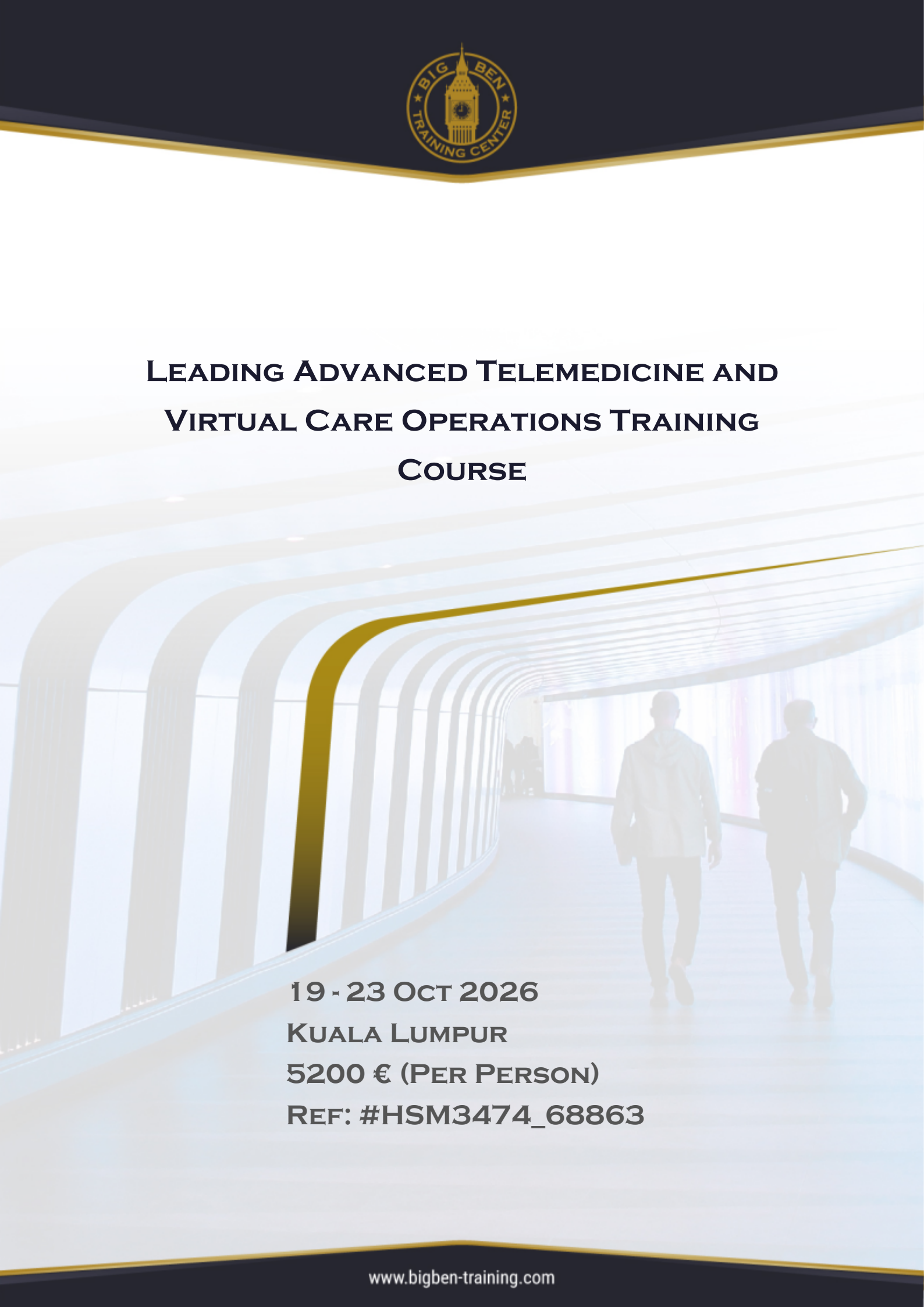
# Leading Advanced Telemedicine and Virtual Care Operations Training Course



19 - 23 Oct 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #HSM3474_68863

## Course Introduction / Overview:

Telemedicine and virtual care are rapidly transforming the healthcare landscape, offering new ways to deliver care, improve access, and enhance patient engagement. This training course is designed to equip healthcare leaders and professionals with the strategic knowledge and practical skills needed to design, implement, and scale a successful virtual care program. Participants will explore everything from technological infrastructure and workflow design to regulatory compliance and patient-provided communication. The curriculum addresses the critical need to maintain high standards of care while leveraging digital tools to improve efficiency and reach. As noted by academic author Dr. Ido L. David, in his book "Telemedicine and E-Health: Medical and Social Issues," successful implementation requires a deep understanding of both technology and the human element. BIG BEN Training Center is proud to offer a program that moves beyond a simple understanding of tools to focus on the operational and strategic aspects of virtual care. You will learn how to select the right platforms, train staff, manage security risks, and measure the return on investment of your program. This course empowers you to be a leader in digital health, ensuring your organization can thrive in the era of virtual care.

