出國報告（出國類別：開會）

第五屆中東北非（MENA）遠距醫療與虛擬照護博覽會

服務機關：衛生福利部中央健康保險署
姓名職稱：孫浩淳組長
派赴國家/地區：沙烏地阿拉伯
出國期間：113 年 5 月 6 日至 113 年 5 月 10 日
報告日期：113 年 7 月 22 日

摘要

「第五屆中東北非（MENA）遠距醫療與虛擬照護博覽會（The 5th MENA telehealth & Virtual Care EXPO， 2024）」（下稱本會議），本會議由沙烏地阿拉伯王國（下稱沙國）衛生部及沙國 SEHA Virtual Hospital 為主要贊助單位，會議目標在推動中東北非（Middle East & North Africa）地區的數位化及智慧化醫療轉型，透過國際合作方式，促進各個國家地區、企業及組織間共同交流及強化遠距醫療與虛擬照護，並持續成為一個經常性的創新、合作和知識共享的平臺。

本署受邀參加本會議，就台灣推動遠距醫療的心得、作法及案例進行簡報分享，並與各國參與代表及學者專家現場互動，反應良好。另外本署也在本會議過程中，接觸到一些參與國或企業對推動遠距醫療與虛擬照護的作法及方案，可作為未來我國持續與國際交流之參考。

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壹、 目的

過去四年來，中東與北非遠距醫療博覽會在推動該地區醫療數位化轉型方面扮演了重要角色，透過促進業界相關人士、決策者和學術專家之間的創新、合作與知識分享，為地區的成長與發展做出了重大貢獻，有助於創建一個可為所有公民提供優質醫療照護的永續性醫療體系。隨著活動邁入第五年，中東與北非遠距醫療與虛擬護理博覽會逐漸成為該地區乃至整個世界的一項革命性里程碑，及在醫療科技領域上各種新想法、解決方案、創新和突破性夥伴關係建立的交會點。

本署近年來不斷加強各項國際交流互動，讓越來越多的國外友人能了解到台灣健保成功經驗，惟如中東及阿拉伯等國家，在過去因為地域性，文化及宗教規範等因素，和我國交流的機會相對較少，雙方彼此較為陌生。本次係因本署不久前參加其他國際會議交流行程時，沙國代表對本署分享台灣健保結合智慧醫療的分享內容極感興趣，故邀請本署派員參加本會議的科學領域交流（scientific stream）主題—國際案例分享 ，就台灣推動遠距醫療的心得、作法及案例進行簡報分享，並與各國參與代表及學者專家現場互動，反應良好，達到一次成功的國民外交。另外本署也把握這個難得的機會，接觸到一些參與國或企業對推動遠距醫療與虛擬照護的作法及方案，可作為未來我國持續與國際交流之參考。

貳、 過程（行程及會議內容）

一、 行程

日期	行程內容
2024 年 5 月 6 日	去程，台北→菲律賓（轉機）→沙烏地阿拉伯利雅得
2024 年 5 月 7 日	開幕；議程（第 1 天）
2024 年 5 月 8 日	議程（第 2 天），閉幕
2024 年 5 月 9 日	返程，沙烏地阿拉伯利雅得→菲律賓（轉機）
2024 年 5 月 10 日	返程，菲律賓（轉機）→台灣

二、 會議內容

（一）第 1 天（2024 年 5 月 7 日）

本會議舉辦的地點是在沙國首都利雅得（Riyadh）市中心的 JW Marriot Hotel，這是一家國際集團聯鎖的 5 星級飯店，場地和環境相當舒適，服務人員和動線規劃也有一定水準，大會報到的流程也相當有秩序。

