0830 - 0930

0930 - 0940

0940 - 1005

VIRTUAL WARDS
CARE PERSONALIZATION
DIGITAL COMPANIONS

1005 - 1010

1010 - 1040

⏰

1040 - 1100

1100 - 1130

VIRTUAL WARDS
CARE PERSONALIZATION
DIGITAL COMPANIONS

1130 - 1155

VIRTUAL WARDS
CARE PERSONALIZATION
AMBIENT SENSING

1155 - 1200

1200 - 1225

VIRTUAL WARDS
AMBIENT SENSING
CARE PERSONALIZATION

1225 - 1230

1230 - 1330

1330 - 1355

CARE PERSONALIZATION
DIGITAL COMPANIONS
VOICE DIAGNOSTICS

1355 - 1400

1400 - 1425

CARE PERSONALIZATION
VIRTUAL WARDS
VOICE DIAGNOSTICS

1425 - 1430

1430 - 1455

VIRTUAL WARDS
CARE PERSONALIZATION
DIGITAL COMPANIONS

1455 - 1500

1500 - 1530

1530 - 1555

CARE PERSONALIZATION
DIGITAL COMPANIONS
VIRTUAL WARDS

1555 - 1600

1600 - 1625

VIRTUAL WARDS
CARE PERSONALIZATION
AMBIENT SENSING

1625 - 1630

1630 - 1655

VIRTUAL WARDS
CARE PERSONALIZATION
DIGITAL COMPANIONS

1655 - 1700

1700 - 1800

0900 - 0930

0930 - 0940

0940 - 1005

CARE PERSONALIZATION
VIRTUAL WARDS
AMBIENT SENSING

1005 - 1010

1010 - 1035

CARE PERSONALIZATION
DIGITAL COMPANIONS
VOICE DIAGNOSTICS

1035 - 1040

1040 - 1105

AMBIENT SENSING
VIRTUAL WARDS
CARE PERSONALIZATION

1105 - 1110

1110 - 1130

1130 - 1155

CARE PERSONALIZATION
DIGITAL COMPANIONS
VOICE DIAGNOSTICS

1155 - 1200

1200 - 1225

VIRTUAL WARDS
AMBIENT SENSING
CARE PERSONALIZATION

1225 - 1230

1230 - 1255

CARE PERSONALIZATION
DIGITAL COMPANIONS
VIRTUAL WARDS

1255 - 1300

1300 - 1325

VIRTUAL WARDS
CARE PERSONALIZATION
AMBIENT SENSING

1325 - 1330

1330 - 1345

1345 - 1500

DAY 1: WEDNESDAY, 26 FEBRUARY, 2025

REGISTRATION AND MORNING REFRESHMENTS

OPENING ADDRESS

FROM 2006 TO NOW – THE EVOLUTION OF AUSTRALIA'S LARGEST HEALTH CONTACT CENTRE

• Tracing Healthdirect's evolution into Australia's largest health contact centre network
• Discussing the transition to sophisticated omnichannel services and modern cloud operations
• Charting early AI adoption to support self-care and enhance clinical decision support

Travis Hodgson
Healthdirect Australia

Q&A SESSION ON HEALTH CONTACT CENTRE EVOLUTION

SPEED NETWORKING SESSION

• Exchange business cards and get connected in short one-to-one meetings
• Start the conversation to arrange a more formal meeting later on in the conference
• Share your professional background and discuss your biggest business issues – don't forget your business cards!

Conference Host

MORNING COFFEE BREAK IN THE EXHIBIT AREA

PANEL DISCUSSION ON EMERGING TECHNOLOGIES IN TELEHEALTH: THE ROLE OF AI AND DIGITAL INNOVATION

• How does AI help realise a 'hospital without walls,' easing app overload and boosting care?
• What challenges do leaders face in investing in telehealth, and how to support clinician ideas?
• How do Public vs. Private Clouds differ for AI in telehealth, and how can we harness AI safely?
• How can AI in telehealth preserve human connection, ensure inclusion, and build patient trust?
• How can we tackle telehealth adoption challenges while ensuring AI fosters human connection and trust?

