SFT-26

Successes and Failures in Telehealth 2026

Building a better health system with telehealth and virtual care



THURSDAY 5 NOVEMBER 2026

	Auditorium	B1	B2
7:30 AM - 4:45 PM	**Registration Open**		
8:30 AM - 8:55 AM	SFT- 26 Conference Opening Welcome to Country: **Refiti Tovi** Opening: **Professor Anthony Smith, Conference Chair** University Welcome: **Professor Craig Munns, Dean, UQ Medical School**		
9:00 AM - 9:40 AM	Keynote Address: eHealth Queensland's strategic direction and virtual care. **Dr Tanya Kelly** 9:00am - 9:30am - Keynote presentation 9:30am - 9:40 am: Q&A session		
9:40 AM - 10:00 AM	**Industry Engagement Session**		
10:00 AM - 10:50 AM	Panel Session: Consumer Session **Dr Jaimon Kelly and Mr Brian Beh**		
10:50 AM - 11:20 AM	**Morning Tea, Exhibition & Poster Viewing**		
	Concurrent Session 1 - Rural Health	**Concurrent Session 2 - Evaluation & Effectiveness**	**Concurrent Session 3 - Outpatient & Community Care**
11:20 AM - 11:35 AM	Addressing the postcode lottery: Soaring Acuity and Evolving Virtual Models of Care for Regional EDs **Dr Tatiana Lowe**	Does Direct to Consumer Telehealth for Upper Respiratory Infections Reduce the Need for In-Person Care? **James Marcin**	When outpatient cardiac care and treatment go digital: A postphenomenological exploration of cardiac patients' actions and experiences with video consultations and home monitoring. **Nina Cecilie Tjustrup**
11:35 AM - 11:50 AM	Facilitators and Barriers of a Successful Hybrid Outpatient Telehealth Model in a Very Remote Aboriginal Community of Central Australia **Vishnu Khanal**	Digital health education and training in Japan: a scoping review of literature published in Japanese and English language **Kuriko Kudo**	A Literature Review on Research carried out on Digital Health Education and Training in Japan **Shintaro Ueda**
11:50 AM - 12:05 PM	Empowering Remote Healthcare Professionals through Community and Support **Manuel Gonzalez**	From Policy Gap to Practice Framework: Streamlining Telemedicine Prescribing in Sri Lanka **Gumindu Kulatunga**	Fracture Clinic Trial (RECITAL): What are the outcomes for patients with simple fractures attending a virtual clinic compared to the in-person clinic? **Min Jiat Teng**

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12:05 PM - 12:20 PM	Online counselling for rural concerned significant others: A randomised controlled trial **Heidi Gray**	Restoring Access: RACP Advocacy Lessons from the Reinstatement of Physician Telephone and Video Telehealth in the MBS **Peter Lalli**	Evidence-based recommendations for how to improve access to comprehensive primary health care in remote communities using digital technologies **Tim Shaw**
12:20 PM - 12:35 PM	Hospitals without walls: proving timely, expert, virtual emergency care in Queensland **Kim Hansen**	A Mixed Methods Evaluation of a Hospital-based Virtual Clinical Safety Net for Detecting and Responding to Patient Deterioration **Georgina Luscombe**	Physiotherapists' perspectives of the use of telerehabilitation: a qualitative systematic review and meta-synthesis **Joshua Simmich**
12:35 PM - 12:50 PM	Session 1 - Q&A with Speakers	Session 2 - Q&A with Speakers	Session 3 - Q&A with Speakers
12:50 PM - 1:35 PM	**Lunch, Exhibition & Poster Viewing**		
	Concurrent Session 4 - Co-design	**Concurrent Session 5 - Patient Experience & Communication**	**Concurrent Session 6 - Integrated & Multidisciplinary Care**
1:35 PM - 1:50 PM	Co-designing an AI-powered clinical chatbot in a remote digital primary care unit: A participatory action research approach **Virginia Zazo**	Enhanced patient-centred communication through implementation of a novel consultation summary software application in outpatient telehealth encounters **Laura Bird**	Implementation of the Virtual Integrated Practice (VIP) Partnership Program: Supporting access to primary care in rural Queensland **Jenny Job**
1:50 PM - 2:05 PM	Interprofessional Co-Design of a Virtual Care Curriculum for Continuing Professional Development at Sydney Local Health District Virtual Hospital **Shannon Saad**	Comparing memory-based safety and patient-centered quality outcomes across telephone and video telehealth consultations **Yangxueqing Jiang**	Treat the Patient, Not the Imaging: Updated Cost and Societal Value of a Telehealth Fracture Clinic in North West Queensland 14 Years After Initial Evaluation **Wesley Monts**
2:05 PM - 2:20 PM	Metro to rural: co-designing a hybrid GP service to sustain primary care in a thin market **Raymond Wen**	The Current State of Telemedicine Activities at National University Hospitals in Japan **Yukiko Hisada**	How the Central Foot Hub uses virtual care to treat patients with foot ulcers in Central Queensland **Alison McGill**
2:20 PM - 2:35 PM	CubCare – Clinical Co-design Creating a Technology-Enabled Paediatric Care Platform: Expanding Access to Acute, Developmental and Specialist Care **David Wood**	Safety and security as quality markers in telehealth consultations: deliberative workshops with consumers and clinician think-aloud interviews **Christine Phillips**	Royal Flying Doctor Service Northern Territory Virtual Emergency Care Trial **Caz Mason**

