

NZ Telehealth Forum & Resource Centre

Kia ora koutou,

It's been a wee while since we sent out a newsletter and I'm excited to bring you some good news this quarter.

We continue to take on new members, our communities of practice are alive and well, albeit meeting less frequently. Without our members active engagement there would be no forum and I am very grateful to all of you who choose to spend time with us and continue to lobby for equitable access to healthcare.

Our briefing to Minister Simeon Brown was so well received that we have a meeting with him in June. Take a look at our [BIM](#) which was unashamedly optimistic and some would even say 'Trumpian' in our effort to get some attention. I feel the need to apologise for the effusive nature of the BIM but the result appears to be worth it. We have a short time with the Minister that we will use well. Join the discussion on how we should use that time at our next **NZTLG** meeting on **Thursday 17 April at 1pm**. Meeting invitations have been sent out but if you didn't receive it please email admin@telehealth.org.nz.

Our [RPM@PACE](#) paper has been published, and a lot of effort went into this paper in order to gather wide viewpoints. I hope you are all proud of the output and I encourage you to share it widely to your colleagues.

Chris Paton and I will host a table on AI and Telehealth at the HiNZ Digital Health AI Summit 2025 in May, make sure you get your ticket and join the korero. We are most grateful to HiNZ for this opportunity.



Recently I've been enjoying 'tribal leadership' by Dave Logan and co. This book talks of the stages of an organisation from 'life sucks' through 'I suck', 'you suck' and on to 'life is good, we are good'. I hope that you all continue to get some fulfilment out of the NZ Telehealth Forum which to me has only ever operated in the collaborative 'life is good, we are good' space. We are better together and I remain grateful to all of you for your ongoing support over the very challenging past 12 months. Of course our ongoing thanks to our Mobile Health Group colleagues, without whom we would cease to exist.

Nāku, nā

Dr Ruth Large

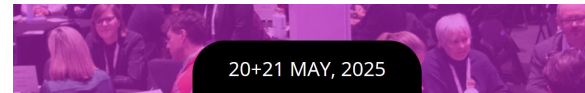
NZTF Chair

Join the NZ Telehealth Forum

HiNZ Digital Health AI Summit 2025

The Digital Health AI Summit is being held on **Tuesday 20 May - Wednesday 21 May 2025** at Te Papa (Oceania Room) in Wellington. It brings together health leaders from across the sector to collaborate to make AI driven change in healthcare, by sharing collective knowledge to develop action plans. Come to connect with other health leaders, to hear from experts and those who have successfully implemented AI solutions, and to collaborate across the health sector to drive change.

[Learn more](#)



Digital Health AI Summit 2025

2025 Briefing to the Incoming Minister (BIM)

We recently submitted our 2025 BIM to Hon Simeon Brown, Minister of Health. The BIM highlights how the Forum can facilitate the expansion of telehealth services, enhance healthcare accessibility and promote the creation of virtual health programs.

Read the BIM



RPM@PACE published

Remote Patient Monitoring (RPM) has emerged as a valuable, and cost-effective addition to modern healthcare, offering a means to monitor patients' health remotely and provide timely interventions that improve or maintain the quality of care provided.

The Patient Anywhere, Clinician Elsewhere model further enhances RPM by enabling remote centralisation via a national, regional, or local hub of healthcare providers to deliver care from any location, thereby improving accessibility and efficiency.

This brief paper explores the application of the PACE model to RPM, highlighting its benefits, challenges, and prospects. The model is illustrated with three basic case examples and references are included.

[Read RPM@PACE](#)



Rural Women webinar: Introduction to telehealth

Rural Women New Zealand hosted a webinar titled "Introduction to Telehealth" in March. The session featured renowned telehealth experts Dr. Ruth Large and Jenni Falconer, CEO of Emergency Consult, whose organisation provides telehealth services. As telehealth becomes an increasingly common method of delivering healthcare, it is important to inform those who may wish to access these services or encourage others to do so.

[Watch the webinar](#)



Proven: How Healthline Tele-triage is Changing ED Care webinar

Watch this webinar on how Healthline is transforming ED care and supporting whānau with timely access. As one of 39 free telehealth services by Whakarongorau Aotearoa, Healthline introduced an image upload system in 2021. This research explores its use by clinicians and service users in New Zealand.

[Watch the webinar](#)



HiNZ - Concern that telehealth cuts will reduce access to care

A proposal to cut telehealth roles at Health New Zealand | Te Whatu Ora would reduce access to virtual healthcare, increasing wait times and delaying vital diagnosis and treatment, says the country's largest union.

Health NZ is proposing to slash its telehealth workforce despite the organisation's aim to have 10 percent of care delivered digitally by June 2025 and the new Health Minister's stated aim of using more telehealth.

