



NZ Telehealth Forum & Resource Centre

Tēna koutou katoa,

It's been a long road - one that has required patience, persistence, and more than a little quiet optimism - but we're delighted to finally share some really positive news: The NZ Telehealth Forum is back in the black now that funding from Health NZ | Te Whatu Ora has been confirmed. For many of us, this represents not just a milestone, but a moment to pause and acknowledge the collective effort that has carried us across the past two years. Thank you all for sticking with it, for continuing to show up, and for holding the kaupapa even when the pathway ahead wasn't always clear.

A very special thank you to Scott Arrol, Andrew Pankhurst and Davina Whitcher who have done a superb job holding the fort during this time in the absence of funding. Our telehealth governance group, Chairs of our Communities of Practice and Working Groups have navigated the uncertainty with good grace, a steady hand, and a sense of humour when it was most needed - a huge thank you to all of them.

Now, as we step into this next phase, we're also excited to share that we'll be bringing on a new programme manager to help lead this work forward. Watch this space - more to come soon, but we're looking forward to welcoming someone who can help us build on what's been created and take it to the next level.

In the next month or so you will see us rebuilding and powering up, there is a lot of mahi to be done and the gathering together of our telehealth community around our shared kaupapa is now back within our ability..



For now, thank you again - to every one of you who has waited, contributed, adapted and believed in the value of telehealth. It hasn't always been easy, but it has always been worth it.

Nāku, nā

Dr Ruth Large

NZTF Chair

Join the NZ Telehealth Forum

New funding confirmed for the NZ Telehealth Forum

We are happy to announce a new 12-month funding contract that secures the immediate future of the NZ Telehealth Forum. This partnership marks a significant milestone in our ongoing efforts to bridge geographical gaps and support health professionals delivering vital care across the motu. Health NZ shared our vision for accessible healthcare, highlighting the critical, evolving role that virtual health delivery plays in Aotearoa, New Zealand.

"As Telehealth continues to play an increasingly important role across the health system, Health New Zealand | Te Whatu Ora has confirmed its support for the Telehealth Forum until June 2027."

"This reflects the importance of maintaining strong connections and momentum through the Forum, and of working together as telehealth delivery grows and matures. The support enables the Forum to build on the work already underway and provides underpinning for the Chair and active working groups."

"Funding beyond this period will be considered separately. Health New Zealand looks forward to the Forum continuing to make progress in supporting telehealth delivery across New Zealand."



Forum releases the Virtual Hospital Symposium Key Insights

Following the momentum of the 2026 Virtual Hospital Symposium, the New Zealand Telehealth Resource Centre has released its definitive Key Themes and Strategic Insights report. This document captures the collective expertise, local case studies, and clinical consensus generated by healthcare leaders, innovators, and frontline clinicians who gathered to co-design Aotearoa's digital health future. Far from treating technology as a simple "bolt-on" tool, the report presents a pragmatic blueprint for building a true hybrid model of care—one that integrates virtual and in-person services under a unified system of clinical governance.

The strategic insights cut through the noise of digital health myths to tackle the real challenges facing healthcare delivery today: workforce sustainability, clinical workflow redesign, and equity of access for isolated and rural communities. Instead of focusing solely on software and platforms, the report dives into the operational realities of establishing multidisciplinary virtual hubs, implementing effective Remote Patient Monitoring (RPM), and safely scaling "Hospital in the Home" initiatives. It places a heavy emphasis on reducing the administrative and cognitive burden on already stretched clinical staff through intentional service redesign.

This resource is an essential read for health leaders, clinicians, and service managers who want to move past the question of if virtual care works and focus on how to implement it successfully. Packed with actionable frameworks and clear principles developed during the symposium's collaborative workshops, it serves as both a reflection on recent clinical consensus and a guide for future planning. Read the full insights document today to discover how we can collectively build a sustainable, "care without walls" health system for all New Zealanders.

[Read the document](#)



THE VIRTUAL HOSPITAL SYMPOSIUM

Key Themes & Strategic Insights

January 2026

BACKGROUND:

In mid-January 2026, New Zealand hosted a two-day Virtual Hospital Symposium to "reimagine care through innovation." The hybrid event spanned 14-15 January 2026 with in-person hubs in Auckland, Wellington, and Christchurch (and full online access). Co-hosted by the NZ Telehealth Forum, Whakarongorau Aotearoa (National Telehealth Service), and partners (HINZ, Spark NZ, Mobile Health), it gathered over 100 clinicians, health system leaders, and digital health innovators from New Zealand, Australia, Canada, and the USA. The goal was to share lessons from virtual care initiatives and co-design a "virtual hospital" model for Aotearoa New Zealand – a model to better integrate telehealth and in-person care to improve access, equity, and system resilience. Day 1 focused on storytelling and problem-framing, with keynotes and panels highlighting current challenges and innovations in virtual care. Day 2 featured facilitated co-design workshops in six thematic breakout groups, using a structured Nominal Group Technique (NGT) to identify and prioritize key principles and actionable recommendations for building a national virtual hospital (hybrid care) approach.