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2:35 PM - 2:50 PM	Equity by Design: Lessons from Co Designing a Telehealth Model to Improve Cancer Outpatient Attendance **Amber Anderson**	Technical challenges in comparing information exchange and outcomes across video and audio telehealth modalities **Yangxueqing Jiang**	A “Prescribable” mobile app for people with chronic low back pain attending general practice: Feasibility randomised controlled trial **Isha Mishra**
2:50 PM - 3:05 PM	Session 4 - Q&A with Speakers	Session 5 - Q&A with Speakers	Session 6 - Q&A with Speakers
3:05 PM - 3:30 PM	**Afternoon Tea, Exhibition & Poster Viewing**		
	Ensuring the Quality and Safety of Telehealth - NHMRC Targeted Call for Research Recipients **Chair: Professor Liam Caffery**		
3:30 PM - 3:45 PM	Cost-effectiveness analyses of virtual ED services across Australia: methods issues and findings **Jonathan Karnon**		
3:45 PM - 4:00 PM	Exploring reported quality and safety markers in telehealth **Jenna Graffini**		
4:00 PM - 4:15 PM	Towards safer telehealth consultations about medicines: comparing audio and video telehealth consultations for high risk medications and in cross-cultural settings **Christine Phillips**		
4:15 PM - 4:30 PM	Exploring telehealth activity in northern Queensland **Deb Smith & Karen Johnston**		
4:30 PM - 4:45 PM	Panel Session: Q&A **Facilitated by Professor Liam Caffery**		
4:45 PM - 4:45 PM	**Conference Close**		
6:30 PM - 9:30 PM	Conference Social Reception		

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	Auditorium	B1	B2
7:29 AM - 3:15 PM	**Registration Open**		
7:30 AM - 8:45 AM	**TEMDEC Breakfast Workshop**		
9:00 AM - 9:10 AM	**Welcome to Day 2**		
9:10 AM - 9:50 AM	Keynote Address - What quadriplegia, depression and moving to Australia taught me about equity through digital health **Dr Dinesh Palipana** 9:10am - 9:40am - Keynote presentation 9:40am - 9:50am - Q & A Session		
9:49 AM - 10:30 AM	**Oral Poster Session**		
9:50 AM - 9:55 AM	The Virtual Neurologist: Transforming Regional Care Through Telehealth Diagnosis of Functional Neurological Disorder **Mai Vu**		
9:55 AM - 10:00 AM	Teletrials Transforming Clinical Trial Access Across Queensland **Kimberley Bury**		
10:00 AM - 10:05 AM	Bringing the ward home: Early outcomes of a virtual care model **Kamil Pufal**		
10:05 AM - 10:10 AM	The Hybrid Telehealth Model in Physiotherapy - Training Wheels or the Finish Line? **Rebekah Robinson**		
10:10 AM - 10:15 AM	Experiences implementing Telemedicine for Heart-failure patients- A Case from a Danish department of Cardiology **Stine Rosenstroem**		
10:15 AM - 10:20 AM	Use of telehealth for Australian regional patients to improve access to specialized stereotactic radiosurgery in a post-pandemic era: A single institution study and literature review **Melanie Stanhope**		
10:20 AM - 10:25 AM	Restoring capsule endoscopy through a remote reporting model: what worked, and what got stuck downstream **Raymond Wen**		
10:25 AM - 11:00 AM	**Morning Tea, Exhibition & Poster Viewing**		
10:59 AM - 11:00 AM	**Concurrent Session 7 - Technology, Tools & Infrastructure**	**Concurrent Session 8 - Implementation**	**Concurrent Session 9 - Virtual Care Models**
11:00 AM - 11:15 AM	Successful implementation of a statewide general practitioner-to-specialist eConsult service in Queensland **Caroline Nicholson**	Lessons from deploying mixed reality tele-mentoring across eight rural hospitals: Workflow, training, and operational resilience **Trung Dung Bui**	Digital health interventions supporting integrated care for irritable bowel syndrome in Australia: Assessing patient and clinician needs through a mixed-methods study **Molly Fahey**