至於與會人員及外賓則多安排住在距會場車程約 5 分鐘的另一家 4 星級飯店 Ascott Rafal Olaya，每天上午都有接駁車安排送至會場。

5th MENA Telehealth
& Virtual Care Expo
Establish Strategy & Partnerships
2024
HAU SUN
MINISTRY OF HEALTH AND
WELFARE, TAIWAN
SPEAKER
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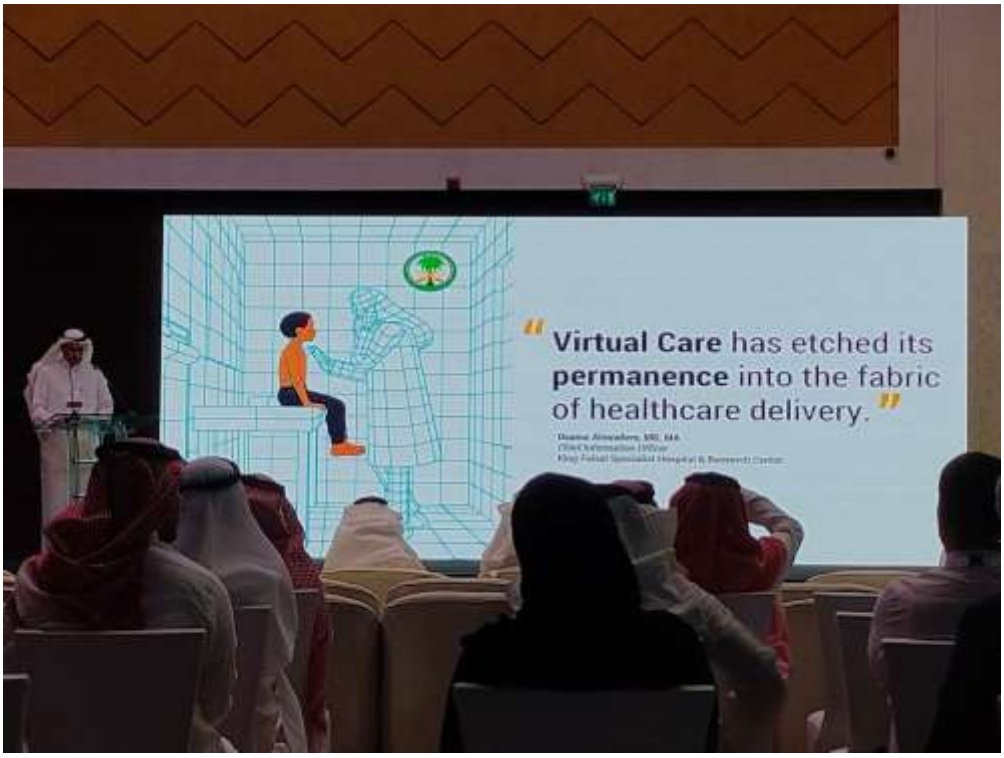
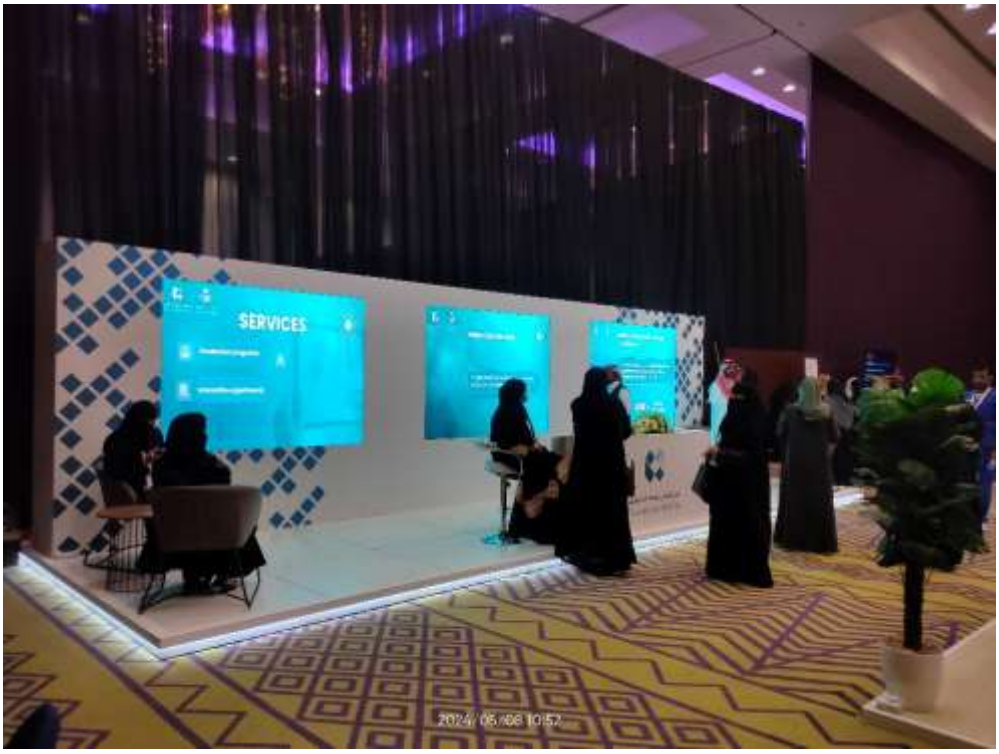
第一天開幕式是由主辦單位沙國王室及衛生部、SVH（Seha Virtual Hospital）官方代表親臨會場致歡迎詞，同時亦邀請世界衛生組織（WHO）駐沙國代表致詞後，「第五屆中東北非（MENA）遠距醫療與虛擬照護博覽會（The 5 th MENA telehealth & Virtual Care EXPO， 2024）」正式開始。

本次會議本署是東亞區唯一安排上台報告的機構代表，議程上並無我國鄰近的國家其他如日、韓及新加坡等國家人員或學者參與。美國及歐洲等也沒有正式官方代表，大多是醫院或研究機構的學者專家或廠商。整體而言，參與國家主要還是以中東和北非的阿拉伯世界，而且是國內情勢相對較為穩定的如沙國、卡達、阿聯酋及約旦為主，因此與會者大多數身著傳統阿拉伯服飾，未如同一般國際會議中以穿著西裝外套為主，算是阿拉伯世界的一大特色。



上午的專題及大會演講，包含由沙國醫療衛生部門如 CBAHI（Saudi Central Board for Accreditaion of Healthcare Institutions，類似醫療機構管理局）及 SFDA（Saudi Food & Drug Authority，食品藥物管理局）分享虛擬醫療照護的政策和法規。法塞爾國王醫院等公私不同機構分享沙國及中東的醫療照護作法。菲利浦（Philips）公司是本次會議的重要贊助廠商，也安排了該公司代表分享 AI 應用在醫療照護的方案。

本會議主場地是飯店的大會廳，空間非常寬廣，除了演講的主場地外，也設置了許多官方和贊助商的攤位，讓與會者利用換場休息時間參觀及交流，茶點及中午用餐也是在同一個場地，方便與會者一邊用餐一邊進行交流。



下午議程進行 Parallel Streams，分成二個不同的交流主題—Scientific Stream 及 Business Stream 分別在不同的場地進行，由與會人員自行選擇有興趣的主題參加。本署分配到的是 Scientific Stream，分成二個 Session，上半場 Session 1 是討論遠距心臟照護及遠端監控（Telecardiology & Remote Monitoring），由相關專家代表分享經驗；

下半場 Session 2 的主題是遠程危機管理及人道主義援助（Tele-Crises Management & Humanitarian Aid Forum），由澳洲，英國及 NGO 的代表分享各國的實務案例及如何應用遠距遠程管理，本署的簡報也是安排在這個場次，分享台灣推動遠距醫療的經驗及案例分享。

不過因為前一場次的簡報及討論花費時間太久，影響會議流程，下半場開始時間已經較預定延遲將近一小時，因此本署在簡報完之後，只有一位與會者提出問題及主持人總結評論。惟會後還有二三位國際友人私下向本署表示非常肯定台灣健保的成果，希望有機會能加強和台灣的合作。而第一天的議程也到此結束。

