Virtual Endoscopy Advice Clinic (VEAC)

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Background

Sustainability and Innovation Projects

- Demand for outpatient gastroenterology services is currently greater than the capacity of medical care.
- The population is increasing and ageing
- Our current system is 100 years old and not really fit for purpose
    - 46% of referrals in WA are made by Fax



Virtual Advice

Sustainability and Innovation Projects

- There is a new model of care emerging to bridge primary and secondary/tertiary care - 'Virtual Advice'
- Allows a GP to seek advice from a specialist prior to or instead of a referral
- There are different models of virtual advice – synchronous and asynchronous
- Numerous examples of successful model of care locally, nationally and internationally
- Overall high patient and GP satisfaction



Case Study Virtual Immunology Clinic GP (VIC-GP)

- A case study that we can learn from is the FSH VIC-GP, a synchronous advice model
- Initially the clinic ran as a pilot in 2022, now expanded to business as usual
- The clinic has received numerous awards including WA Health Excellence Awards, and is being considered for statewide rollout, basis for GP Access Specialist Knowledge (ASK)

There are also examples across Canada, UK, Australia of similar models being successful

Sustainability and Innovation Projects



WA Health Excellence Awards 2024: VIC GP team

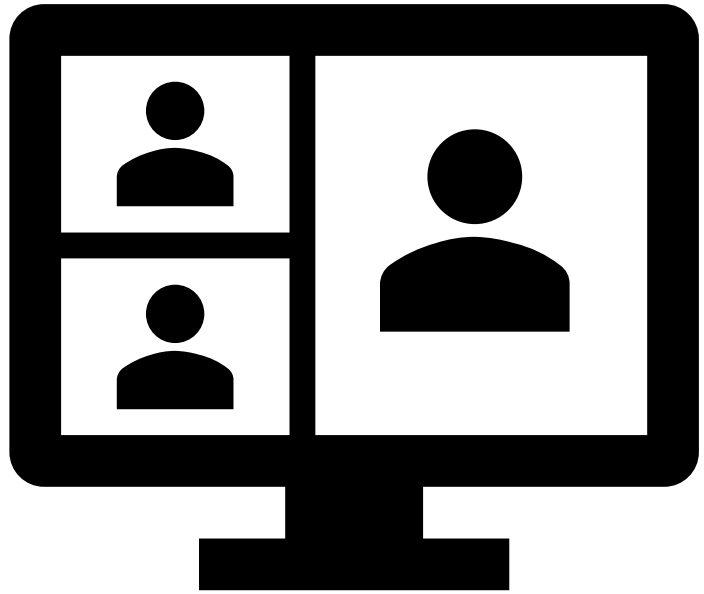


Dr Dominic Mallon on a VIC-GP call with Immunology Clinical Nurse Consultant Terri Williams