Travis Hodgson | **Healthdirect Australia** | Moderator
Mani Sahihi | **Foxo**
Ama Samarasinghe | **RMIT University**
Kevin Yap | **Singapore General Hospital**
Peter Polacek | **Best Practice Software**
Kanesha Ward | **Macquarie University**

VIRTUAL CARE LESSONS AND FUTURE DIRECTIONS

• Emphasising the shift in healthcare to more patient-centric and scalable virtual care models
• Illustrating clinical, financial, and consumer benefits from integrated virtual solutions
• Highlighting lessons learned and guiding providers toward sustainable virtual care adoption

William Grant
Telstra Health

Q&A SESSION ON STRATEGIC INSIGHTS FOR LONGTERM AND SUSTAINABLE VIRTUAL CARE

GLOBAL TRENDS AND PRACTICES IN THE DEPLOYMENT OF HOSPITAL-IN-THE-HOME (HITH) MODELS

• Addressing the challenges of healthcare systems in accommodating ageing populations through HITH
• Evaluating the benefits of HITH on patient outcomes, costs, and quality of life
• Comparing global HITH deployment practices to derive innovative ideas for local application

Aileen Lai
HealthBeats

Q&A SESSION ON DEPLOYING HITH MODELS GLOBALLY

NETWORKING LUNCH & VISITING THE TELEHEALTH EXHIBITION

HELPING CONSUMERS UNDERSTAND TELEHEALTH

• Creating new standards for healthcare providers on virtual care and telehealth use
• Including minimum requirements to inform consumers about telehealth advantages and limitations
• Discussing draft documents and ways for professionals and consumers to contribute feedback

Ben Russell
Standards Australia

Q&A SESSION ON EMPOWERING CONSUMERS TO UNDERSTAND TELEHEALTH

THE TRIFECTA OF TELEHEALTH SUCCESS INTEGRATING DATA QUALITY FHIR AND SNOMED

• Leveraging FHIR and SNOMED to build interoperable, structured healthcare systems
• Enhancing patient decision-making and choice through advanced telehealth solutions
• Streamlining access to care, referrals, and AI-driven telehealth innovations

Belinda Allen
Healthpoint

Q&A SESSION ON TELEHEALTH INTEGRATION

VIRTUAL CARE WHERE TO NEXT

• Exploring trends in virtual care developments with non-traditional value chain players
• Embedding virtual care as a standard channel for healthcare delivery
• Presenting global case studies to illustrate future directions of virtual care

Sean Chung
Deloitte

Q&A SESSION ON FUTURE DIRECTIONS OF VIRTUAL CARE

AFTERNOON COFFEE BREAK IN THE EXHIBIT AREA

HEALTH RECORDS OWNERSHIP AND BARRIERS TO TELEHEALTH

• Informing stakeholders about laws on health records affecting telehealth implementation
• Implementing strategies to overcome legal barriers and enhance telehealth adoption
• Facilitating consumer access to personal health data to realise telehealth potential fully

Ben Harris
Australian Self Care Alliance

Q&A SESSION ON HEALTH RECORDS AND TELEHEALTH BARRIERS

THE AUSTRALIAN TELETRIAL PROGRAM TAKING CLINICAL TRIALS CLOSER TO HOME

• Overcoming geographical and socioeconomic barriers for Australians in regional and remote areas
• Integrating clinical trials into existing healthcare pathways to enhance accessibility
• Enhancing health outcomes for RRR patients through the Teletrial methodology

Kaye Hewson
Queensland Health

Q&A SESSION ON TELETRIAL STRATEGIES FOR REMOTE COMMUNITIES

TRANSFORMING HOSPITAL AT HOME THROUGH ADVANCED TELEHEALTH INTEGRATION

• Showcasing advanced telehealth integration to deliver chemotherapy and immunotherapy at home
• Demonstrating how cloud-based EHRs and tailored apps enhance governance and reliability
• Expanding staff capabilities through remote training and communication tools for improved care

Lorna Cook
View Health chemo@home

Q&A SESSION ON ADVANCED TELEHEALTH FOR HOSPITAL AT HOME

NETWORKING DRINKS RECEPTION

DAY 2: THURSDAY, 27 FEBRUARY, 2025

MORNING REFRESHMENTS

OPENING ADDRESS

EFFECTIVE ORGANISATION-WIDE COLLABORATION – THE KEY TO INNOVATIVE ENABLEMENT

• Overcoming barriers to embedding virtual care practices into everyday healthcare operations
• Highlighting underplayed stakeholders and enablers crucial for successful virtual care delivery
• Remodeling partnerships and engagements across the health sector to drive innovation

Chirag Lodhia
Monash Health

Q&A SESSION ON ORGANISATION-WIDE COLLABORATION FOR INNOVATIVE ENABLEMENT

TELEHEALTH AND VIRTUAL CARE STANDARDS AND GUIDELINES

• Highlighting the importance of standards in supporting health and social care for all stakeholders
• Reviewing Australian and international telehealth standards, guidelines, and legislation
• Identifying current gaps in telehealth standards and exploring contemporary initiatives globally

Alan Taylor
Standards Australia

Q&A SESSION ON TELEHEALTH STANDARDS AND GUIDELINES

REDUCING OVERALL COST OF CARE THROUGH REAL-TIME REMOTE PATIENT MONITORING

• Demonstrating medication adherence solutions for severe and difficult-to-treat asthma
• Implementing validated tech and clinical support to improve outcomes and reduce costs
• Showcasing an Australian RPM innovation in US hospitals to sustainably scale remote care

Rhenu Bhuller
Adherium

Q&A SESSION ON COST-EFFECTIVE REMOTE MONITORING STRATEGIES

MORNING COFFEE BREAK IN THE EXHIBIT AREA

SANE'S GUIDED RECOVERY PROGRAM INNOVATION IN TELEHEALTH SUPPORTING COMPLEX MENTAL HEALTH

• Incorporating lived experience and codesign for effective telehealth delivery in mental health
• Facilitating flexibility and person-centred approaches beyond traditional helpline models
• Promoting personalisation and customer 360 to minimise callers' need to retell their stories

Rachel Green
SANE

Q&A SESSION ON TELEHEALTH INNOVATIONS FOR MENTAL HEALTH

ADAPT PROGRAM REVOLUTIONISING TELEHEALTH ACCESSIBILITY IN RURAL AND REMOTE AREAS

• Managing patient barriers to telehealth access in remote areas through wellness support officers
• Enhancing healthcare accessibility and equity in rural regions with innovative telehealth approaches
• Supporting local communities by training wellness officers to navigate and access healthcare services

Christine Boucher
Wellness Worx

Q&A SESSION ON TELEHEALTH ACCESSIBILITY STRATEGIES

TELEHEALTH APPROACHES FOR MANAGING LONG COVID BARRIERS FACILITATORS AND THE APPLICATION OI

• Summarising barriers and facilitators for telehealth in managing long COVID and post-viral issues
• Showcasing a co-design model with patients and clinicians to enhance telehealth intervention uptake
• Engaging individuals with long COVID in self-care programs that address persistent health impacts
• Highlighting multi-stakeholder collaboration to boost telehealth efficacy in managing long COVID

Pragati Sapkota | Rebecca Law
RMIT University

Q&A SESSION ON TELEHEALTH STRATEGIES FOR LONG COVID

THE FREEDOM TO DO GREAT THINGS IN HEALTHCARE – HOW NBN® NETWORK SUPPORTS TELEHEALTH

• Exploring how increased internet speeds via the nbn network enhance telehealth access across Australia
• Understanding the positive impact on accessing online medical information, resources, and health records
• Discovering how the nbn network supports emerging digital health technologies and virtual care capabilities

Robert Hardie
Nbn

Q&A SESSION ON ENHANCING TELEHEALTH WITH NBN® NETWORK

FEEDBACK & RAFFLE DRAW

NETWORKING LUNCH

.

WEB TEAM NOTES	INTERNAL NOTES	EMAIL ADDRESS	STATUS	CANCELLATION RISK
		Travis.Hodgson@healthdirect.org.au	Free	Medium
Panelist change		Travis.Hodgson@healthdirect.org.au	Free	Medium
		mani@foxo.com	Free	Medium
		ama.samarasinghe@rmit.edu.au	Free	High
		kevinyap@duke-nus.edu	Paid	Low
		danielle.bancroft@bpsoftware.net	Free	Medium
		kanesha.ward@hdr.mq.edu.au	Free	Medium
		William.Grant@health.telstra.com		
		aileen.lai@healthbeats.co	Free(SPP)	High
	Logo shared by speaker			

	Ben.Russell@standards.org.au	Paid	Low
	belinda@healthpoint.co.nz	Paid	Low
As per speaker request	jmailer-lyons@deloitte.com.au	Free	Medium
	ben.harris@pha.org.au	Free	Medium
	Kaye.Hewson@health.qld.gov.au	Free	Medium
	lorna.cook@chemoathome.com.au	Paid	Low

	Chirag.Lodhia@monashhealth.org	Free(SPP)	Medium
	alan.taylor@edevelopment.net.au	Free	Medium
As per speaker re	rhenub@adherium.com	Paid	Low
	rachel.green@sane.org	Free	Medium
	christine@wellnessworx.com.au	Paid	Low

	s4041707@student.rmit.edu.au s3605937@student.rmit.edu.au	SPEX	Low
	roberthardie@nbnco.com.au	Paid	Low
DO NOT REMOVE			

Innovations in Remote Healthcare and AI-Enhanced Virtual Care

Advancing Virtual Care Models for Sustainable and Patient-Centric Healthcare

Global trends and practices in the deployment of "Hospital-in-the-Home" (HITH), what we can learn fr

Helping Consumers Understand Telehealth

Enhancing Telehealth through Data Integration and AI-powered Solutions

Future Directions in Virtual Care and Integration into Mainstream Healthcare

Health Records Ownership and Barriers to Telehealth

Bringing Clinical Trials Closer to Rural Australians through Teletrials

Transforming 'Hospital at Home' through Advanced Telehealth Integration

Effective organization-wide collaboration – the key to innovative enablement

Enhancing Standards and Guidelines to Support Telehealth and Virtual Care Services

Innovations in remote patient monitoring and medication adherence

Innovation in Telehealth for Complex Mental Health Support

ADAPT Program: Revolutionizing Telehealth Accessibility in Rural and Remote Areas

Advancing telehealth solutions for managing Long COVID through patient-centered co-design and res

The freedom to do great things in healthcare – how the nbn® network is supporting telehealth in Aust

Day 2, Morning

Day 1, Morning

Day 1, Second Slot

Day 1, Morning

Day 1, Afternoon

Day 1, Afternoon Session

Day 1, Morning

Day 1, Afternoon

Day 2, Morning

Day 1, Afternoon

Day 2, Afternoon

Day 2, Afternoon

Day 1, Morning

Day 1, Last

Day 2, Morning

Day 2, Last

SR. NO.	PROPOSAL	INTERNAL NOTES

1100 - 1125 **THE ROLE OF CO-DESIGN IN CRAFTING PATIENT-CENTRIC TELEHEALTH SOLUTIONS**

josh@healio.cloud

VIRTUAL C • Utilizing co-design methods like workshops and focus groups to develop telehealth solutions
E-HEALTH • Engaging stakeholders to identify and address patient and clinician pain points
DIGITAL H • Integrating key insights into platform features and functionalities for enhanced patient experience