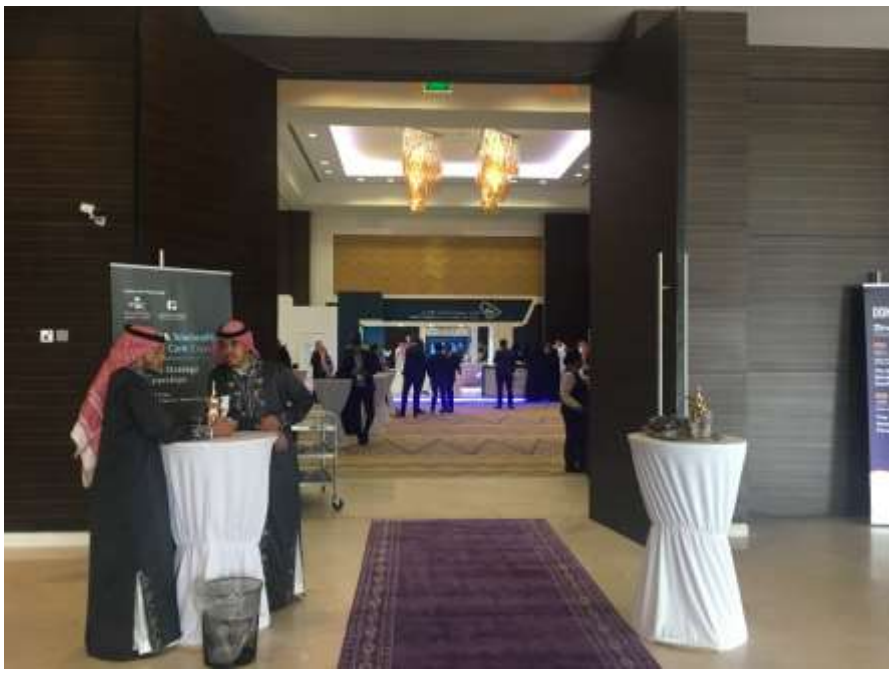
（二）第 2 天（2024 年 5 月 8 日）

第 2 天議程延續第 1 天下午的模式，也就是 Parallel Streams，再分成二個不同的交流主題—Scientific Stream 及 Business Stream 分別在不同的場地進行，由於與會人員在第一天議程結束後已經了解，所以會議過程相當平順。本署也利用中間的空檔期間，至各參展攤位參觀及了解。

第 2 天上午的 Scientific Stream，總共有 3 個 session：第 1 個 Session 是以遠距心理診療為主題（Telemental Health: Bridging Mental Health Gap），主要是介紹沙國的 SVH 虛擬醫院（Seha Virtual Hospital）如何透過遠距科技進行心理相關疾病的診斷；第 2 個 Session 則是遠距放射學論壇（Teleradiology Forum）；第 3 個 Session 是遠距加護病房照護（Tele-ICU Forum）。

下午本署則參加 Business Stream，這個場次吸引了相當多的聽眾參加，主要是因為主題是目前最熱門的人工智慧（AI & Automation in virtual care），不同的專家從法規及實務面說明未來 AI 應用在遠距健康照護上須思考和面對的議題。

最後則是閉幕前的總結，勾勒出虛擬醫院和虛擬照護未來的遠景和方向；「第五屆中東北非（MENA）遠距醫療與虛擬照護博覽會（The 5th MENA telehealth & Virtual Care EXPO， 2024）」為期二天的議程正式畫下句點。



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本會議完整議程如下：

PROGRAM

7th of May Day One	
09:00 – 10:00	**Registration**
10:00 – 10:30	Inauguration Ceremony: **Opening Keynote & Welcome Notes** **Inauguration: Eng. Mona Sahman AlSubaie,** Adviser to Assistant Minister of Health, CEO, **Seha Virtual Hospital and Innovation Enablement Center**
10:30-10:45	Key-Note Speech: **The Future of Telehealth by Dr. Michele Y. Griffith,** President, **ISfTeH, USA**
10.45 – 11:30	Panel Discussion: **Virtual healthcare strategies. Regulatory Outlook** **Moderator: Ahmed Banna,** Expert is healthcare sector transformation and sustainability **Panelists:** • **Maissa Almagati,** Telehealth Project Manager, National Health Information Center (NHIC), **Saudi Health Council** • **Yazid Saad Saleh Alazwari**, Head of New Technologies Assessment, **Saudi Food & Drug Authority (SFDA)** • **Sameer Ahmed Mohammed AlHamdan,** Head of product Registration Support Section, **Saudi Food & Drug Authority (SFDA)** • **Dr. Mohammad Abdulqader Al Redha**, Director of Health Informatics & Smart Health Dept, **Dubai Health Authority UAE** • **Dr. Saleh AlGhamdi**, Director of Standards Development, **Saudi central board for accreditation of healthcare institutions (CBAHI)**
11:30 -12:25	Panel discussion: **The Value Based Care & Virtual Health: Reaching the Ultimate Match for the Middle East**

	Moderator: Steve Gardner, Managing Director, **Healthcare World** Keynote: **Telehealth and the wider adoption of Value Based Health Care: an NHS and European perspective** by **Rob McGough**, Vice-President, **European Association of Value-Based Healthcare** **Panellists:** • **Dr. Khalid Abdullah K Aldossari**, Policy Manager, **Value in Health Center, KSA** • **Eng Faisal Alshamari**, Digital Transformation Officer, **CHI, KSA** • **Nasser Aljehani**, Senior Advisor to the CEO, **Insurance Authority, Saudi Arabia** • **Ahmed Alosaimi**, Digital Health Business Manager, **Excellence Medical Systems – EMS** • **Anthony El Hage**, Ecosystem Development Manager, **Tawuniya**	
12:25-12:45	Fireside Chat: **Advancing virtual care through Innovations** **Led by: Dr Mazin Gadir, Digital Health Expert** • **Dr. Reem AlNafisah**, Chief Innovation Officer, **Fakeeh Care Group, KSA** • **Noor Alsaadoun**, Director, **Alfaisal Biotech & Health Innovation Center, KSA**	
12:45-13:00	Case study: **Problem Solving for Healthcare: How AI-enabled Solutions are Supporting Care and Efficiency** **by Ali Nairat**, Health Informatics Leader, **Philips Middle East, Türkiye & Africa (META)**	
13:00 – 13:45	**Networking Break and Lunch**	
	Business Session	**Scientific Session**
13:45- 14:05	Fire side chat: **Achieving operational excellence and better access to care through remote image acquisition** • **Mohammad Ghazi**, Managing Director, **Siemens Healthineers Regional Headquarters**	Session 1: **Telecardiology & remote Monitoring** Opening Keynote: The Future of Cardiac Care: Embracing Digital Transformation by **Dr Adel Tash**, Director General,