## Target Audience / This Training Course is Suitable for:

- Healthcare administrators and managers.
- Telemedicine program directors.
- IT and digital health specialists.
- Physicians and clinical staff.
- Patients experience officers.
- Strategic planners.
- Government health officials.

## Target Sectors and Industries:

- Hospitals and medical centers.
- Outpatient clinics and specialist practices.
- Digital health startups.
- Health insurance companies.
- Government agencies and health departments.
- Long-term care facilities.
- Medical technology firms.

## Target Organizations Departments:

- Telemedicine and virtual care departments.
- Information technology and digital health.
- Operations and administration.
- Clinical services.
- Patient experience and relations.
- Quality and patient safety.
- Strategic planning.

## Course Offerings:

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

- Design and implement a comprehensive telemedicine program.
- Select and integrate appropriate virtual care technologies.
- Ensure compliance with regulations like HIPAA and privacy laws.
- Optimize clinical and administrative workflows for virtual care.
- Improve patience and provide communication in a virtual setting.
- Measure the effectiveness and ROI of telemedicine services.
- Develop a strategic roadmap for future virtual care expansion.

## Course Methodology:

This training course uses a blend of case studies and practical workshops. Participants will work in groups to design a telemedicine service for a simulated healthcare organization, addressing real-world challenges like workflow integration and staff training. The curriculum includes hands-on workshops on platform selection and data security protocols. Our instructors are seasoned digital health and telemedicine professionals with extensive experience who will provide direct insights and guidance. BIG BEN Training Center is committed to creating a collaborative and interactive environment where you can learn from your peers and practice new skills. The course is designed to be highly practical, ensuring that you leave with the confidence and tools to effectively lead a successful virtual care initiative.

## Course Agenda (Course Units):

### Unit One: Strategic Foundations of Telemedicine.

- The evolution and landscape of telemedicine.
- Defining virtual care and its business models.
- The benefits and challenges of implementation.
- Strategic planning for a virtual care program.
- The role of telehealth in modern healthcare delivery.
- Understanding the patient and provider perspective.
- Case study: a successful rural hospital's telemedicine program.

### Unit Two: Technology and Operations.

- Selecting the right virtual care platform.
- Technical infrastructure and connectivity requirements.
- Designing and optimizing clinical workflows.
- Patient intake, scheduling, and billing.
- The use of remote patient monitoring (RPM).
- Telemedicine for specific specialties.
- Workshop: a virtual care workflow design session.

### Unit Three: Legal, Regulatory, and Security.

- Navigating state and federal telemedicine regulations.
- Ensuring HIPAA and data privacy compliance.
- Managing security risks in a virtual setting.
- Informed of consent and licensure issues.
- Reimbursement and billing for virtual care services.
- Ethical considerations in telemedicine.
- Discussion: the legal challenges of cross-state care.

## Unit Four: Patient and Provider Engagement.

- Best practices for patient communication.
- Training clinical staff for virtual care.
- Improving the virtual patient experience.
- Strategies for patient adoption and engagement.
- Managing and mitigating provider burnout.
- The role of virtual care in chronic disease management.
- Role-playing: a virtual patient consultation.

## Unit Five: The Future of Virtual Care.

- Advanced trends in digital health.
- AI and machine learning in telemedicine.
- Building a sustainable virtual care business model.
- Measuring outcomes and return on investment.
- Strategic roadmap for program expansion.
- The future of hybrid care models.
- Final project: a comprehensive plan for a new virtual care service line.

# 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:

How can healthcare organizations ensure that the rapid adoption of telemedicine and virtual care technologies does not inadvertently widen existing health disparities for underserved patient populations?

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

This training course is unique because it is exclusively focused on leading advanced telemedicine and virtual care operations. Unlike a basic introduction, it provides a comprehensive framework for the strategic planning, operational implementation, and scaling of virtual care services. Our program emphasizes workflow optimization, regulatory compliance, and patient-provider engagement in a digital environment. We use hands-on workshops and case studies from leading healthcare systems to give you the practical skills needed to manage a successful virtual care program. This course is for leaders who want to move beyond a reactive adoption of technology and become key drivers of their organization's digital transformation.