



# Telehealth and Virtual Care Management: Remote Monitoring, Virtual Wards and Service Launch

26 – 30 April 2027

London - Central London four-star



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### Introduction:

Telehealth services often start as a video link bolted onto an outpatient clinic: no agreed referral criteria, monitoring alerts that nobody owns, devices handed out without onboarding and no business case once pilot funding ends. This Core Concept course gives healthcare managers, digital health leads and nursing leads a practical method to choose telehealth and virtual care models, run remote patient monitoring and virtual wards, govern consent, privacy and clinical risk, staff and train the remote care team and prove value through KPIs. Participants produce a Telehealth Service Design and Launch Plan.

### Course Objectives:

- Select telehealth delivery models, from synchronous video consultation and store-and-forward review to e-triage, against patient cohorts, specialties and referral criteria
- Design remote patient monitoring and virtual ward pathways with alert thresholds, escalation routes, device logistics and discharge-to-home criteria
- Specify telehealth platform and connected device requirements, including scheduling, identity checks and EHR integration needs at overview
- Set up clinical governance, remote consent, privacy and information security controls for virtual consultations and monitoring data
- Organise remote care workforce roles, rotas, competency training and patient onboarding that includes digitally excluded groups
- Build a telehealth business case with reimbursement options and a KPI and patient experience scorecard that supports scale-up decisions

### Target Audience:

- Healthcare managers responsible for outpatient, community or chronic care services moving part of their activity to remote delivery
  - Digital health and virtual care functions that choose platforms, devices and workflows for telehealth services
  - Nursing leadership functions that staff monitoring hubs, virtual wards and nurse-led remote clinics
  - Service improvement and transformation functions that run telehealth pilots and prepare scale-up proposals
  - Clinical governance and patient safety functions that set protocols and review incidents in remote care
  - Finance and business planning functions that model reimbursement and costs for new care models
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## **Course Outline:**

### **Day 1: Telehealth Landscape, Terminology and Service Baseline**

- Telehealth versus Telemedicine, eHealth and Telecare: Scope and Service Boundaries
- WHO Global Strategy on Digital Health: Resource Integration and Equity Principles
- Demand Drivers for Virtual Care: Chronic Conditions, Bed Pressure and Travel Distance
- Telehealth Readiness Assessment Across Patients, Clinicians, Technology and Funding
- Current Service Inventory: Clinic Lists and Patient Cohorts Suited to Remote Delivery

### **Day 2: Telehealth Delivery Models and Virtual Care Pathways**

- Synchronous Video Consultation Clinic Model: Booking, Virtual Waiting Room and Session Flow
- Store-and-Forward Review Model for Images and Biosignals in Dermatology and Radiology
- E-Triage and Remote Assessment Queues with Referral Acceptance Criteria
- Remote Patient Monitoring Programmes for Heart Failure, Diabetes and Asthma Cohorts
- Virtual Ward and Hospital-at-Home Pathway Design: Admission, Step-Down and Discharge Criteria

### **Day 3: Running Remote Monitoring, Platforms and the Remote Care Team**

- Monitoring Hub Operations: Alert Thresholds, Triage Tiers and Escalation Protocols
- Connected Device Logistics: Issue, Pairing, Cleaning, Return and Loss Tracking
- Telehealth Platform and Device Selection Scorecard with EHR Integration Needs at Overview
- Remote Care Workforce Model: Hub Nurses, Remote Clinicians, Coordinators and Technical Support
- Competency Framework and Training Plan for Video Consultation and Webisode Manner

### **Day 4: Governance, Consent, Security, Inclusion and Value**

- Clinical Governance for Remote Care: Suitability Screening, Safety Netting and Incident Review
- Remote Consent, Identity Verification and Privacy Controls for Virtual Consultations
- Information Security Risk Register for Home Devices, Video Links and Monitoring Data
- Patient Onboarding and Digital Inclusion: Access Barriers, Proxy Support and Non-Digital Alternatives
- Reimbursement Options and Telehealth Business Case: Costs, Avoided Admissions and Travel Savings

### **Day 5: Telehealth Case Work and the Launch Plan**

- Case Study: Outpatient Follow-Up Clinic Converted to Video Consultation
  - Case Study: Virtual Ward Pilot Stalled by Alert Overload and Staffing Gaps
  - Telehealth KPI and Patient Experience Scorecard: Uptake, Did-Not-Attend Rate and Readmissions
  - Pilot-to-Scale Launch Roadmap with Go-Live Readiness Checklist
  - Telehealth Service Design and Launch Plan Drafting and Peer Review
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## Skills You Will Gain:

- Telehealth Model Selection
- Virtual Ward Pathway Design
- Remote Monitoring Hub Operation
- Connected Device Logistics
- Remote Care Clinical Governance
- Digital Inclusion Planning
- Telehealth Business Case Modelling
- Virtual Care KPI Reporting

## Why Attend This Course:

- Return with a Telehealth Service Design and Launch Plan for a clinic, monitoring programme or virtual ward in your organisation
- Avoid pilots that stall by agreeing alert ownership, device logistics and staffing before go-live
- Present sponsors with a costed case that links reimbursement, avoided admissions and patient experience results
- Compare remote care practice with peers from hospitals, community services, primary care and private clinic groups

## Conclusion:

Telehealth works when the care model, the monitoring routine, the team and the funding are designed together rather than added to an existing clinic. The course moves from terminology, drivers and a readiness baseline, through video consultation, store-and-forward, e-triage, remote monitoring and virtual ward models, to hub operations, devices, platforms and workforce, then to governance, consent, security, digital inclusion and the business case. The final day applies this to cases and produces a Telehealth Service Design and Launch Plan.

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