	• **Dr. Abdulaziz Almosabihi,** Consultant Neuroradiologist, Lead of Teleradiology, **SEHA Virtual Hospital, MOH, KSA**	**National Heart Center & National Tele-Cardiac Lead in KSA** **Speakers:** Post-CABG and PCI Patient Care: Enhancing Recovery with Remote Monitoring **by Dr Shukri AlSaif**, Consultant Cardiologist, **Seha Virtual Hospital** Live Streaming Cardiac Interventions: Techniques, Benefits, and Patient Safety **by Dr Adel Tash**, Director General, **National Heart Center & National Tele-Cardiac Lead in KSA** Use of AI in Cardio-vascular risk assessment **by Dr. Mirvat Alasnag,** Director of Catheterization Laboratory & Director of Research Center, **King Fahd Armed Forces Hospital- Jeddah** Advancements in AI for Cardiac Imaging: Opportunities and Challenges **Dr. Abdulrahman Alqahtani**, Head of interventional cardiology, KFMC, **Riyadh** Remote monitoring of heart-failure patients - a pilot study in Qassim region **by Firas Fawz,** D&A Project Manager, **Siemens Healthineers** Impact of SEHA virtual Hospital: Case Study in Northern Border Region **by Dr Adel Tash**, Director General, **National Heart Center & National Tele-Cardiac Lead in KSA**
14:05-15:00	Session 1: **Market access & Business development in Africa and Middle East** **Moderator: Pilar Fernandez Hermida,** Managing Director, **iEXPAND** **Speakers:** • **Dr. Mohammad Abdulqader Al Redha**, Director of Health Informatics & Smart Health Dept, **Dubai Health Authority UAE** • **Prof. Abderrazak Bouzouita,** General Director of Health, **Ministry of Health of Tunisia** • **Taoufik El Borgi,** Director of studies and development, Computer Center, **Ministry of Health, Tunisia** • **Nihat Barış Sebik**, Head of Project Development Department, **Republic of Türkiye Ministry of Health** • **Dr. Ryan Nyotu**, Head - Digital Health Division, **Ministry of Health – Kenya** (online)	

		& **Dr. Daniel Cantillon**, Chief Medical Officer, **Masimo**
15:00-15:15	Guest Speaker: **UCHealth's Virtual Care Journey** **Amy Hassell, Chief Nursing Officer (CNO) Virtual Health Center, UCHealth (University of Colorado Health), USA** *Co- presented with* **Dr. Richard Zane,** Chief Innovation Officer, **UCHealth USA**	Keynote: **Are we ready for Remote patient care?** **By Dr. Rajesh Sivaprakasam,** Consultant in Renal Transplant & Dialysis Access Surgeon, Lead for Robotic renal failure Surgery, Access for Dialysis, Research and Innovation, **Bartshealth NHS Trust, London, UK**
15:15 -15:30	International Insights: **Telehealth Regulations and Reimbursement Landscape in France: What's new in 2024?** By **Dr. Robin Ohannessian**, Invited Professor, Faculty of Public Health, **Yerevan State Medical University; President Armenian Association of Digital Health**	Session: 2: **Tele-Crises Management & Humanitarian aid Forum** **Moderator: Ed Percy**, Vice President, **Teladoc Health, UK** **Case studies:** Comparing telehealth success and failure on the examples of the Covid and Black Summer emergencies in Australia by **Dr Silvia Pfeiffer,** Director, **Coviu Global Pty, Australia** Telehealth & refugees **by Dr Lubna Tirmizi**, Medical Director, **Virtual Care Ontario, Canada** Taiwan's Experience in Using Telehealth to Drive Access and Inclusion, a turning point in the post-epidemic era by **Hau Chuen Sun**, Director, **National**
15:30- 16:30	Focus Session: **Cross Border Regulation for Virtual Care** **Moderator: Prof. Amr A. Jamal,** Chairman and Professor of Family Medicine and Clinical, Informatics, **King Saud University (KSU), KSA** **Panellists:** • **Dr. Michele Y. Griffith**, President, ISfTeH, **USA** • **Dr Ahmed Balkhair**, Chief Digital Health Officer, **Obeikan**	

	Investment Group (OIG); Board Member, **ZIMAM** • **Dr Ziyad Nakhshabandi,** CEO, **National Center health workforce planning, SCFHS** • **Aljowhara Essam Saffah Alsahan,** Data & AI model Governance Lead, **SDAIA**	**Health Insurance Administration, Ministry of Health and Welfare, Taiwan** Case Study: Pioneering Virtual Disaster Medicine: A New Paradigm in Telehealth and Digital Crisis Response by **Sharafaldeen A Bin Nafisah,** Disaster Lead, **Seha Virtual Hospital** Building Resilience: Self-care and Telehealth in Crisis Relief **Marina El Khawand,** Founder and President, **Medonations**
8th of May Day Two		
	Business Session	**Scientific Session**
08:00-09:00	Registration	
09:00-09:20	Keynote: **Maximizing health care effectiveness through virtual care** **Dr. Awad bin Abdullah bin Matar Al-Omari,** Chief Medical and Academic Affairs Officer, Dr. Sulaiman Al Habib Hospital	Session 3: **Telemental health: bridging mental health gap** **Speakers:** • **Dr. Hassan Rafaa Alshehri,** Virtual mental lead, **SEHA Virtual Hospital;** General director of psychiatry administration, **Ministry of Health KSA** • **Osama A. Alsaggaf,** Sociologist, Social Work Specialist, **Ministry of Health KSA (topic: Social Services in Telehealth** • **Lama Abdulaziz A. Alghamdi,** Clinical Psychologist, **Seha Virtual Hospital KSA** • **Tariq Dalbah,** CEO, **Arab Therapy**
09:20-10:00	Panel: Virtual Care Maturity and Sustainability models **Led by Dr Osama El Hassan,** Founder and Board Member, **ZIMAM** Keynote: Maturing Virtual Care Models: from Strategy, to Action to Results **Osama Abdulrahman Alswailem,** Chief Information Officer, **King Faisal Specialist Hospital & Research Centre** Case Study: Exploring emerging Telehealth Models, Entrepreneurship and Breaking Technologies	