Endoscopy Referrals FH/FSH

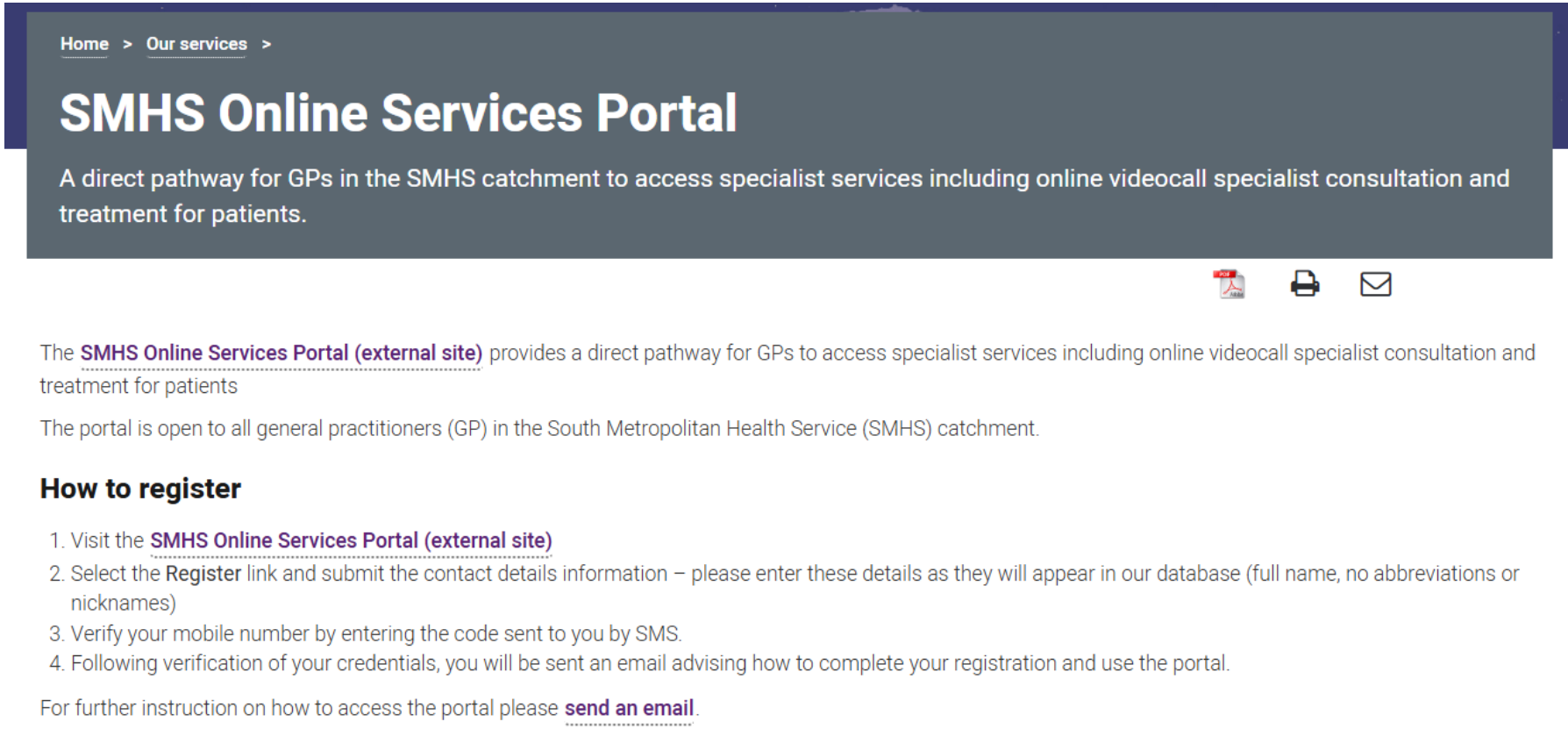
Sustainability and Innovation Projects

- Our department is exploring starting this new model of care, learning from the principals of similar models
- The project is focused on patients who would be referred for endoscopy by GPs
- The initial mode of delivery is synchronous, with the intent to stage an additional asynchronous model
- Strong FSFHG Executive support for trial



Accessing VEAC

- The SMHS VEAC Portal is now live (5 Oct 2026).
- From 5 October 2026, visit the SMHS Online Services Portal to register for an account.
- Follow the registration prompts to create your account and access the service.



Home > Our services >

SMHS Online Services Portal

A direct pathway for GPs in the SMHS catchment to access specialist services including online videocall specialist consultation and treatment for patients.

The **SMHS Online Services Portal (external site)** provides a direct pathway for GPs to access specialist services including online videocall specialist consultation and treatment for patients

