Digital Healthcare Transformation and Telemedicine Training Course

23 - 27 Nov 2026

Kuala Lumpur

5200 € (Per Person)

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Course Introduction / Overview:

The global healthcare landscape is undergoing a monumental shift, driven by technological innovation and evolving patient expectations. This transition from traditional to digital-first models is no longer an option but a necessity for survival and growth. This course provides a comprehensive roadmap for navigating the complexities of digital transformation and telemedicine implementation within hospital settings. Drawing on principles discussed by thought leaders like Eric Topol in his book "The Patient Will See You Now," we explore how technology can foster a more democratized, patient-centric healthcare system. This program, offered by BIG BEN Training Center, moves beyond a purely technical overview to provide a strategic framework for leaders. It addresses the critical interplay between technology, people, process, and policy. Participants will learn to build a sustainable digital health ecosystem, ensuring seamless integration of telemedicine services, optimizing operational efficiency, enhancing patient engagement, and navigating the intricate web of regulatory compliance and data security. This is an A-to-Z guide for creating a future-ready healthcare organization.

Target Audience / This training course is suitable for:

- Hospital Administrators and C-Suite Executives (CEO, CIO, CMO).
- Clinical Department Heads and Medical Directors.
- Healthcare IT Managers and Professionals.
- Healthcare Project and Program Managers.
- Physicians, Surgeons, and Senior Nursing Staff.
- Healthcare Quality and Patient Safety Officers.
- Healthcare Consultants and Strategists.
- Public Health Officials.

Target Sectors and Industries:

- Private and Public Hospitals.
- Multi-specialty Clinics and Primary Care Centers.
- Integrated Healthcare Delivery Networks.
- Governmental Health Ministries and Regulatory Bodies.
- Health Insurance and Payer Organizations.
- Medical Technology and Digital Health Companies.
- Pharmaceutical and Life Sciences Companies.
- Academic Medical Centers.

Target Organizations Departments:

- Information Technology (IT) and Digital Strategy.
- Clinical Operations and Medical Services.
- Hospital Administration and Executive Management.
- Patient Experience and Services.
- Quality Assurance and Compliance.
- Finance and Revenue Cycle Management.
- Strategic Planning and Business Development.
- Human Resources and Training.

Course Offerings:

By the end of this course, the participants will have able to:

- Develop a comprehensive digital transformation roadmap for a healthcare facility.
- Evaluate and select appropriate telemedicine technologies and platforms.
- Navigate the complex legal, ethical, and regulatory frameworks governing telehealth.
- Implement effective change management strategies for successful digital adoption by staff and patients.
- Design patient-centric virtual care models that improve engagement and outcomes.
- Integrate telemedicine solutions with existing Electronic Health Record (EHR) systems.
- Establish robust data security and privacy protocols for digital health services.
- Analyze financial models and calculate the return on investment for telemedicine initiatives.
- Lead and manage digital health projects from conception to successful implementation.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be immersive, practical, and highly interactive, ensuring that participants can translate theoretical knowledge into actionable strategies. We employ a blended learning approach that combines expert-led presentations with collaborative workshops and real-world case study analysis. Participants will engage in group discussions to dissect the challenges and successes of telemedicine implementation in various hospital settings. Practical exercises will include developing a business case for a digital health initiative and mapping out a change management plan. Role-playing scenarios will simulate stakeholder negotiations and patient communication strategies for virtual care. The course emphasizes experiential learning, where participants work on tangible problems and receive constructive feedback from both the instructor and their peers. This dynamic and engaging environment fosters deep learning and equips attendees with the practical skills and confidence needed to lead digital transformation projects within their own organizations, ensuring a sustainable and impactful implementation.

Course Agenda (Course Units):

Unit One: Foundations of Digital Healthcare Transformation

- The evolution from e-Health to a fully integrated digital ecosystem.
- Core pillars of digital transformation in a hospital setting.
- Analyzing the digital patient journey and key touchpoints.
- Establishing key performance indicators (KPIs) for digital health success.
- Global trends and disruptive technologies in healthcare.
- The critical role of leadership and governance in driving change.
- Conducting a digital maturity and organizational readiness assessment.

Unit Two: Strategic Planning for Telemedicine Implementation

- Building a compelling business case and value proposition for telemedicine.
- Developing a phased telemedicine implementation roadmap.
- Stakeholder mapping, analysis, and engagement strategies.
- Financial modeling, budgeting, and ROI analysis for telehealth.
- A framework for selecting telemedicine platforms and technology vendors.
- Strategies for integrating telemedicine with existing EHR and IT infrastructure.
- Defining project scope, milestones, and risk mitigation plans.

Unit Three: Technology, Interoperability, and Data Management

- An overview of core telemedicine technologies and modalities.
- Achieving semantic and technical interoperability between health systems.
- Cybersecurity best practices for protecting healthcare organizations.
- Managing patient data privacy and security in compliance with regulations.
- The application of AI and machine learning in virtual diagnostics and care.
- Leveraging IoT and remote patient monitoring (RPM) devices effectively.
- Cloud computing versus on-premise infrastructure for telehealth services.

Unit Four: Regulatory, Legal, and Ethical Considerations

- Navigating national and international data protection regulations like HIPAA and GDPR.
- Understanding telehealth licensing, credentialing, and scope of practice.
- Addressing ethical dilemmas in virtual patient consultations.
- Best practices for obtaining informed consent in a digital environment.
- Telehealth reimbursement policies, coding, and billing procedures.
- Managing medical liability and mitigating risks in telemedicine.
- Developing and implementing compliant and ethical telehealth protocols.

Unit Five: Driving Adoption and Optimizing Patient-Centric Care

- Applying change management models to healthcare settings.
- Designing effective training programs for clinical and administrative staff.
- Marketing and communicating telehealth services to the patient community.
- Measuring and improving patient satisfaction and clinical outcomes in virtual care.
- Strategies for enhancing the digital patient experience and engagement.
- Implementing continuous quality improvement (CQI) for telemedicine services.
- Exploring the future of telemedicine, predictive analytics, and personalized medicine.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

As healthcare systems integrate AI-driven diagnostics into telemedicine platforms, what new ethical frameworks are required to govern algorithmic accountability and ensure equitable patient outcomes?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by adopting a holistic, strategy-first framework rather than a narrow, technology-focused one. While many programs concentrate solely on the technical aspects of telemedicine platforms, this training provides a comprehensive blueprint for organizational transformation. It uniquely integrates the critical, yet often overlooked, pillars of change management, regulatory navigation, and patient-centric service design into a single, cohesive curriculum. We move beyond generic theory by utilizing real-world case studies that illustrate both the triumphs and pitfalls of digital health implementation in diverse hospital environments. The curriculum is designed not just to inform but to empower, equipping leaders with the strategic planning tools, financial modeling techniques, and stakeholder engagement strategies necessary for sustainable success. Participants will leave with a practical roadmap they can adapt and implement immediately, focusing on building a resilient digital ecosystem that enhances clinical outcomes, improves operational efficiency, and fundamentally reshapes the patient experience for the better. This is a course on leadership and strategy in the digital age of healthcare.