	By **Louai Farouk Yousif**, Lead Technology Deployment Specialist, **Islamic Development Bank**, Science, Technology & innovation Division, Cooperation and Capacity Development Department **Panelist:** • **Dr Lubna Tirmizi**, Medical Director, **Virtual Care Ontario, Canada** • **Dr. Rajesh Sivaprakasam,** Consultant in Renal Transplant & Dialysis Access Surgeon, Lead for Robotic renal failure Surgery, Access for Dialysis, Research and Innovation, **Bartshealth NHS Trust, London, UK** • **Dr. Mohamed Alhajjy,** Corporate Director Quality Management, **King Saud University Medical City – KSUMC, KSA**	
10:00-10:20	Guest Keynote: **Bridging the Gap: Enhancing Global Health Security Through Innovation** By **Dr Ines Hassan,** Director of the Global Health Security Consortium, **The Tony Blair Institute**	Session 4: **Teleradiology Forum** **Speakers:** • Enhancing Breast Cancer Screening in the Rafha General Hospital: a Virtual Approach Through the Sehhaty App and the Seha Virtual Hospital

10:20-11:00	Session: Investment in Digital Health & Virtual Care; Role of VCs, Investors, Banks **Moderator: Dr Louiza Chitour**, Senior Advisor & Co-founder **Panelists:** • **Dr. Shatha Abdualaziz Abuzinada**, Chief Executive Officer& Founder of **Aldana Alabdaia Medical Holding Company and Baitna Home Healthcare Services Company in Riyadh, Saudi Arabia** • **Louai Farouk Yousif**, Lead Technology Deployment Specialist, **Islamic Development Bank, Science, Technology & innovation Division, Cooperation and Capacity Development Department** • **Dr. Sabine Kapasi**, Advisor, United Nations Disaster Assessment and coordination • **LEAN**	
11:00-11:15	Keynote: **Innovation management in the digital health** **Dr. Waleed Alsheminary**, Innovation Director, **SEHA Virtual Hospital and the Innovation Enablement Center, KSA**	• Teleradiology in Saudi Arabia: Stakeholders, Opportunities & Challenges **by Dr. Abdulaziz Almosabihi,** Consultant Neuroradiologist, Lead of Teleradiology, **SEHA Virtual Hospital, MOH, KSA** • Teleradiology in Saudi Arabia: Stakeholders, Opportunities & Challenges **by Dr Sattam S. Lingawi**, Prof. of Radiology/Neuroradiology; CEO, **Wadi Jeddah Co., King Abdulaziz University -Jeddah** • Telehealth in Austere Environments: Spinoff to Holographic Imaging / Augmented Reality: 30 Years Experience **by Dr Les Folio,** Senior Member, Diagnostic Imaging & Interventional Radiology, **Moffitt Cancer Center**; Senior Member, Department of Machine Learning; **Moffitt Cancer Center & Research Institute**; Professor, Department of Oncologic Sciences, **University of South Florida Morsani College of Medicine (online)** • Tele radiology challenges in middle east region By Monief Eid, **Enterprise Imaging & eHealth Senior Consultant,** Ministry of Health-Saudi Arabia

		• Virtual Clinical Trials and Teleradiology: Transforming Research and Patient Care in the Digital Era By **Halah Alenizi**, Clinical Trials Expert, **Saudi National Institute of Health – Saudi (NIH)** • Lessons learned from piloting, implementing and scaling up telehealth solutions in a health system to achieve improved patient outcomes and return on investment **Brad Kellogg,** Director, Consulting Houston Methodist Global Healthcare Services, EMEA, **Houston Methodist Global Health Care Services, USA**
11:15-12:00	Insights: Breaking Barriers: Strategies for Securing Funding in the Medical Startup Ecosystem **Moderator: Dr. Meshari F. Alwashmi**, CEO, **AmplifAI Health, KSA** **Panelists:** • **Fouad Alnazawi,** Managing Partner, **Lamarka** • **Khalid A. AlNasser,** Principal, **Elm CVC** • **Mashael Isa Fairooz**, Founding Partner, **JEO Capital Management, Bahrain** • **Maha Yab, Incubation & Accelerator Expert**	Session 5: Tele-ICU Forum **Speakers:** • **Dr. Rashid Alballaa**, Lead of Critical Care Medicine, **Seha Virtual Hospital, KSA** • Topic: E-ICU & Tele-Stroke & Tele nursing **Daniel Allen,** Senior Vice President, Commercial, **Excellence Medical Systems – EMS**

12:00-12:20	Keynote: **Telehealth in Australia & the future of Telehealth** **By Dr Silvia Pfeiffer**, Director, **Coviu Global Pty, Australia**	• **Topic:** **Dr. Abdalmohsen Ababtain,** Subspeciality consultant, **King Abdullah bin Abdulaziz University Hospital (KAAUH)** • AI in critical Care Medicine in the Era of tele icu **Dr. Mohammed Ibrahim Alarifi,** Assistant Professor, Chairman & Consultant, Department of Critical Care, **King Saud University Medical City** • Easily Scalable Critical Care Telemedicine Platform: Crawl, Walk, Run Approach to Real-Time, AI-Ready, Medical Data Governance **By Dr. Harold Arkoff**, CEO & Cofounder, **OSSI USA** • Building Knowledge Networks using Virtual Care – From Neonatology to Critical Care to Stroke **Ed Percy,** Vice President, **Teladoc Health, UK**
12:20-12:40	Fireside chat: **Beyond the Hospital Walls: Revolutionizing Patient Care Through Virtual Wards and Telemedicine (Insights from JHAH and Trudoc Partnership)**	Special Focus: **7th Tumour board G.I case study. Live meeting** led by **Abdullah Ali Attih Alsharm,** Consultant Medical Oncology, **Seha Virtual Hospital**

