

National Telehealth & Virtual Care Conference

2 - 3 April 2025 | Hilton Sydney

SPEAKERS INCLUDE:



Anna McFadgen, *Chief Executive Officer, St Vincent's Health Network Sydney*



Dr Teresa Anderson AM, *Chief Executive, Single Digital Patient Record Implementation Authority*



Richard Nankervis, *Chief Executive Officer, Hunter New England and Central Coast Primary Health Network*



Emily Mailes, *Chief eHealth Strategy Officer, Victorian Department of Health*



Crystal Chua, *Acting Project Manager, Pre-Hospital Emergency Care Redesign Initiatives, MOH Office for Healthcare Transformation, Singapore*



Dr Matt Vickers, *Clinical Director, Eucalyptus*



Michelle Dobie, *Principal Advisor - Digital Health Systems and Projects, Royal Flying Doctor Service SA/NT*



Dr Melanie Smith, *GP Consultant, Co-Clinical Lead, SA Virtual Care Service, SA Health*



Julia Conway, *Director, Hospital Policy and Projects, Independent Health and Aged Care Pricing Authority*



Donna Parkes, *Stream Lead, Virtual Care, NSW Agency for Clinical Innovation*



Brenton Jones, *Senior Digital Health Officer, Western NSW Primary Health Network*



James McDonald, *Head of Telehealth Operations, Bupa*



Phil Greenup, *Telehealth Program Officer, Queensland Virtual Hospital, Queensland Health*



Dr Marija Kirjanenko, *Emergency Physician, Victorian Virtual Emergency Department & Eastern Health, Melbourne*



Ella Cannon, *Principal, Hive Legal*



Dr Konrad Kangru, *General Practitioner, Whitsunday Doctors Service; Medical Advisor, Office of Rural and Remote Health; Qld Representative, RACGP Rural Faculty; Board Director, North Qld PHN*



Rachel Griffiths, *Manager Strategic Policy, Australian Health Practitioner Regulation Agency*



Niranjan Bidargaddi, *Professor of Digital Health, Flinders University*

PLUS PRE-CONFERENCE WORKSHOP | 1 APRIL 2025, HILTON SYDNEY | 9:00AM - 12:00PM

Implementing Virtual Care into Practice

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PRE-CONFERENCE HALF DAY WORKSHOP: IMPLEMENTING VIRTUAL CARE INTO PRACTICE

1 April 2025 | 9:00am – 12:00pm | Hilton Sydney

- A practical workshop to support the implementation of virtual care
- Understand and apply key implementation strategies to embedding virtual care easily in healthcare
- Create a toolkit of resources to assist implementation

Workshop Facilitators

Donna Parkes, *Stream Lead, Virtual Care,*

Agency for Clinical Innovation

Stacey Hutchinson, *Virtual Care Project Officer,*

Agency for Clinical Innovation

8:15 Registration & Morning Coffee

8:50 DAY ONE OPENING

8:55 Opening remarks from the Chair

Associate Professor Tam C. Nguyen, *Deputy Director Research, St Vincent's Hospital Melbourne*

9:00 OPENING KEYNOTE | Striking a balance between easy access and quality care

Anna McFadgen, *Chief Executive Officer, St Vincent's Health Network Sydney*

Dean Jones, *National Director, St Vincent's at Home & St Vincent's Virtual*

9:30 KEYNOTE | Single Digital Patient Record as enabler for care provision

Dr Teresa Anderson AM, *Chief Executive, Single Digital Patient Record Implementation Authority*

10:00 Virtual Psychologist Pilot Program

Richard Nankervis, *Chief Executive Officer, Hunter New England and Central Coast Primary Health Network*

10:30 Regulating in the digital health age: challenges and opportunities

- Current guidance about virtual care – an overview of how professional obligations in codes of conduct, and guidelines for the health professions apply when delivering safe and effective virtual care services
- The regulatory landscape for virtual care – including the roles of different regulators, how regulation is responding to evolving models of care, and emerging regulatory issues such as the use of AI in healthcare
- Practical insights about where professional conduct sometimes fall short in virtual care, and what we can do to support safe professional practice

Rachel Griffiths, *Manager Strategic Policy, Australian Health Practitioner Regulation Agency*

11:00 Networking Break & Morning Tea

11:30 Towards Uniform Safety and Quality Standards for Telehealth

Australia still does not have uniform, government-endorsed accreditation standards for online telehealth clinics. This unfortunately sets them apart from hospitals, day clinics and GP clinics in Australia, and sets Australia apart from comparable jurisdictions such as the UK. This gap exists despite telehealth as a model of care representing an increasingly high proportion of GP and nurse practitioner consultations in the country. While we await a resolution of this gap from the government, Eucalyptus has partnered with experts to propose its own industry standards.