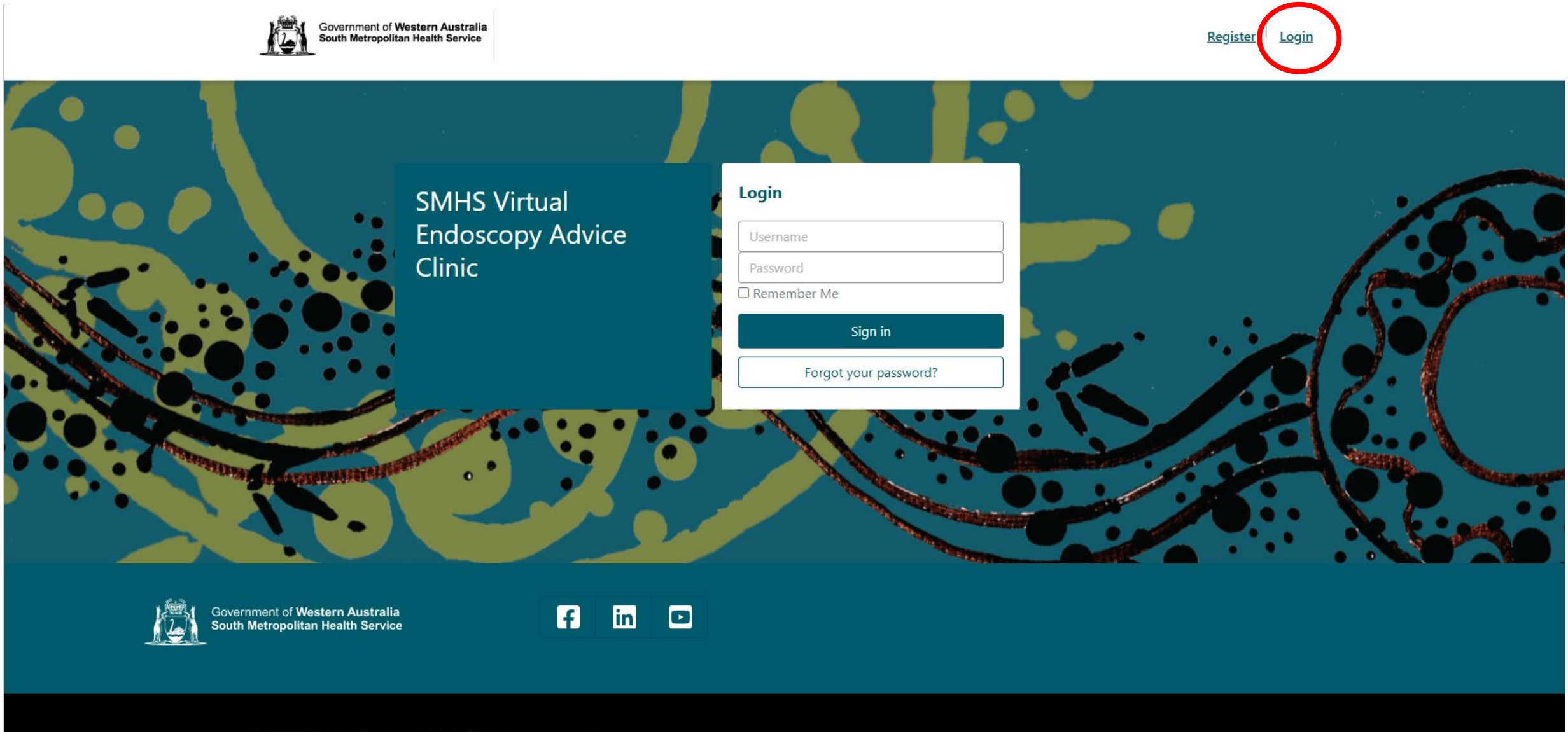
The portal is open to all general practitioners (GP) in the South Metropolitan Health Service (SMHS) catchment.

How to register

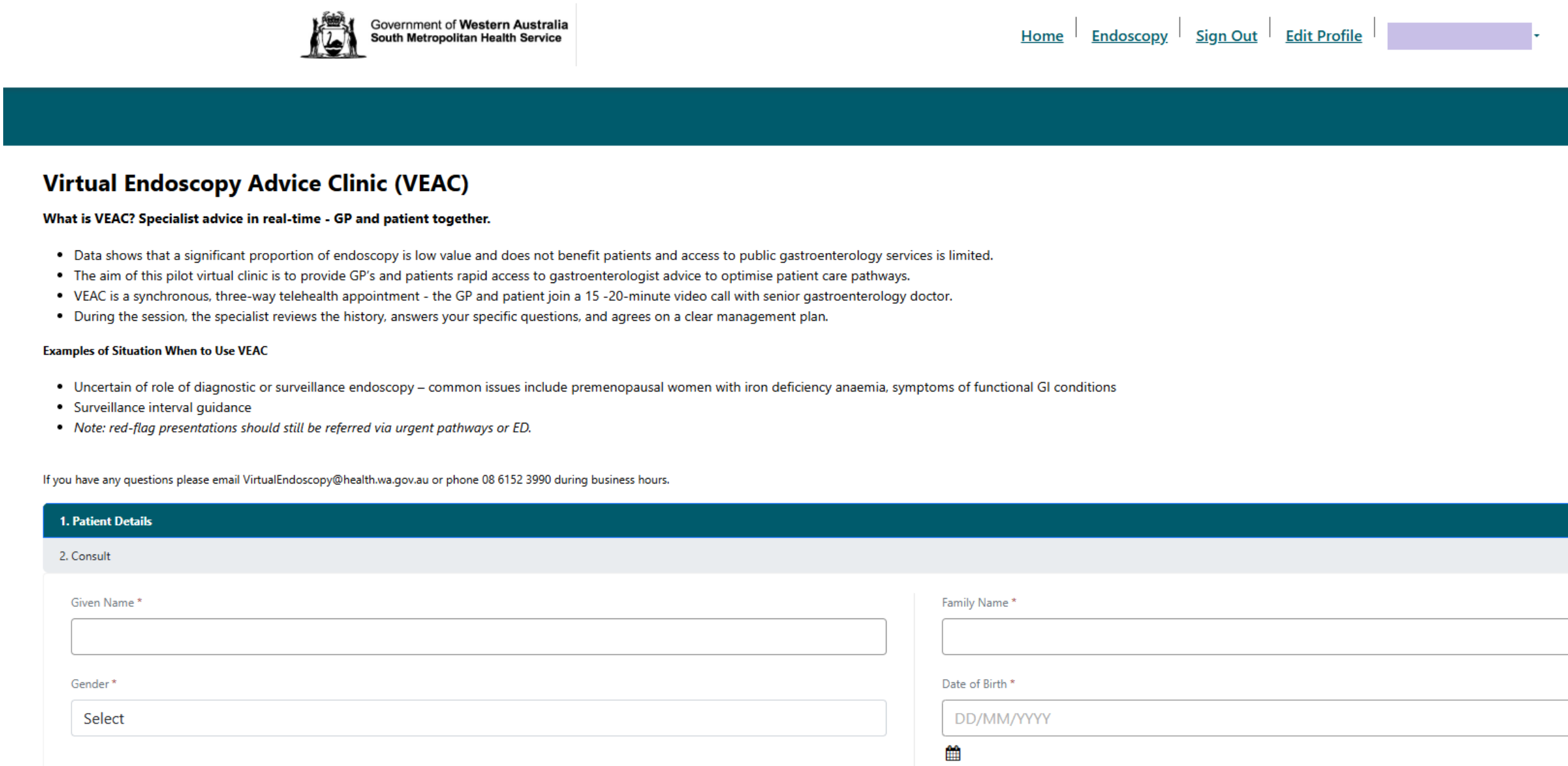
1. Visit the **SMHS Online Services Portal (external site)**
2. Select the **Register** link and submit the contact details information – please enter these details as they will appear in our database (full name, no abbreviations or nicknames)
3. Verify your mobile number by entering the code sent to you by SMS.
4. Following verification of your credentials, you will be sent an email advising how to complete your registration and use the portal.