	Dr. Michael Kevin Walsh, Chief Executive, Johns Hopkins Aramco Health Care (JHAH) **Led by Asad Khan, CEO KSA & Group Pharmacies, TruDoc Healthcare**	
12:40 – 13:40	**Networking Break and Lunch**	
	Business Session	**Scientific Session**
13:40-14:45	Focus Session: AI & Automation in virtual care **Moderator: Dr Mazin Gadir, Digital Health Expert** **Speakers:** • How to reach the full potential of AI: between innovation and regulation *By* **Dr Maha Gmira, AI Strategies and Gender Expert, United Nations for Development, Morrocco** • Bahrain experience in automation of inspection processes for healthcare facilities **By Dr. Hesa Subah Aldoseri, Medical Consultant/ Chief Health Facilities Regulation, NHRA Bahrain** • Regulatory considerations for software and AI technologies **by Bandar Almifgai, Chief Scientific Evaluation Expert, The Saudi Food and Drug Authority (SFDA)** • Virtual care Ai	Session 6: Tele stroke Forum **Speakers:** • **Dr Saeed Alzahrani, Head of Neurology Department, Telestroke Program Lead, SEHA Virtual Hospital; National Neuroscience Center in King Fahad Medical City, KSA** • **Eng. Layla AlSalehi, Director of Virtual Healthcare Services Activation, Seha Virtual Hospital, Ministry of Health KSA** • **Dr. Robin Ohannessian, Invited Professor, Faculty of Public Health, Yerevan State Medical University; President Armenian Association of Digital Health** • Case study: First Tele-stroke Thrombolysis Experience And Case Report in Rafha Town, Northern Borders KSA **by Aziz Hameed Mutlaq AlShammari, Director, Rafha General Hospital**

	Hamza Abutalib, Executive Director of Clinical Care Excellence at Riyadh Second Cluster, Emergency Medicine Consultant, KFMC, Riyadh Second Cluster • How Generative AI is Shaping the Future of Telehealth? **Luluh Aldhubayi**, AI Advisor and Director, **King Saud University AI Center of Advanced Studies**	
15:00-16:00	Deep Dive Session: **Emerging Landscape of Virtual Hospital and Virtual Care (powered by Doccla)** Keynotes: Scalable Virtual Care by **Henrik L Ibsen**, Director International Business Development, **Doccla** Shaping the Future: The Transformative Impact of Virtual Care on Patient Care Migration by **Ahmad Awada**, Divisional General Manager Digital Health Transformation and Innovation, **Mediclinic Middle East, UAE** **Discussion panelists** • **Dr Abdulaziz Alhomod**, CEO Advisor, **Seha Virtual Hospital, KSA** • **Dr. Abdullah Almamari**, Surgeon, Digital healthcare Leader, **Armed forces Hospital, Oman** • **Tara Donnelly**, Founder, Digital Care & Advisor, **Doccla**	

參、 心得與建議

一、 伴隨著網路技術發展、人口結構轉型為少子化、高齡化及行動不便族群等大環境變遷，健保醫療要達到不分遠近地域的平等就醫，往往受到時空環境，交通及醫療人力等限制。因此，遠距醫療及虛擬照護等新醫療科技的發展，無疑對於解決這些問題，進而落實就醫平權開創新的方向。

二、這次有機會參與遠距醫療領域在中東和北非地區最重要的年度盛會，本次會議提供了一個媒介，讓領域內頂尖的專家和業者可以觀摩交流新的想法和實踐方案，特別是過去本署國際交流多半以鄰近亞洲國家、中南美洲或歐美國家為主，對本署來說也是一個難得的經驗。

三、建議未來出國人員可以事先確認會議議程（常有臨時變動調整），也可根據自己的興趣劃分主題優先順序，合理安排時間，也要預留一些時間參觀展位和自由交流，趁此機會拓展國民外交，讓更多國際友人了解台灣，發掘未來更多潛在的合作空間。

四、本會議為國際性會議，惟地主國沙國官方和民間的場次仍然占了大多數，可見其有心透過此場合展現其發展遠距醫療的決心和成果；另沙國因地域遼闊，國內多屬沙漠地形，城際路途交通遙遠，再加上宗教文化等因素，對男性和女性之個人身體接觸及隱私等較為在意，對沙國而言或許也是其積極推動遠距醫療或視訊診療等的機會。這和台灣人口密集，交通方便，宗教及民眾觀念限制較少，醫療院所普及而就醫可近性高的狀況，有很大的差異。

五、本次會議可能因議程較短或交通成本等考量，全程均為室內簡報提問交流方式進行，並未安排戶外場域之實地參訪，無法對當地醫療機構的實際環境和醫療水準有進一步的了解，較為可惜。

六、為利訊息即時溝通，建議未來如有人員派遣出國案件，尤其是國人相對較少前往或陌生的國家，可先蒐集當地網路環境狀況資料準備。例如沙國一般人多半使用 WhatsApp 通訊軟體，和國內普遍使用 Line 不同；另沙國因律法或文化等因素，對於網路管制較其他國家略為嚴格，特定關鍵字或圖片影音內容等可能會被阻擋或遮蔽。

七、沙國早期和我國尚有邦交時期，曾經有台大醫院的醫療合作計畫外，近二三十年來和我國在醫療領域往來互動相當有限，且中東地區之地域環境、宗教及風土等有其特殊性，雖然整體民風尚稱熱情友善，但伊斯蘭律法亦較為嚴謹，外國人一不小心極可能觸犯規定。依本次會議所見，許多西方國家或企業都有設立分公司或派駐人員長期經營，深入了解其文化及觀念及建立人脈；未來若我國思考要如何和阿拉伯世界國家加強多方合作如醫療領域等，若透過外交部駐該國辦事處協助連繫應可更有效率，可作為借鏡。