Dr Matt Vickers, *Clinical Director, Eucalyptus* **eucalyptus**

11:55 CASE STUDY | Digital Emergency Healthcare for Remote Communities

Launch of a 24/7 unstaffed facility with capability to support remote patients access to diagnosis, advice, and treatment. Remotely supported by RFDS staff and local community medical Chest custodians.

Michelle Dobie, *Principal Advisor - Digital Health Systems and Projects, Royal Flying Doctor Service SA/NT*

12:25 CASE STUDY | Statewide Virtual Emergency Service in SA

Aspects of the innovative work we have been doing in supporting regional sites, aged care, disability residential care, community nursing and our consumer front door via HealthDirect.

Dr Melanie Smith, *GP Consultant, Co-Clinical Lead, SA Virtual Care Service, SA Health*

12:55 Session Spotlight: Patient follow up and recalls - who is legally responsible?

13:20 Networking Lunch

14:20 Role of Telehealth in Australian Primary Care and Sustainability

Long held as a critical enabler of primary health care service delivery across rural and remote Australia, Telehealth utilisation saw exponential growth during the Covid19 Pandemic. It has now become a permanent fixture of how General Practice operates, but how can we best manage this modality to ensure sustainability for our system, while also ensuring optimal health care to our communities?

Dr Konrad Kangru, *General Practitioner, Whitsunday Doctors Service; Medical Advisor, Office of Rural and Remote Health; Qld Representative, RACGP Rural Faculty; Board Director, North Qld PHN*

14:50 PANEL | Advancing Telehealth: Expanding the Boundaries of Virtual Care Delivery

- What emerging technologies are enhancing telehealth models showing proven value?
- What can current technology platforms do, and what are their limitations?

Brenton Jones, *Senior Digital Health Officer, Western NSW Primary Health Network*

15:30 Networking Break & Afternoon Tea

THE BELOW SESSIONS WILL HOST BOTH TELEHEALTH & HITH AUDIENCE

16:00 PANEL | Overcoming healthcare barriers through Virtual Pathways

- How can we avoid hospitalisation? Can we incentivise hospitals not to keep inpatients?
- Key considerations when designing virtual pathways that cater to diverse patient populations
- How can data from virtual pathways be leveraged to enhance clinical decision-making and patient outcomes?

Ryan Hutton, *Manager - Provider Networks, nib*

Niranjan Bidargaddi, *Professor of Digital Health, Flinders University*

16:40 DEBATE | Virtual Care is a component of HITH

This debate will try to define what HITH v/s Virtual Care and if they are indeed the same or not? This subject allows for exploration of how virtual care enhances the effectiveness of HITH models versus arguments about the potential drawbacks of integrating the two.

Chair: Dr Shaun Hosein, *Clinical Director - Virtual and Integrated Care, Metro South Hospital and Health Service*

17:20 Closing Remarks from the Telehealth Chair

17:25 End of Day 1 & Networking Drinks



National Telehealth & Virtual Care Conference

Thursday 3 April 2025

DAY 2

8:30 Registration & Morning Coffee

9:00 **DAY TWO OPENING**

9:05 Opening remarks from the Chair

9:10 **OPENING KEYNOTE | Victorian virtual care strategy**

Emily Mailes, *Chief eHealth Strategy Officer, Victorian Department of Health*

9:40 **INTERNATIONAL KEYNOTE | Telehealth-enabled Care Redesign: Opportunities in Pre-Emergency/Hospital Care for Avoidance of Inappropriate Emergency Department Visits and Emergency Medical Services Use**

Crystal Chua, *Acting Project Manager, Pre-Hospital Emergency Care Redesign Initiatives, MOH Office for Healthcare Transformation, Singapore*

10:10 **Convenient care: How health programs are supporting Bupa customers on their health journeys**

When it comes to health care, consumers increasingly want more convenience and choice. Bupa is now supporting thousands of its customers annually through a range of hospital substitution and chronic disease management programs that are delivered virtually. And while the demand is strong, scaling such programs is not without its challenges.

James McDonald, *Head of Telehealth Operations, Bupa*

10:40 Networking Break & Morning Tea

11:10 **SPONSOR SPOTLIGHT | Latest technologies that enhance the quality of Virtual Care**

11:40 **Empowering consumers – Is virtual care right for me and my family?**

- A Virtual Care Consumer Suitability Toolkit has been codesigned to provide consumers with the information and tools they need when deciding if virtual care is right for them.
- Information is consumer friendly
- Encourages conversations between health care providers and consumers, their family and carers.