Josh Farrington
Healio

1125 - 1130 **Q&A SESSION ON CO-DESIGN FOR PATIENT-CENTRIC TELEHEALTH**

1530 - 1555 **EVALUATING LEARNABILITY OF VIRTUAL CARE TECHNOLOGIES IN RESIDENTIAL AGED CARE HOMES**

adeola.ba@sydney.e

VIRTUAL C • Assessing how learnable virtual care technologies are for staff in residential aged care settings
E-HEALTH • Analysing the impact of high workload and staff turnover on the adoption of virtual care systems
DIGITAL H • Investigating the effectiveness of cognitive walkthroughs in evaluating virtual care usability

Adeola Ayodele
The University of Sydney

1555 - 1600 **Q&A SESSION ON ENHANCING VIRTUAL CARE USABILITY IN AGED CARE**

1010 - 1035 **VALUE-BASED HEALTHCARE AND DIGITAL HEALTH: PREPARING HEALTHCARE LEADERS**

gillian.vesty@rmit.e

E-HEALTH • Addressing funding model dilemmas in investing in digital health initiatives
DIGITAL H • Developing emerging skills in generative AI and cyber awareness for healthcare leaders
HEALTH R • Preparing healthcare leaders to navigate the intersection of value-based care and digital technologies

Gillian Vesty
RMIT University

1035 - 1040 Q&A SESSION ON VALUE-BASED AND DIGITAL HEALTH STRATEGIES

1100 - 1125 HEALTHDIRECT'S VIRTUAL FRONT DOOR: ENABLING NEW COLLABORATIONS ACROSS HEALTHCARE

Nirvana.Luckraj@he

DIGITAL H • Streamlining patient access to healthcare services, reducing wait times and enhancing satisfaction

HEALTH R • Enhancing interoperability for seamless data exchange between healthcare providers for efficient care

MONITORI • Accelerating innovation by enabling new collaborative opportunities within the healthcare sector

Nirvana Luckraj

Healthdirect Australia

1125 - 1130 Q&A SESSION ON ENABLING NEW COLLABORATIONS IN HEALTHCARE

1130 - 1155 WHY DO WE COMPLICATE REMOTE PATIENT MONITORING PROGRAMS

craig@propellhealth

MONITORI • Identifying key factors and stakeholders critical for effective remote patient monitoring

VIRTUAL C • Simplifying remote patient monitoring programs to enhance usability and adoption

E-HEALTH • Evaluating the initial year of RPM implementation to determine scalability and success

Craig Simmonds

Propell Pty Ltd

1155 - 1200 Q&A SESSION ON SIMPLIFYING REMOTE PATIENT MONITORING PROGRAMS

1130 - 1155 OPTIMISING DIGITAL TECHNOLOGIES FOR PRIMARY HEALTH CARE IN REMOTE ABORIGINAL COMMUNITIES

deborah.russell@me

VIRTUAL C • Designing collaborative co-design processes with Aboriginal consumers and health services

E-HEALTH • Identifying and prioritizing telehealth interventions to enhance healthcare accessibility

DIGITAL H • Overcoming barriers and enabling factors for implementing digital health solutions

• Assessing scalability and impact of digital interventions in remote Aboriginal communities

Deb Russell | Vishnu Khanal

Menzies School of Health Research

1155 - 1200 Q&A SESSION ON DIGITAL HEALTH STRATEGIES IN REMOTE COMMUNITIES

1530 - 1555 SUCCESS AND SUSTAINABILITY OF DIGITALLY-PROVIDED GENETIC SERVICES FOR PRECISION MEDICINE

flanned@ccf.org

VIRTUAL C • Addressing the growing demand for genetic services amid a limited and unevenly distributed workforce
E-HEALTH • Facilitating geographical access through telegenetics and sustaining virtual genetics care post-pandemic
DIGITAL H • Implementing innovative solutions like genetics eConsults and chatbots to enhance precision medicine access