八、由於台灣和沙國之間目前沒有直航班機，故須透過第三國轉機，本次去程及回程都是在菲律賓一次轉機；另外入境時和沙國的移民官員溝通不是很順利，雖然本署出示本會議的邀請函，但還是花了不少時間，事後推想可能是因為平常台灣去沙國的人次較少，該國檢查身分較為嚴謹。台灣推展國際合作，未來和國際交流的機會越來越多，建議同仁平常多加強英語能力及練習英文簡報。

肆、 附錄

本署簡報

5th MENA Telehealth & Virtual Care Expo
Establish Strategy & Partnerships
2024 7-8 May
JW Marriott, Riyadh, KSA
Taiwan's Experience in Using Telehealth to Drive Access and Inclusion, a turning point in the post-epidemic era
Hau-Chuen Sun
Director, National Health Insurance Administration,
Ministry of Health and Welfare, Taiwan
mwan events
//menatelehealth.com

Taiwan's National Health Insurance Characteristics
Coverage
Compulsory enrollment for all citizens and legal residents
Administration
Single-payer system run by the government
Financing
Premiums
Benefits
Uniform package, copayment required
Providers
Contract-based
About 92% of healthcare providers are contracted with NHI
Payment
Plural payment programs within the global budget payment system
Privileges
Premium subsidies and copayment waivers for disadvantaged individuals
7600km
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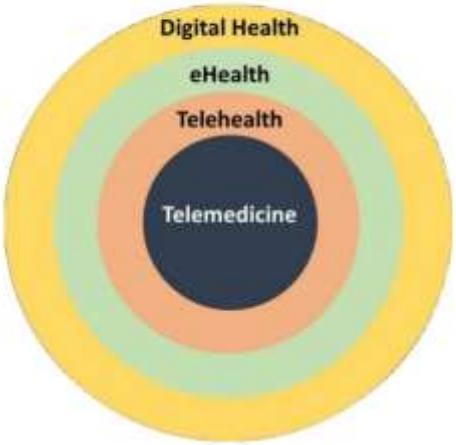
The Scope of Digital Health



- An increasing number of people have recognized the widespread application of digital health:
  - During the COVID-19, economies have been utilizing digital health technologies to cope with the crisis.
  - Digital health is also used to provide healthcare services to rural areas or those who cannot access medical treatments.

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The Current Challenges of Taiwan's Healthcare System

- Taiwan's birth rate is only 1.08
- By 2026, our elderly population will exceed 20% of the total population.

Sudden increase of the elderly population
+
the sudden decrease of the working-age population

- ✓ A Numbeo's release in 2024 ranked Taiwan first in the world for the sixth consecutive year in its "Global Health Care Index by Country".
  https://www.numbeo.com/health-care/rankings_by_country.jsp
- ✓ Strengthen the resilience and agility of our healthcare system and reshape the healthcare services to become a high-value, people-centered service system. **Digital technology** will be the key to achieve this goal.

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Enhancing healthcare services in rural areas

KEY OBJECTIVES

Reduce the scarcity of specialized medical care and address healthcare inequalities.

Improve the accessibility of medical services for rural residents.

Establish a streamlined communication channel and reinforce the emergency transport mechanism.

Enhance local capacity for emergency and critical medical care and reduce unnecessary referrals of non-critical patients.

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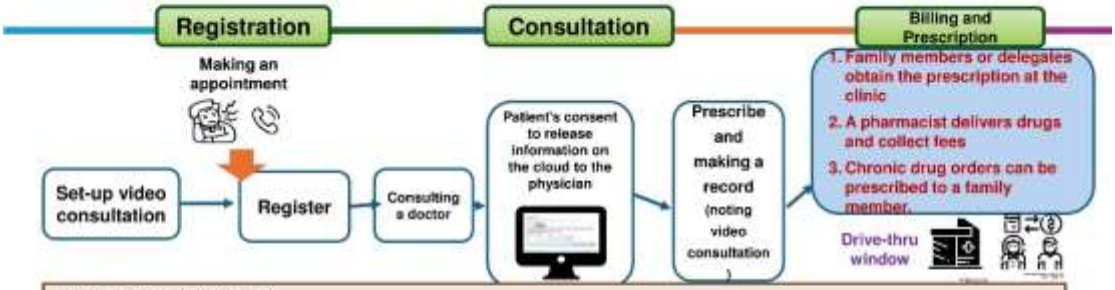
Accelerating Telemedicine Service During Pandemic



Participating healthcare institution

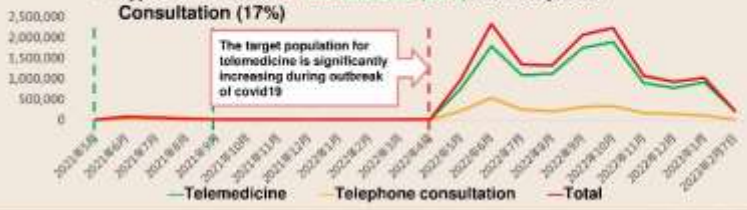
13,042

Total number of telemedicine visits

13,814,215

Note: From May 15, 2021, to February 7, 2023

✔ Types of Utilization: Telemedicine (83%) and Telephone Consultation (17%)



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Total Solution for Barrier-free services in response to the digital healthcare era-Virtual NHI Card

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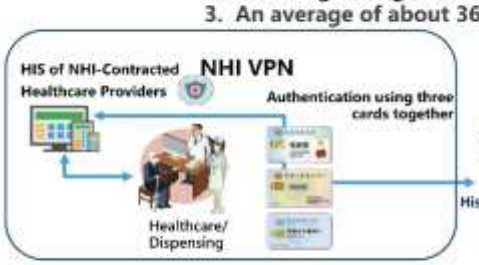
MediCloud

1. Reaching a nearly 90% inquiry rate.
2. Reaching a usage rate of 98%.
3. An average of about 36 million monthly inquiries.



