

# THE VIRTUAL HOSPITAL- Reimagining care through innovation

Kickstart your focus on telehealth in 2026 with an  
inspirational and educational **HYBRID WORKSHOP**

Two days of inspiration, collaboration, and practical  
design shaping the future of virtual healthcare.

Hear from international and local Telehealth and virtual  
healthcare leaders and help design the Virtual Hospital  
model of the future, to improve access, equity, and  
efficiency across our health system through co-design  
sessions.

## WHO SHOULD ATTEND:

Clinicians, innovators, and health leaders building  
Aotearoa's digital future.

## WHY ATTEND

- Learn from global and local telehealth experts
- Explore new, culturally responsive models of virtual care
- Connect with a growing telehealth community

## WHEN:

14–15 January 2026

## WHERE:

Online & in-person in  
Auckland, Wellington  
& Christchurch

## FORMAT:

Keynote presentations,  
panel discussions, and  
co-design workshops



Health New Zealand  
Te Whatu Ora



[www.telehealth.org.nz/2026-symposium](http://www.telehealth.org.nz/2026-symposium)



# Featured Keynote Speakers



## **DR JOHN PAWLOVICH**

*Clinical Professor & Chair of Rural Health,  
University of British Columbia*

Clinical Professor & Chair of Rural Health, University of British Columbia. A global leader in rural and Indigenous telehealth, Dr Pawlovich will share lessons from 25 years of delivering care through hybrid models, AI, and community innovation.

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## **DR JIM MARCIN**

*Director, UC Davis Center for Health and Technology.*

An international authority in pediatric telehealth and critical care, Dr Marcin will share insights from two decades of building connected care networks that improve outcomes for children and families across rural and underserved regions.

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## **DR KENDALL HO**

*Director, Digital Emergency Medicine,  
University of British Columbia.*

A pioneer in digital emergency medicine and health literacy, Dr Ho will explore how technology and data can safely extend acute and primary care beyond hospital walls while keeping people and communities at the centre of care.

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*...with additional speakers from Australia and Aotearoa leading digital transformation across clinical, policy, and equity domains.*





# Symposium Overview

The Virtual Hospital Symposium is a two-day hybrid event - in person across Auckland, Wellington, and Christchurch, with online access for a number of sessions, bringing together health leaders to share insights from virtual care initiatives and co-design a model for Aotearoa's future Virtual Hospital.

## Day 1

### Storytelling & Problem Framing

Hear from international and Australasian experts including Dr John Pawlovich, Dr Jim Marcin, Dr Kendall Ho, Erik McClain, Isabella Smart, and Leisha Davies-Colley. Through stories, panels, and discussion, participants will explore challenges and opportunities shaping the future of virtual health.

## Day 2

### Breakout & Co-Design Workshops

Participants work in six themed groups - clinical workflows, cultural safety, funding, technology, workforce, and evaluation to design practical solutions and frameworks for implementing virtual hospital models.



# Day 1: Wednesday 14th January

## Online and in-person (Auckland, Wellington & Christchurch)

Time (NZDT)	Session	Details
8:30	Registration for those attending in-person	
9:00 – 9:15	Mihi whakatau & Welcome	Opening ceremony and overview of symposium goals.
9:15 – 9:45	Keynote – Dr John Pawlovich	“The 21st Century House Call: Virtual Health for Remote Communities.” Insights from 25 years delivering hybrid and Indigenous telehealth across rural Canada.
9:45 – 10:15	Keynote - Dr Kendal Ho (UBC)	Digital emergency medicine and extending care beyond hospital walls.
10:15 – 10:30	Morning Tea	
10:30 – 11:30	Keynote - Dr Jim Marcin (UC Davis)	Pediatric telehealth and “critical care without walls.”
	A/ Prof Dr Amith Shetty (NSW Health)	Emergency Physician, Clinical Director
	Kahtan Al-Shabi (World Health Organisation)	Digital Innovative and Knowledge Management Officer
11:30	Break	
11:45 – 12:45	Leisha Davies-Colley Joanna Lawrence (Victoria Virtual ED) Raymond Wen (Telecare) Caroline Ogilvie (Te Whatu Ora) - Isabella Smart Erik McClain	Speech language therapist Emergency Physician - Paediatric Lead Medical Director- Primary Care Services Project Manager Virtual Care Midwife manager Physician - Hospital in the home lead
	Panel discussion and questions	
1:00	Lunch	
1:45 - 3:00	In-person meetings resume  <b>Christchurch and Wellington</b> workshop content and ending time determined by attendees  <b>Auckland only</b> Split into 3 streams	Acute Care / Secondary Care / Care in the community
3:00 - 4:00	Feedback session	
4:00	Close of day	

# Day 2: Thursday 15th January

## Breakout & Co-Design Workshop (Online only)

Day 2 shifts from storytelling to action. Participants collaborate in themed breakout groups to co-design solutions for the challenges defined on Day 1. The online format enables broad participation from across Aotearoa and overseas, with physical hubs in Auckland, Wellington and Christchurch for those meeting in person.

Through a series of workshops we will build on each key theme to identify key outcomes, barriers and opportunities. This session uses an AI scribe and mentimeter to collate material that we will later use to build a key summary document. More information on these tools will follow.

Time (NZDT)	Session	Details
10:00 – 10:15	Welcome & Recap	Review of Day 1 findings and outline of Day 2 objectives.
10:15 – 11:30	Breakout Session 1	Groups A–F begin brainstorming ideas and defining goals within their themes.
11:30 – 11:45	Mini-Break	Stretch, coffee & bio break.
11:45 – 1:00	Breakout Session 2	Groups refine and shape identifying any gaps from the previous groups and identifying barriers

## Breakout Groups & Themes

<b>A</b> Clinical Workflows & Virtual Triage – mapping safe, seamless patient journeys.	Ruth Large/Isabella Smart
<b>B</b> Cultural Safety & Community Engagement – designing culturally safe virtual care models.	Doug Healey/Alex Kemp
<b>C</b> Funding Models & Evidence Base – identifying sustainable approaches and evaluation metrics.	Craig Green/Jess Morgan-French
<b>D</b> Technology & Infrastructure – tools, interoperability and innovation roadmap.	Anna Campbell/Carolyn Guthrie
<b>E</b> Workforce & Training – defining new roles and skills for virtual care.	Karen Day/Sonja de Friez
<b>F</b> Evaluation Framework & Learning System – creating measures for continuous improvement.	Kendall Ho/Inga Hunter

Time (NZDT)	Session	Details
1:00 – 1:45	Lunch Break & Idea Gallery	Informal sharing of morning insights via online chat or whiteboard.
1:45 – 3:00	Breakout Session 3	8 key principles to address identified, filling any gaps as needed.
3:00 – 3:15	Afternoon Break	Short refresh before final plenary.
3:15 – 3:45	Closing Plenary – Group Presentations	Voting to prioritize key barriers/outcomes/opportunities
3:45 – 3:50	Wrap-Up & Next Steps	Summary by Ruth Large; announcement of post-event report and follow-up activities.

Participants will leave with concrete frameworks and prototype ideas for six core areas of the Virtual Hospital model—plus a new community of practice ready to carry this work forward across Aotearoa and beyond.