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11:15 AM - 11:30 AM	Feasibility of Digital Health App Prescriptions for Obesity Treatment in Australian General Practice: A Mixed-Methods Study with General Practitioners **Alice Petcopoulos**	From Phone Heavy to Video Enabled: Embedding Sustainable Telehealth in Outpatient Endocrinology **Shona Callum**	Digitally enabled outreach healthcare: Exploring the "Mobpod" service model **Paul Penumala & Michal Nosek**
11:30 AM - 11:45 AM	Assessment tools for health student telehealth competency: A scoping review **Kate Bridgman**	Successes and learnings from implementing a multifaceted telementoring intervention to support telehealth adoption in public allied health outpatient services **Renee Cook**	Care provided and Lessons learnt - Queensland Virtual Early Medical Termination of Pregnancy Service (QVEMTOPS) 1 year on **Claire Fotheringham**
11:45 AM - 12:00 PM	Applying Team-Based Problem Solving to Drive Innovation, Safety and Quality in Statewide Virtual Care **David Nouju**	Better Care, Lower Cost, Less Travel: A Cost-Effectiveness Analysis of eConsults in the World's Largest Universal Health System **Soraia De Camargo Catapan**	Virtual ward rounds – facilitating timely, equitable access to specialist care in Regional Victorian Health Services (A pilot) **Mai Vu**
12:00 PM - 12:15 PM		Delivering Integrated Acute Virtual Care at Scale in Rural and Remote Queensland: A Two-Year Service Evaluation of the Royal Flying Doctor Service **Megan Hobbs**	A virtual health treatment and management service for cancer patients to reduce the impact and cost for patients in rural areas **Associate Professor Alison Craswell**
12:15 PM - 12:30 PM	Session 7 - Q&A with Speakers	Session 8 - Q&A with Speakers	Session 9 - Q&A with Speakers
12:30 PM - 1:15 PM	**Lunch, Exhibition & Poster Viewing**		
	Concurrent Session 10 - Service Support Mechanisms	**Concurrent Session 11 - Policy, Governance & Scaling**	**Concurrent Session 12 - Artificial Intelligence**
1:15 PM - 1:30 PM	Reflections on the development of a Virtual Community of Practice Approach to Paediatric Brain and Spinal Cord Injury Mental Health Care **Professor Karen Barlow**	Implementation of a virtual health navigator to support new virtual model of outpatient care in a tertiary hospital allied health department **Jaimon Kelly**	Would you like a side of AI with that? An organisational journey implementing AI in a national telehealth environment. **Glynis Sandland**
1:30 PM - 1:45 PM	Measuring Trust and Confidence in Telehealth modalities in Australia: a nation-wide validation study of the trust and confidence in telephone and video consultation scales **Soraia De Camargo Catapan**	Whole-of-System Ownership for program implementation: Lessons from the Australian Teletrial Program **Sabe Sabesan**	Does clinician AI use undermine trust in physiotherapy delivered in-person or via telerehabilitation? An online randomised experiment **Megan Ross**

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1:45 PM - 2:00 PM	Beyond Data Breaches: A Cross-Sectional Analysis of the Human, Experiential and System-Level Factors Shaping Trust in Telehealth Modalities in Australia **Soraia De Camargo Catapan**	Policy evolution in digital health education and training: a scoping review **Sisira Edirippulige**	The mediating role of trust in telehealth between AI knowledge and consumers' comfort across the AI-HCP involvement spectrum **Jia Wan**
2:00 PM - 2:15 PM	Telemedicine in medical education after COVID-19: a convergent mixed-methods study of medical students in Peru **Victor Gallegos-Rejas**	Increasing the Use of Video Telehealth in Residential Aged Care Homes: Evaluation of a Practical Telehealth Training Program **Annie Banbury**	Understanding patient distress from speech: Lessons for AI in telehealth **Cody Hu**
2:15 PM - 2:30 PM	Teledermatology models of care: A snapshot of services in Australia **Monica Taylor**	From Promise to Practice: Scaling Telepharmacy in New Zealand **Hina Saeed**	
2:30 PM - 2:45 PM	Session 10 - Q&A with speakers	Session 11 - Q&A with Speakers	Session 12 - Q&A with Speakers
2:45 PM - 2:55 PM	Short break - delegates move into plenary session		
2:55 PM - 3:35 PM	Keynote Address - Ideas for monitoring AI in telehealth and virtual care **Professor Adam Dunn** 2:55pm - 3:25pm - Keynote Presentation 3:25pm - 3:35pm - Q&A		
3:35 PM - 3:50 PM	Awards and Conference Close Best Paper Prize, SFT-28 Announcement and conference close		
	End of SFT 2026		