For further instruction on how to access the portal please **send an email**.

Once registered, you can refer a patient by logging into the VEAC portal with the username and password you have created



Once logged in, you will remain signed in for 8 hour, allowing you to submit additional referrals without logging in again.



Scheduling an appointment

Virtual Endoscopy Advice Clinic (VEAC)

What is VEAC? Specialist advice in real-time - GP and patient together.

- Data shows that a significant proportion of endoscopy is low value and does not benefit patients and access to public gastroenterology services is limited.
- The aim of this pilot virtual clinic is to provide GP's and patients rapid access to gastroenterologist advice to optimise patient care pathways.
- VEAC is a synchronous, three-way telehealth appointment - the GP and patient join a 15 -20-minute video call with senior gastroenterology doctor.
- During the session, the specialist reviews the history, answers your specific questions, and agrees on a clear management plan.

Examples of Situation When to Use VEAC

- Uncertain of role of diagnostic or surveillance endoscopy – common issues include premenopausal women with iron deficiency anaemia, symptoms of functional GI conditions
- Surveillance interval guidance
- *Note: red-flag presentations should still be referred via urgent pathways or ED.*

If you have any questions please email VirtualEndoscopy@health.wa.gov.au or phone 08 6152 3990 during business hours.

1. Patient Details

2. Consult

Referral Info

Booking Timeframe *

Scheduled

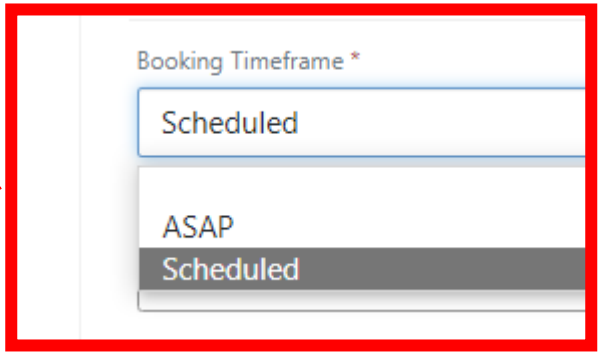
Booking Date

DD/MM/YYYY

Booking Hour

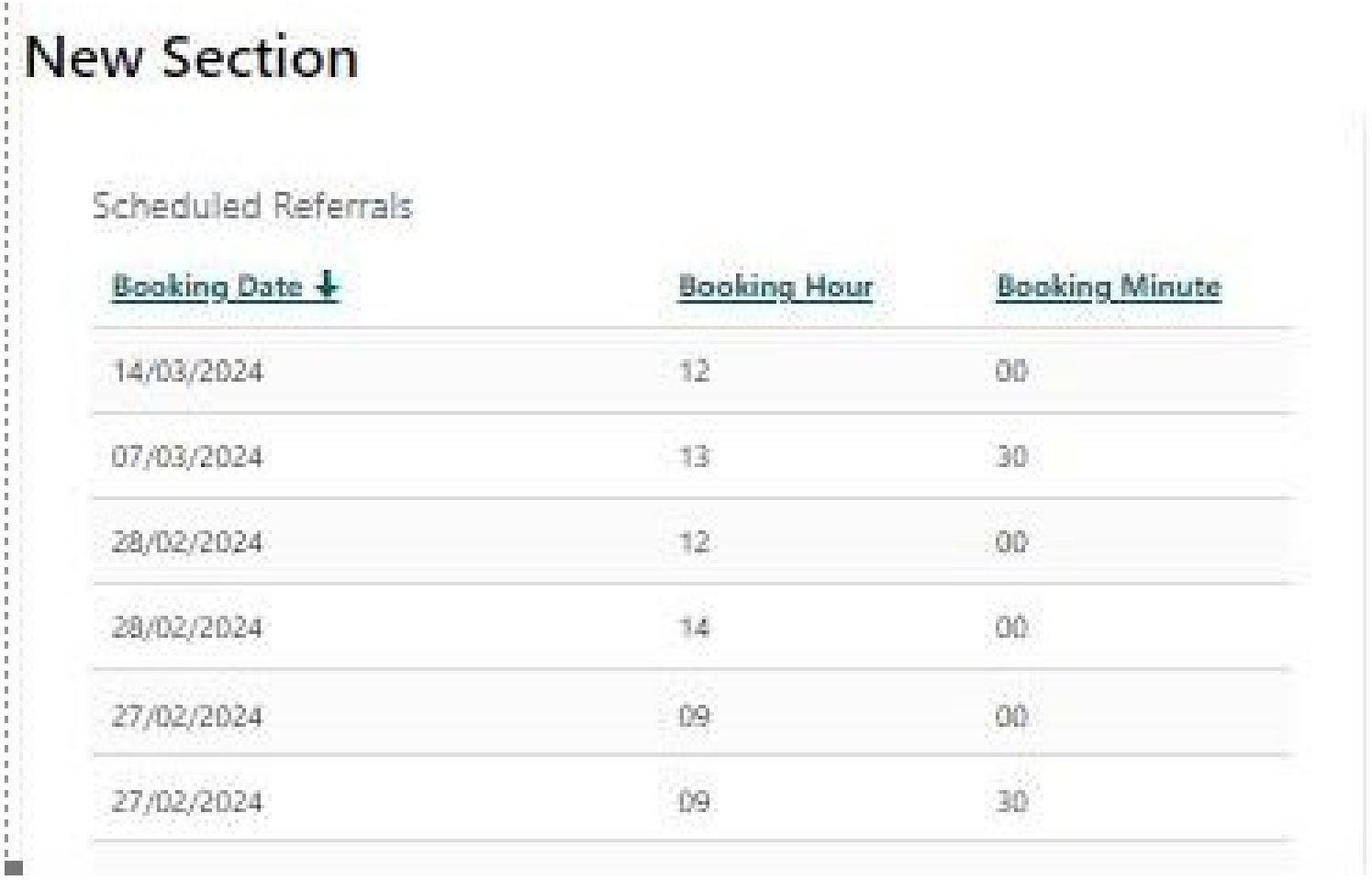
Select

Booking Minute



Checking for Scheduled Referrals

- Before scheduling an appointment, review the ‘Scheduled Referrals’ section further down the page, which lists existing bookings.
- As the platform does not automatically prevent scheduling conflicts, please ensure your selected appointment date and time does not overlap with an existing booking.



GPs can specify the advice required, including any specific questions or clinical decisions for discussion.

Endoscopy Advice Condition *

Select

You can review the current WA Health Open Access Endoscopy Referral Criteria here:

- Gastrointestinal endoscopy (direct access) - Adult

Nature of advice regarding endoscopy

Select

Specific question/decision point(s) for discussion

If you are currently consulting with your patient via Telephone or Video, we can send them a link (by Email) to join this consultation as a 3-way consultation.

Our workflow will handle this for you, however, most devices only allow one call/video link at one time. *This means both* ***you and your patient will need to end your current phone or video consultation*** *before joining ours.*

Do you want us to invite your patient to participate by video?

Patient Participation *

Yes invite my patient also

Comment

Once a referral is submitted

- A Microsoft Teams meeting invitation will be sent to both the patient and referring GP using their registered email addresses.
- Patients will additionally receive an electronic information collection form.

Questions



Email : fsfhg.virtualendoscopy@health.wa.gov.au
Contact : 6152 3390

Sustainability and Innovation Projects

SMHS VEAC Portal now live
Sign in · SMHS Portal