[Read the article](#)



Research Study: The Impact of Telehealth on the Rural General Practice Workforce

Are you a GP currently working or recently worked in rural General Practice? We have an exciting opportunity for you to be involved in a groundbreaking study on the impact of telehealth on rural healthcare in Aotearoa New Zealand!

Rural primary care has been highlighted as an area where telehealth can significantly improve access and relieve workforce pressure. Despite this, there is limited evidence of its impact, especially in New Zealand. That's why Drs. Eggleton and Dr. Large have designed a study to test the hypothesis that "Telehealth has a negative impact on Rural General Practice recruitment and retention." This study will be conducted using the nominal group technique, with the first round being an online survey and the second round taking place in a workshop at the rural health conference.

We want to hear your voice! If you are or have recently been physically working in rural General Practice, we invite you to participate in this exciting study.

View the participant information by clicking on the button below and contact Dr. Ruth Large for any further information ruth@telehealth.org.nz

[View the participant information here](#)



Press release: Healthline Diverts 83 Patients Daily from Te Manawa Taki (Midlands) Region Emergency Departments

A new study by Te Pūnaha Matatini and Auckland University reveals that Healthline, operated by Whakarongorau Aotearoa, prevents approximately 83 unnecessary Emergency Department (ED) visits per day across the Te Manawa Taki (Midlands) region, with potential to reduce ED pressure further.

Analysis of data from July 2019 to June 2024 demonstrates that Healthline advice has successfully diverted 14.6% of potential ED presentations, while identifying an additional 6% of current ED visits that could be managed through the telehealth service

Free health advice
when you need it



Healthline

Seeking feedback on draft guidelines for the use of Artificial Intelligence for optometrists and dispensing opticians

Organisation: Optometrists and Dispensing Opticians Board

Health practitioners increasingly use Artificial Intelligence (AI) technologies for diagnosis, treatment planning, and patient management. As AI continues to transform healthcare, we believe it is beneficial to develop clear, practical guidance for practitioners who may use AI in their practice.

Our goal is to provide guidance to optometrists and dispensing opticians in harnessing the benefits of AI while ensuring they maintain the highest standards of care, safety, and ethical responsibility.

We have developed some [draft guidelines](#) for the use of AI in practice. The draft guidelines cover topics such as clinical decision-making, patient privacy, and ethical considerations. We note that some of these topics are legislated for elsewhere.

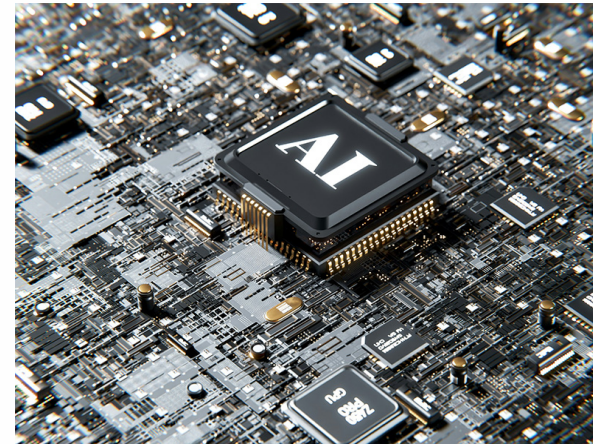
We have incorporated some initial feedback received within the attached document. However, we acknowledge there will be room for improvement before guidelines are finalised and published.

We are seeking feedback on the draft guidelines. We are particularly interested in hearing from you concerning:

- the clarity and relevance of the guidelines for daily practice
- any gaps or areas needing more detail
- concerns or considerations we may have missed.

Your feedback will be invaluable in helping us refine the guidelines to better support practitioners in navigating this rapidly evolving area.

If there is any information or feedback you would like to provide, please email: registrar@odob.health.nz on or before 14 April 2025.



Watch the webinar recording

If you missed February's telehealth webinar 'Change management in AI is easy, isn't it?', you can watch the recording on our website by clicking the 'watch the recording' button below.

Thank you to all of our attendees who joined on the night, and also to our amazing speakers for their time, and sharing their insight and knowledge:

- Chris Paton, Associate Professor of Health AI at the Liggins Institute, University of Auckland
- Mike Mulvaney, Chief Technology Officer, Crown Law Office
- Madeline Newman, Executive Director, AI Forum NZ
- Rosie Dobson, GM Health Services Research and Evaluation, Te Whatu Ora, and Senior Research Fellow, University of Auckland
- Jon Herries, New Technology and Innovation, Data and Digital, Health NZ

Read the [PDF poster](#).

