively in accordance with our policies and procedures.

Northern Health actively promotes the safety and wellbeing of all individuals. We recognize and respect individual rights, identities, relationships and cultures. Our aim is to foster a trauma-informed, culturally safe and child safe environment.

Northern Health is an Information Sharing Entity (ISE) and is prescribed to the Family Violence Multi-Agency Risk Assessment & Management (MARAM) Framework and the Information Sharing Schemes. Family violence and child safety training is mandatory for our staff members and volunteers.

ROLE STATEMENT

The **Virtual Health Physician** works as part of a team within the Virtual Hospital Service within their specialist scope to lead and provide timely and appropriate care, supporting consultations and providing advice to community healthcare workers such as paramedics and nurses. Work can be either remote or onsite.

This position is responsible for:

- Clinical Consultations:
 - Conduct virtual telehealth consultations with patients presenting with various medical conditions, as well as other healthcare professionals including Ambulance Victoria, GPs, Residential Aged Care nurses
 - Assess, diagnose, and manage acute and chronic illnesses.
 - Provide evidence-based medical advice and treatment plans.
 - Supervise and provide advice to the GPs, other Medical Officers and Nurse Practitioners
 - Coordinate with emergency services and other healthcare providers for patients requiring in-person care.
 - Ensure appropriate follow-up and continuity of care.
- Medical Documentation:
 - Maintain accurate and timely medical records for all patient interactions.
 - Document patient histories, treatment plans, and outcomes in accordance with legal and regulatory requirements.
- Collaboration and Coordination:
 - Collaborate with VVED team members, including nurses, specialists, and allied health professionals.
 - Facilitate referrals to specialists and other healthcare services as needed.
- Patient Education:
 - Provide patients and their families with clear information regarding diagnoses, treatment options, and preventive health measures.
 - Promote health literacy and encourage patients to engage in their own healthcare management.
- Quality and Safety:
 - Adhere to clinical guidelines, protocols, and best practices to ensure patient safety and quality of care.
 - Participate in continuous professional development and quality improvement initiatives.
- Technology Utilisation:
 - Efficiently use telehealth platforms and electronic medical record systems.
 - Ensure patient confidentiality and data security in all virtual interactions.

All employees:

Quality, Safety, Risk and Continuous Improvement

- Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives.
- Follow organisational safety, quality & risk policies and procedures
- Maintain a safe working environment for yourself, your colleagues and members of the public.
- Maintain an understanding of individual responsibility for patient safety, quality & risk as outlined in Northern Health [Clinical Governance & Patient Experience - Trusted Care](#).
- Contribute to organisational quality and safety initiatives.
- Escalate concerns regarding safety, quality & risk to appropriate staff members, if unable to rectify yourself.

- Promote and participate in the evaluation and continuous improvement processes.
- Comply with principles of Patient Centred Care.
- Comply with Northern Health's commitment to Child Safety
- Comply with Northern Health mandatory continuing professional development requirements.
- Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.
- All employees of Northern Health must comply with the health service's Staff Health / Workforce Immunisation procedure (as amended from time to time) together with any relevant State Government and Departmental directives. This requires all employees to be vaccinated for various diseases such as, but not limited to influenza.

KEY RESULT AREAS AND MAJOR RESPONSIBILITIES

1. Provision of appropriate care to

- Patients registering or referred into the Victorian Virtual Health Service, noting this may span any age group and any clinical condition (within the relevant credentialed scope of practice).

2. Communication

- Facilitation of excellent communication and liaison with patients, other staff, general practitioners and others involved in the patient's care.
- To ensure that patients/families are given adequate information about treatment decisions and follow-up.

3. Quality

- Participation in the relevant ED quality improvement projects as requested by the VVED/VVSC Director / Leadership team
- To be responsive to patient and relative complaints, liaising with appropriate senior staff and the patient advocate.

4. Medical Records

- Ensure that the appropriate documentation is completed in the patient's hospital record.
- Entries should be timely and comprehensive to document patient status and issues, important changes or decisions, dated, designated and signed.

5. Hours of Work

- Minimum Hours
 - Staff are required to fulfil their contracted hours within the fortnight of the pay cycle
- Shift Structure
 - Shifts run in 4-hour blocks, commencing at varying times, 24hrs/day
 - The maximum shift length should not exceed 8 hours continuously.
- Evening Weekday Shift's (shifts finishing past 6:00pm)
 - To ensure a fair distribution of shifts, 1 weekday evening shift must be worked for every 2 weekday shifts worked (pro rata), unless specified in the NH contract.
- Weekend Shifts
 - Weekend shifts are shared amongst all doctors (unless a doctor requests to work weekends only).
 - Weekend shifts are rostered on a 1 in 4-week basis.
 - Shifts must include a 50:50 split between Saturdays and Sundays, unless specified in the NH contract.

6. Administration

- Ensure that the Medical Workforce Unit and the Chief Medical Officer is promptly informed of any relevant administrative issues.

SELECTION CRITERIA

Qualifications, Registrations and Qualities

Essential

- Current medical registration with the Medical Board of Australia under the Australian Health Practitioner Regulation Agency (AHPRA).
- Current Specialist Registration as a Speciality Physician (FACEM/RACP/JTC PEM or otherwise).
- Undergraduate medical qualification as a first degree is essential – MBBS, MD, PhD or equivalent
- Current National Police and Working with Children History Check.
- Located and able to work in Australia, unless Director Workforce Operations acknowledged and agreed to offshore location (in writing).
- The Staff Immunisation Questionnaire must be completed by all new employees as part of the mandatory on-boarding process. New employees are not permitted to undertake any site-based activity that requires patient contact prior to clearance by the Staff Immunisation Nurses; this also includes evidence of having the Flu vaccination on a yearly basis. New employees with contra-indications to vaccinations or who decline vaccination are required to attend a face-to-face consultation with the Immunisation Nurses for appropriate documentation of their contraindications or declination. This must be completed PRIOR to commencing any work with Northern Health.

Experience

- Demonstrated experience in providing acute patient care.
- Demonstrated ability to assess and manage undifferentiated presentations across a wide variety of clinical conditions
- Demonstrated effective communication skills utilising a Telehealth system
- Experience or interest with telehealth or virtual healthcare delivery is highly desirable.

Knowledge, Skills and Behaviours

- Excellent clinical and diagnostic skills.
- Strong communication and interpersonal skills.
- Ability to work independently and as part of a multidisciplinary team.
- Proficiency in using telehealth technology and electronic medical records.
- Commitment to patient-centred care and continuous improvement.
- Proactive attitude towards embracing new technologies and methodologies in healthcare delivery

Employee Declaration

I have read, understood and accept the above Position Description.

(Please print name)

Signature:

Date: