

What is EDV's Telehealth Nurse Service?

EDV's Telehealth Nurse provides assistance to people with eating disorders and their support people. The nurse acts as a central point of contact to help people access services, locate specialised eating disorder health professionals, provide information and help people work towards recovery.

What can I expect from EDV's Telehealth Nurse Service?

EDV's Telehealth Nurse will call you to complete a 60 minute assessment over the phone. During this call the nurse will discuss your individual needs, history of your or your loved one's eating disorder, current treatments and goals. The Telehealth Nurse can help guide you through treatment in the community, as well as following hospital admissions or discharge from intensive day programs. The nurse can also help connect you with other health professionals who specialise in eating disorders. The nurse will provide ongoing support through follow-up to help keep you working towards your unique goals.

Eligibility

No referral is required to access this free service. Callers can be:

- Experiencing an eating disorder (16 years+)
- Caring for someone experiencing an eating disorder (parent, partner, sibling, friend etc.)
- Professionally supporting someone with an eating disorder (school staff, GP, sporting coach etc.)

Other requirements

EDV's Telehealth Nurse may ask for your consent for information to be shared between EDV and other health professionals that you are connected to (GP, Psychologist, Psychiatrist, Dietitian) which will be done with your knowledge. Participation in research may be offered and feedback is welcomed.

If you are under 16 years of age: We are happy to receive phone calls and enquiries for appointments from people under the age of 16. However, we do require that you have an adult join you for your phone calls. This can be a family member, friend, clinician, school teacher/mental health worker, youth worker or a support person of your choosing. We do this to ensure that all conversations are clear and transparent and that you have someone to support you with both information and plans.

For all callers under the age of 18: If the EDV worker you are speaking to is seriously worried about your safety or the safety of someone else they must, by law, try to keep everyone safe. This means they might have to share their concerns with someone else. Please talk to us about confidentiality to ensure you understand how this works.

Make an appointment

EDV's Telehealth Nurse is available over phone, video and email.

You can make an appointment with the Telehealth Nurse by booking online at www.eatingdisorders.org.au/findsupport/telehealth-nurse/

More information can also be accessed through speaking to the EDV Hub on 1300 550 236.