Watch the webinar

TELEHEALTH WEBINAR:
Change management in
AI is easy, isn't it?

 WATCH RECORDING NOW

This webinar recording is available to watch on www.telehealth.org.nz
Please feel free to share this recording with anyone who may be interested
and share to social media.



What's happening in telehealth overseas?

Organisation: Agency for Clinical Innovation

Is virtual care right for me and my family...today?

The NSW Agency for Clinical Innovation (ACI) has developed a guide to support consumers, patients, carers and family members assess if virtual care is suitable for them at this stage of their healthcare journey. The guide also provides support and encouragement for consumers to have a conversation with their healthcare provider about virtual care.

"Is virtual care right for me and my family...today?" is a comprehensive guide providing consumers with information on what virtual care is, when it could be used, a consumer suitability checklist and some conversation starters. The



Agency for Clinical Innovation

information has been developed into a booklet and is also available [online](#).

The guide was developed in partnership with consumers.

ACI are conducting a pilot to gain feedback from a broader range of stakeholders regarding the guide. If you are interested in participating, please submit the [Expression of Interest \(EOI\) form](#).

All applicants will be notified the outcome of their EOI by **5:00pm Friday 9th May 2025**.

Virtual Care Exchange Forum – Call for abstracts

NSW Agency for Clinical Innovation (ACI) invites New Zealand colleagues to submit an abstract to present at the virtual care exchange forum (VCEF) planned for Thursday 19th June 2025. The theme of the forum is *Equitable Virtual Care: Meeting the Needs of Vulnerable Populations*.

We are seeking abstracts which showcase innovative and tailored virtual care solutions for diverse patient groups, such as indigenous, intellectual or physical disability, culturally and linguistically diverse (CALD), isolated, bedbound or homeless, elderly or frail, refugees or displaced migrants, complex health needs, challenging behaviours, phobias or any other vulnerable group.

Please use the [online form](#) to submit your abstract by **Friday 9th May 2025**.

If you have any questions, please contact ACI-virtualcare@health.nsw.gov.au

Webinar recordings

To view past webinars, visit our webinars web page by clicking on the button below.

Watch past webinars



Obituary - Sheree Fairhurst (nee East) 12 August 1961 - 30 March 2025

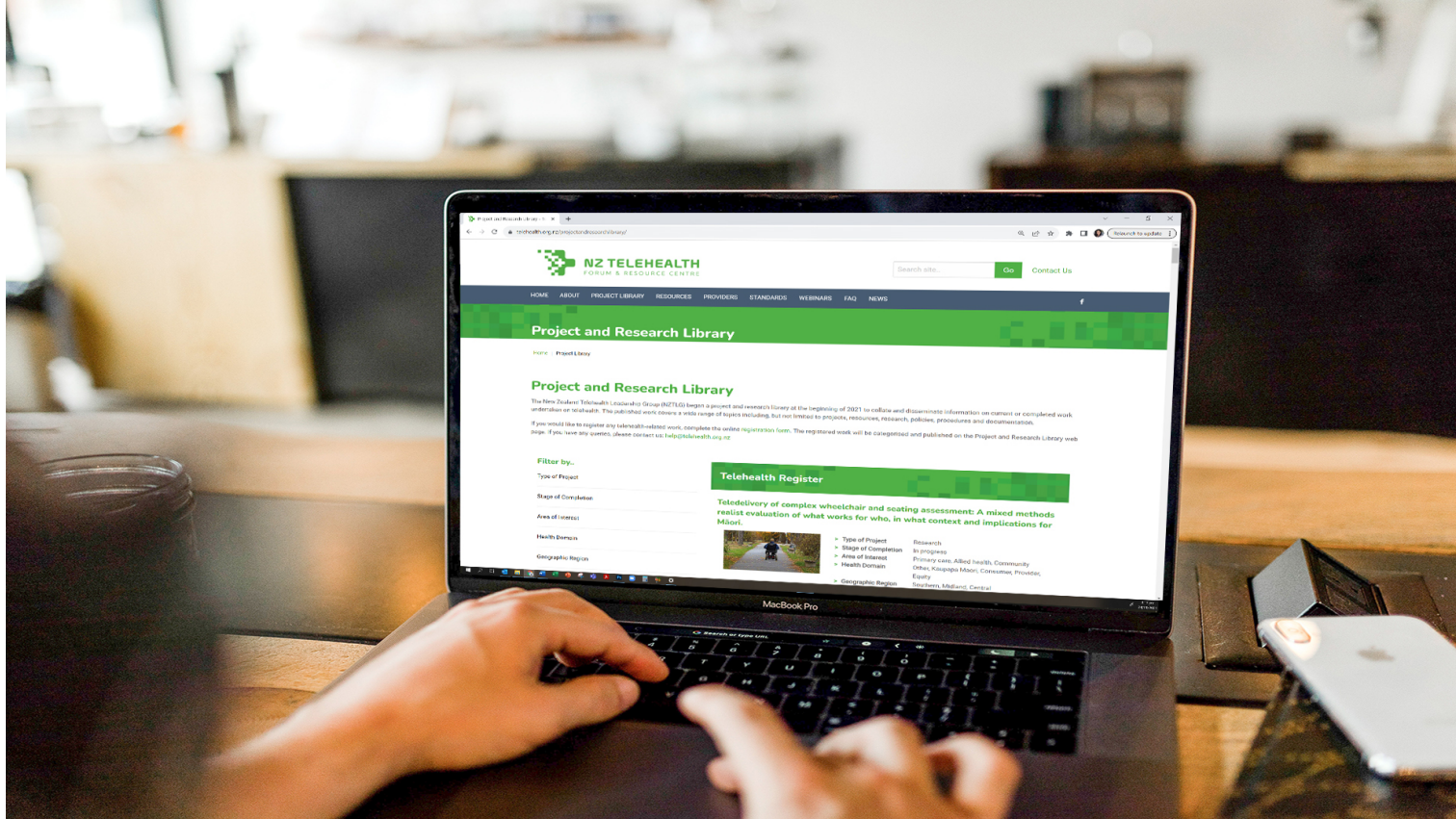
We are deeply saddened to announce the passing of Sheree Fairhurst. She began her working life in the health sector as a registered nurse. In the early 1990s she undertook her Diploma in Midwifery and worked as one of the early pioneering hospital-based continuity of care midwives at Burwood Hospital, Christchurch. She was appointed director of nursing at Nurse Maude in 2001.