EVENT DURATION
2 days
14-15 January 2026 (hybrid format across Auckland, Wellington, Christchurch & online)

PARTICIPANTS
111+
Clinicians, health leaders & digital innovators from NZ, Australia, Canada & beyond

THEMES
6
Breakout workshops on clinical workflows, cultural safety, funding, technology, workforce, and evaluation

KEYNOTES
4
International experts from Canada, USA, Australia & WHO shared virtual care insights

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Relaunch of Working Groups and COP - join us!

The NZ Telehealth Forum is ramping up its activities, and we are actively looking for fresh faces and new perspectives to help shape the future of virtual healthcare across Aotearoa. Whether your background is in clinical practice, healthcare logistics, digital equity or policy, your real-world experience is incredibly valuable to our mission. Joining the Forum is a unique opportunity to connect with a passionate network of like-minded peers, collaborate on joint initiatives, and directly influence the guidance and resources that drive sector-wide telehealth adoption.

With our next round of meetings kicking off soon, now is the perfect time to get involved. We invite you to become a member and actively participate by joining one of our focused Working Groups or a Community of Practice (COP). While our COPs meet bi-monthly for collaborative discussions and knowledge sharing, our Working Groups drive targeted projects and practical work plans ranging from clinical workflows and data standards to digital equity.

If you are ready to bring your voice to the table, advocate for sustainable models of care, and contribute to a "care without walls" health system, we would love to have you on board.

[Become a member today](#)



NZ TELEHEALTH
FORUM & RESOURCE CENTRE

Enhancing Community
Support Models
through Remote
Patient Monitoring
utilising the Patient
Anywhere Clinician

Elsewhere model:
RPM@PACE

MARCH 2025

Contributors:

- Blaine Andrew
- Scott Ansell
- Jo Barr
- Janine Bycroft
- Leisha Davies-Colley
- Christopher Dawson
- Symi Gardiner
- Iqra Harker
- Sarah Harsfall
- Georgina Johnson
- Hayley Johnson
- Janine Kilmartin
- Ruth Large
- Stella McFarlane
- Amanda Oakley
- Caroline Ogilvie
- Mervyn Piliay
- Jacinta Peers
- Matthew Petterson
- Shal Venkatchalam

Upcoming telehealth webinar - Virtual Hospital Symposium Findings

We're pleased to bring you our first telehealth webinar of 2026, kicking off the year with an exciting and forward-looking discussion on the future of virtual care. In this session, leading healthcare experts revisit key insights from the 2026 Virtual Hospital Symposium, exploring what it truly takes to deliver a virtual hospital in Aotearoa New Zealand. Our guest speakers include:

- Dr Kendall Ho - Professor of Emergency Medicine, UBC Faculty of Medicine
- Dr James Marcin - Director, UC Davis Health Center for Health and Technology
- Dr John Pawlovich - Clinical Professor & Chair of Rural Health, University of British Columbia
- Dr Inga Hunter - Associate Professor, Massey University

Register



YOU'RE INVITED TO A TELEHEALTH WEBINAR:

Virtual hospital symposium findings

WEDNESDAY 8 JULY 12.30PM - 1.30PM



MODERATOR:
Dr Ruth Large
*Chief Clinical Officer,
Whakarongorua
Aotearoa, and Chair
of the NZ Telehealth
Leadership Group*

What does it take to deliver a virtual hospital? Earlier this year a broad group of healthcare leaders gathered at our 2026 Virtual Hospital Symposium to discuss international perspectives and explore where next for New Zealand. We welcome back our keynote speakers to pick through the summary of the symposium and key recommendations.

Join us as we reconnect and dive deeper into practical frameworks for virtual hospitals. We will explore how cutting-edge digital infrastructure, community-led innovation and hybrid care models can seamlessly work together to extend medical expertise beyond traditional facility walls, ensuring safe, patient-centric and efficient outcomes for all communities.

Don't miss this opportunity to connect with experts and participate in a live Q&A session with our speakers to get your questions answered. We welcome anyone interested in access to health care, telehealth and virtual healthcare to join and be part of the conversation.

