

Conferences and Research

At Telecare, we are dedicated to improving virtual healthcare through research collaborations and active participation in key conferences.

2023

■ University Of Melbourne and NCN Research Publication

From December 2022 to June 2023, the University of Melbourne and NCN conducted a research evaluation of Telecare's Virtual Inpatient Service Model at NCN (*NCN Health Pilot Project: Using virtual care to address rural workforce limitations*). The Evaluation Report demonstrated positive improvements in the effectiveness, efficiency, and scalability of the service.

■ RACMA Conference 2023

Telecare Chief Growth Officer, Dr Raymond Wen, and Chief Medical Officer, Dr Christopher Sia, were invited to RACMA 2023 to present on our Inpatient Model of Care (*Virtual Admitting Officer Model of Care: A Pilot Project to Address Rural Workforce Limitations*) and our Outpatient Model of Care (*Equitable Access for Regional Patients: Upscaling a Public Hospital's Virtual Outpatient Clinic Service*).

■ RACGP WONCA Global GP Conference 2023

Telecare presented our Virtual Inpatient Care Model rolled out within NCN Health (Nathalia, Cobram, and Numurkah) and shared insights into virtual health service delivery (*Virtual Admitting Officer Model of Care: A Solution for Workforce Limitations and Regional Medical Workforce Burden Relief*).

■ Australian Institute of Digital Health, MedInfo 2023

"Telecare was invited to present on our Virtual Outpatient Service Model currently adopted by Mackay Hospital and Health Services (Augmenting impact through partnerships: Scaling a public hospital's virtual outpatient clinic service for equitable access for rural/regional patients).

■ Wild Health Sydney Summit 2023

Cathie La Rivere (Virtual Health Manager at Mackay HHS) presented Telecare's Virtual Outpatient Service Model (*Solving the Public Hospital Waitlist Crisis with a Successful Public/Private Partnership Model of Service*).

■ ACSQHC Virtual Care Validation Study

In 2023, Telecare was the sole private healthcare provider invited by the Australian Commission on Safety and Quality in Health Care (ACSQHC) to participate in the Virtual Care Validation Study. This initiative aimed to test the application of National Safety and Quality Digital Mental Health (NSQDMH) Standards in virtual care.



■ HIC 2024

Telecare presented at the Australian Institute of Digital Health's annual HIC conference, showcasing three abstracts. We presented on our Virtual Outpatient Service Model (*A solution to the public hospital waitlist crisis: Embracing digital innovation from the private sector*), our Virtual Inpatient Model (*Virtual admitting officer model of care: Evaluation of a pilot project to address rural workforce limitations*), and our innovative productivity software (*A new frontier in prescribing: eScripts with RxPad*). Notably, our abstract on the Virtual Inpatient Model won the Don Walker Award for Best Industry Abstract.



■ RACMA 2024

Telecare was invited to present at the RACMA 2024 Conference, showcasing two informative posters. We presented on our Virtual Outpatient Service Model (*Collaboration and technology bridging the access divide between city and country*), and our GP Hybrid Model (*Metro to rural: Co-designing a hybrid GP service to support a rural health service*).



■ ACHSM 2024

Last year, Telecare was invited to present at the ACHSM Conference. Our workshop focussed on the practicalities of implementing a Virtual Inpatient Model (*How to implement a successful virtual inpatient program in small rural hospitals: Lessons from a Pilot Project*). Additionally, we made an oral presentation on our Virtual Outpatient Model (*Strategies for Success: Implementing and Scaling an Effective Outpatient Telehealth Service*).



■ Elevate Scholarship with CQU

We are co-funding a PhD scholarship with Central Queensland University (CQU). This scholarship will support cross-disciplinary research examining and evaluating virtual models of healthcare delivery provided in partnership with Telecare. We are also aiming to apply for a National Health and Medical Research Council (NHMRC) grant, with a potential value of up to \$1 million. This grant would support research conducted by CQU in Mackay, focusing on our models of care and exploring the potential to scale these models.