Among her many roles, Sheree was a member of the TLG and championed the use of telehealth to support patients in the community especially during her time at Nurse Maude.

Her significant contribution to the development and use of clinical information systems, the development of HealthOne and the use of telehealth in community care demonstrated her impressive ability for research, development and collaboration. As the driving force behind the establishment of the New Zealand Institute of Community Health Care, Sheree was instrumental in creating a centre of excellence for the management of research and development projects that directly benefited community health.

[Read the obituary](#)





The project library aims to collate and disseminate information on current or completed work undertaken on telehealth. The published work covers a wide range of topics including, but not limited to, projects, resources, research, policies, procedures and documentation.

If you would like to register any telehealth-related work, complete the [online registration form](#). The registered work will be categorised and published on the Project and Research Library web page. If you have any queries, please contact us: help@telehealth.org.nz

[View the Project Library](#)

[Click here to view the full NZTLG history timeline](#)

New Zealand Telehealth Leadership Group history timeline

2010

- > Telehealth leaders hold their first inaugural meeting. Key attendees included Malcolm Pollock, National Institute for Health Innovation; Pat Kerr, Telehealth NZ Ltd; and Graeme Osborne, National Health IT Board and head of Ministry of Health.
- > A submission is made to the National Health IT Board and received approval to proceed with start-up funding for an Establishment Board.

2011

- > The first Establishment Board meeting was held in April to develop Terms of Reference (ToR).
- > A formal Expression of Interest (EOI) was issued for applications to Telehealth Leadership Group membership.

2012

- > A Telehealth Symposium "A Call to Arms" was held at the National Institute for Health Innovation (NIHI) with approximately 200 people in attendance.
- > The New Zealand Telehealth Leadership Group (NZTLG) formed as an advisory group for the Ministry of Health.
- > The Telehealth Leadership Group (TLG) held their first inaugural meeting.

2013

- > John Garret became chairperson and Ruth Large appointed deputy chair.

Free NZ telehealth images

The telehealth [Stock Photo Library](#) contains images which can be used by health providers to support the provision of telehealth and other digitally-enabled health programs in New Zealand.

If you need specific photos and you don't see them in the photo library, send us an email with details about what you are looking for to: info@telehealth.org.nz. We will endeavour to try and capture these in an upcoming photo shoot.

[View available images](#)



Join the NZ Telehealth Forum - it's free!

The NZ Telehealth Forum includes a diverse range of people including clinicians, operations, management, and technology. We are here to support, and encourage the increased use of telehealth, we would love for you to join us.

Note: Please expect a delay in responses from the NZ Telehealth Forum. The organisation has reduced funding to run the Forum and we are adjusting activities accordingly.

[Join the Forum](#)





FAQs

We are here to help
Ask us anything

[FAQs](#)



REGULATIONS

List of NZ regulations
standards and guidelines

[Regulations](#)



SECURITY

Top 10 security tips
for keeping safe online

[Security tips](#)



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