**YOUR
QUESTIONS
MATTER!**
Participate
in a dedicated
Q&A session.

MEET OUR SPEAKERS

Dr Kendall Ho *Professor of Emergency Medicine,
UBC Faculty of Medicine*

Dr James Marcin *Director, UC Davis Health Center for Health
and Technology*

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

Dr Inga Hunter *Associate Professor, Massey University*

REGISTRATIONS REQUIRED

Please use the following link: telehealth.org.nz/virtualhospital

If you would like to watch any of our past webinars, please visit telehealth.org.nz/webinars

PULSEIT - Opinion: From digital literacy to trust and confidence

By Alex Kemp, CEO, Health Informatics New Zealand (HiNZ)

I have spent more than 25 years as a clinician and clinical leader in health, now leading an organisation that exists to connect and create meaningful change across Aotearoa New Zealand's digital health community. The shift from frontline care to health leadership, to a system-wide view has shaped how I view progress in digital change.

From where I sit now, something doesn't quite add up.

We are investing heavily in digital health. Systems are being rolled out, tools are being implemented, and in many areas, adoption is increasing. Yet the way care is delivered isn't shifting as we would hope.

[Read the article](#)



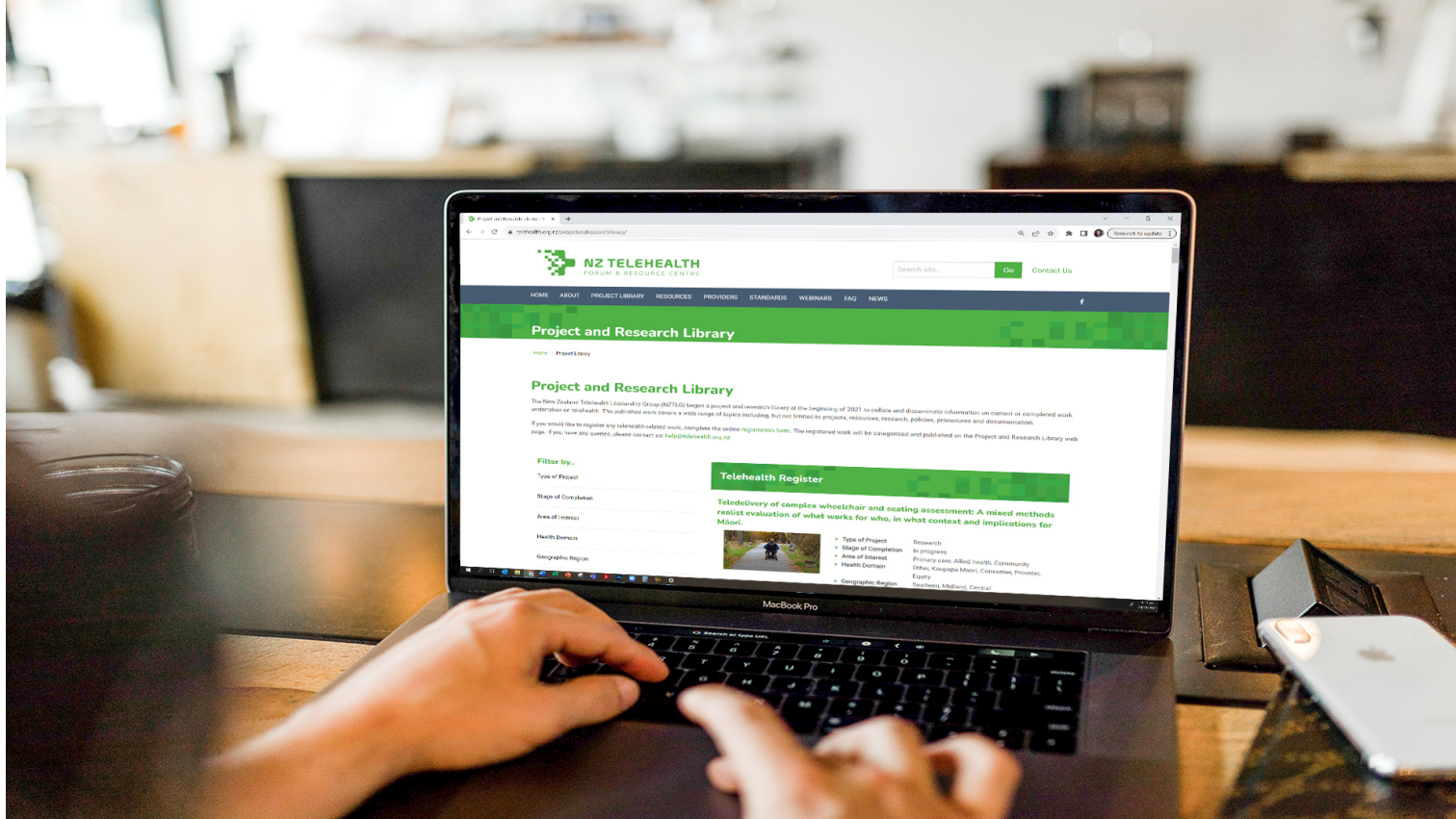
Webinar recordings

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

Watch past webinars



NZ Telehealth Forum Project Library



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](#)

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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