David Flannery
Cleveland Clinic

1555 - 1600 Q&A SESSION ON DIGITALLY-PROVIDED GENETIC SERVICES

1100 - 1125 THE HEALTHCARE LANDSCAPE NOW AND TOWARDS 2030

holly.schaaf@mccrin

DIGITAL H • Analysing demographic and social shifts influencing Australia's healthcare sector today
E-HEALTH • Examining technological innovations and their impact on healthcare delivery and outcomes
MONITOR • Forecasting future trends and their implications for healthcare staff and patient expectations

Holly Schaaf
McCrindle

1125 - 1130 Q&A SESSION ON FUTURE HEALTHCARE TRENDS AND IMPLICATIONS

1040 - 1105 TRANSFORMING NEURODIVERGENT CARE: USING DIGITAL HEALTH TO ADDRESS DISPARITIES

kathleen@sst-institu

DIGITAL H • Leveraging digital health platforms to support neurodivergent children's mental health and education
VIRTUAL C • Strengthening the clinical capacity and community support through scalable digital solutions
E-HEALTH • Promoting global scalability and continuous adaptation of digital health services for neurodivergent care

Kathleen Davey

Social Science Translated

1200 - 1225 VICTORIAN VIRTUAL ED TRANSFORMING ACUTE DIABETES CARE   Ben.Nash3@nh.org.

VIRTUAL C • Collaborating across health services to implement the VVED Diabetes service
E-HEALTH • Providing 24/7 emergency diabetes care via video calls for patients and healthcare professionals
DIGITAL H • Implementing blood ketone testing in ambulance services, a world first in acute diabetes care

Ben Nash
Victorian Virtual Emergency Department

1225 - 1230 Q&A SESSION ON TRANSFORMING DIABETES CARE WITH VIRTUAL ED

1630 - 1655 PRIVATE HEALTH INSURANCE AND OUT OF HOSPITAL CARE   AngelaSmarrelli@GM

VIRTUAL C • Highlighting how the Care Coordination Service reduces admissions and hospital stays
DIGITAL H • Emphasising the collaborative approach with hospitals, clinicians, patients, and families
E-HEALTH • Demonstrating telehealth and in-home care over an eight-week coordinated care plan

Angela Smarrelli
GMHBA

1655 - 1700 Q&A SESSION ON CARE COORDINATION IN PRIVATE HEALTH

1010 - 1035 SYSTEMS ENGINEERING FOR TELEHEALTH   ozgur.butun_1@phil

HEALTH R • Emphasising the importance of systems engineering in developing medical products for telehealth
MONITOR • Fostering systems engineering competence development within healthcare technology teams
E-HEALTH • Exploring emerging trends in systems engineering to enhance telehealth solutions

Ozgur Butun

Philips

1035 - 1040 **Q&A SESSION ON SYSTEMS ENGINEERING IN TELEHEALTH**

1600 - 1625 **MULTIFACETED INSIGHTS INTO TELEHEALTH APPLICATIONS**   jonathan@welysn.co

VIRTUAL C • Redefining care and recovery for cancer patients through innovative telehealth programs
E-HEALTH • Measuring outcomes in workplace health solutions delivered via telehealth services
DIGITAL H • Enhancing telehealth safety and user experience for individuals facing domestic violence

Jonathan King
We Lysn

1625 - 1630 **Q&A SESSION ON TELEHEALTH APPLICATIONS INSIGHTS**

edu.au

du.au

althdirect.org.au

.com.au

enzies.edu.au

ndle.com

ute.net

au

VIHBA.COM.AU

| Paid | Low | Systems | Day 2, Afternoon |

| Paid | Low | Multifacet | Day 1, Afternoon Opening Slot |