Donna Parkes, *Stream Lead, Virtual Care, NSW Agency for Clinical Innovation*

12:10 **What impact does Virtual Care have on patient attendance rates?**

Comparisons of no-show rates between virtual and in-person models of care are commonly reported during evaluation, indicating how coveted improvements in attendance are to health service providers. This study seeks to synthesise the data from studies that make these comparisons, providing a more accurate indication of what can be expected from virtual care models.

Phil Greenup, *Telehealth Program Officer, Queensland Virtual Hospital, Queensland Health*

12:40 **Approaching Refusal of Care in Virtual Space – Possible Framework for Clinicians**

With a consistent percentage of people refusing care—around 15%, and no data on refusal of care in the virtual space, it's clear we need a new approach. From personal experience, at least one person on my shift would refuse indicated care. It's important to note that, up to date, there is no clear approach to refusal of care in virtual space. Drawing from clinical experience and ethical concepts, I propose a framework that helps clinicians approach refusal of care consistently and safely.

Dr Marija Kirjanenko, *Emergency Physician, Victorian Virtual Emergency Department & Eastern Health, Melbourne*

13:10 Networking Lunch

14:10 **BREAKOUT – INDUSTRY ROUNDTABLES**

(This will host both Telehealth & HITH audience)

Join us for an engaging roundtable (RT) discussion featuring 2 to 3 esteemed featured speakers and a skilled moderator. Each RT session will delve into innovative strategies for addressing current and future challenges in Virtual Care. The discussions are meant to be very organic, interactive and aims to foster exchange of ideas, highlight best practices, and explore top 3 to 5 actionable solutions. Attendees will have the opportunity to participate in the conversation, ask questions, and contribute their perspectives.

INDUSTRY RT1

Legal and regulatory considerations for telehealth and HITH services + data privacy

Ella Cannon, *Principal, Hive Legal*

INDUSTRY RT2

Integration of Telehealth & HITH

Dr Konrad Kangru, *General Practitioner, Whitsunday Doctors Service; Medical Advisor, Office of Rural and Remote Health; Co-Chair, Queensland's Rural & Remote Clinical Network; Qld Representative, RACGP Rural Faculty; Board Director, North Qld PHN*

INDUSTRY RT3

Policy and Funding – what's next? + addressing reimbursement issues

Julia Conway, *Director, Hospital Policy and Projects, Independent Health and Aged Care Pricing Authority*

INDUSTRY RT4

RESEARCH SPOTLIGHT

Lecture 1: Data on telehealth use trends in general practice from over 800 practices across Victoria and NSW

Mirela Prgometh PhD, *Senior Research Fellow, Centre for Health Systems and Safety Research, Australian Institute of Health Innovation, Macquarie University*

Lecture 2: Evaluating the learnability of virtual care technologies used in residential aged care homes

Adeola Bamgboje-Ayodele, *PhD, Research Fellow, Human Factors, The University of Sydney*

15:00 **Someone from Industry RT sessions share the top 3-5 strategies for each issue that was discussed in their RT**

15:20 Closing Remarks from the Chair

15:25 Closing of the Conference & Afternoon Tea

NEW FOR 2025 AGED CARE TECH CONNECT

This event is designed for forward-thinkers and pioneers who are eager to explore how technology is transforming the way we deliver and experience aged care. From breakthrough innovations to practical applications, this is where the next chapter of virtual aged care unfolds.

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2 Telephone
+61 (0)2 9080 4307 – Quoting P25A02

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Pricing Details

Register Early & Save	Early Bird Rate: Book & pay by 31 Jan 2025				Standard Rate: Book & pay from 1 Feb 2025		
Conference Package	PRICE	GST	TOTAL	SAVE	PRICE	GST	TOTAL
2 day conference pass	\$2,395	\$239.50	\$2,634.50	\$400	\$2,795	\$279.50	\$3,074.50
Health Professional 2 day conference pass	\$1,595	\$159.50	\$1,754.50	\$300	\$1,895	\$189.50	\$2,084.50
Virtual Pass	\$2,195	\$219.50	\$2,414.50	\$500	\$2,695	\$269.50	\$2,964.50
Health Professional Virtual Pass	\$1,495	\$149.50	\$1,644.50	\$300	\$1,795	\$179.50	\$1,974.50
Workshop					\$495	\$49.50	\$544.50
Streamly					\$150	\$15	\$165

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