Proactive Prompting Mechanism

- Allergy Medications
- Chinese and Western medicine drug interaction
- Western medicine drug interaction
- COVID-19 drug interaction
- Duplicate medications/tests and exams

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My Health Bank
Personal Health Data (PHR) Platform

Sources of Health Data in My Health Bank:

- Claim Data
- NHI Card Data
- Data Contributions from Healthcare Providers
- Data From Other Agencies
- Disease Risk Assessment Reports
- Disease Surveillance Reminders
- Self-Reported Data

Users： 11.43 million
Number of uses： 383.23 million
(As of December 31, 2023)

For Better Health Management:

- **Integrating Health Data from Wearable Devices**

- **Optimizing Integration of Health Data**
- **Sharing Personal Health Data With Trusted Partners**

Applications:

- **Coronary Artery Calcium Scoring**
- **Osteoporosis Evaluation**
- **Obesity Prevention**

- **Creating a Robust Health Data Ecosystem with SDK**

Providing an SDK as a Tool for Sharing Health Data

Health Management Services

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Telemedicine

As is

- **Improving specialist accessibility for people in mountainous areas and offshore islands**
- **Physician-to-physician teleconsultation model**
- **Gradually expanding telemedicine coverage to meet the healthcare needs of locals**

As is

Specialist teleconsultation is applicable for

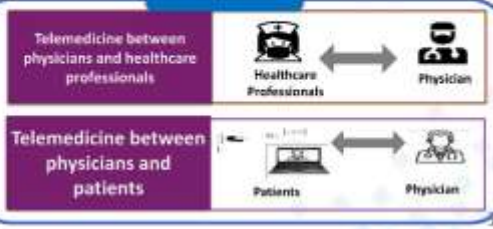
- **Ophthalmology, Otorhinolaryngology (ENT), Dermatology, Cardiology, Gastroenterology, Neurology, and Pulmonology**
- **Emergency Care**

To be

Expanding the application of telemedicine

- Residents of Long-Term Care Institution
- Hospital at Home
- Home Health Care
- Home Dialysis

To be



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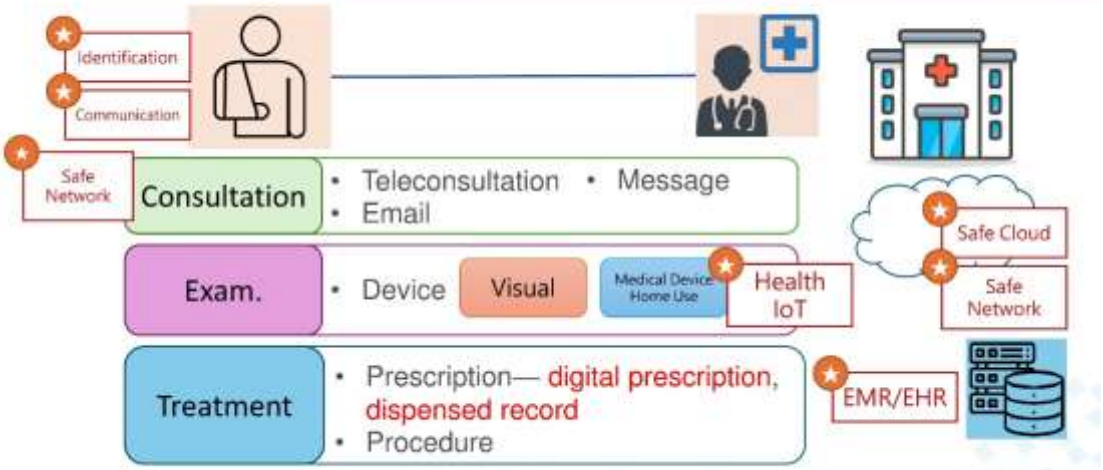
Technologies for Telehealth



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Case Study : Far EasTone Telecommunications Utilizing 5G for Telemedicine in Rural Areas

5G Telehealth Program

- implemented in 35 rural health clinics across 12 counties, with an accumulated over 30,000 telemedicine consultations.
- Teleconsultation:
  Medical centers provide specialized physician resources.
- Telemedicine Outpatient:
  Medical centers' specialized physicians provide services remotely

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Case Study : Home Clinic Dulan with Hybrid Care

Home Clinic Dulan

- A clinic located in Taitung, a county of eastern Taiwan, dedicated to providing better healthcare services to residents in remote rural.
- Home Clinic Dulan is providing Hybrid Care to deliver home-based medical services.

Hybrid Care

Mobile Units X On-site Visits X Digital Tech.

With the integration of digital technologies, our healthcare service model has been moving closer to realizing "hospital at home".

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In-patient visit

On-line care

Remote patient monitoring

This is a collaborative project involving the government, private sector, academic research institutions, and the industry leveraging the strengths of various stakeholders, including the active involvement of patients and their families, is crucial in providing telehealth services in rural areas.

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Conclusion: Key Elements Driving Telehealth

Whether devices, software, and hardware fall under the jurisdiction and related regulations
- Pharmaceutical Affairs Act
- Medical Device Management Regulations

The obligation of physicians to provide medical care
- Physicians Act
- Regulations on Telemedicine Diagnosis and Treatment
- NHI Act
- NHI Medical Care Regulations

Involving sensitive personal data
- Personal Data Protection Act
- Implementation Rules for Hospital Personal Data File Security Maintenance Plan

Product liability issues
- Civil Code
- Consumer Protection Act

Security of electronic health record information
- Computer-Processed Personal Data Protection Act
- Regulations and Classification of Duties for Cyber Security Management
- Medical Act
- Regulations for the Production and Management of EMRs in Medical Institutions

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My health , my right
我的健康 我的權利
Universal Health Coverage
實 現 全 民 健 康 覆 蓋
World Health Day 2024

Thank you for attention!

https://nhi.gov.tw/en/mp-2.html

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