



Virtual care in NSW

An overview of the NSW Virtual Care Strategy
2021-2026



The Challenge

The use of virtual care in NSW has been evolving for many years. Our experiences during COVID-19 opened us up to new ways of thinking about how healthcare can be delivered, and innovations in technology have transformed how healthcare is received.

Virtual care supports access to healthcare, particularly specialist services, and provides patients with more choice about how and where they receive their care.

The Solution

The [NSW Virtual Care Strategy](#) NSW Health's pathway for a coordinated and consistent approach to scale virtual care, and comprehensively integrate it as an option across NSW.

The Strategy positions virtual care as a complement to existing services that streamlines the experience of both groups providing and receiving care. It guides NSW Health to embed options for virtual care that are both value-based and consumer and clinician friendly.

The Strategy aims to achieve a number of key outcomes which focus on patient centredness, equity of access and building the confidence of virtual care providers and consumers.

There are 6 strategic focus areas in the NSW Virtual Care Strategy. They are:

- **Patients' interactions** – Virtual care technology to facilitate interactions between patients, carers and clinicians in different locations.
- **Remote care and monitoring** – The remote collection and evaluation of patient health data using sensors and other monitoring technology in the hospital, at home, at work and in community settings.
- **Care planning and coordination** – Seamless scheduling and coordinated healthcare planning with patients across different health providers and across the care continuum from primary through to acute care.
- **Clinical collaboration and innovation** – Digital collaboration within the clinical community to share leading practice, enable peer-to-peer conversations and drive innovation and research and promote best practice.
- **Patient self-management and autonomy** – Self-determination and literacy improved to enable choice to engage in virtual care.
- **A digitally capable workforce** – Capacity, skills and knowledge building, supporting the current and emerging health workforce to confidently integrate into their practice.

The Strategy builds on the foundational and innovative work of our health partners across NSW, nationally and internationally.

NSW Health is committed to providing world-class care that is safe, reliable and personalised. Virtual care will help us to do this.



For more information:

Find out more about virtual care in NSW, and read the complete [NSW Virtual Care Strategy](#) on the [NSW Health website](#).