

# Using the internet to practice medicine: Increasing efficiency, widening access, improving quality

Organised by the Telemedicine & eHealth Section

*Tuesday 21 September 2010*

9.00 am Registration with tea and coffee

Chair: *Dr Carl Shakespeare, President, Telemedicine & eHealth Section*

9.30 am Introductory keynote  
*Dr Richard Smith, Chair, Patients Know Best*

## SESSION 1

9.45 am Review of the medical literature for patient computer dialogue :  
How does the explosion in computer use by patients impact on the  
provision of healthcare?  
*Profesor Ray Jones, University of Plymouth*

## SESSION 2

10.15 am Patient Computer Dialogue: Cases and Commentary  
*Drs. John Bachman, Allen R. Wenner and Richard Sills*

11.00 am Tea and coffee break

## SESSION 3

11.30 am The Mayo study on online consultations - A demonstration and the  
results of a pilot study of 2531 online consultations  
*Professor John Bachman, Saunders Professor of Primary Care, Mayo  
Foundation, Rochester MN, USA*

12.00 pm Morning session summary  
Panel discussion: UK experts challenge presenters, each other, and  
audience

12.30 pm Lunch break

## SESSION 4

1.30 pm Practical aspects of using the internet for the delivery of medicine:  
Where we are now  
*Professor John Bachman, Dr Allen Wenner and others*

SESSION 5

2.00 pm Change and change management: Steps for systems to improve care  
- What are the steps an ordinary surgery or hospital could take to handle more patients faster and with better outcomes?  
*Professor John Bachman*

2.30 pm Tea and coffee break

SESSION 6

3.00 pm What we can be doing now: How lessons learned can translate to new opportunities for efficiency and quality improvement in health care in the UK  
*UK General Practices and Dr Allen Wenner*

3.30 pm Afternoon session summary - Panel discussion: UK experts challenge presenters, each other and audience  
*Dr Allen Wenner, Professor John Bachman, Professor Ray Jones and others*

4.00 pm Close of meeting

7.00 pm Dinner  
*For those who have pre-registered. (Wimpole Room)*

*CPD: 4 credits (RCP 59106)*

*Resources and contacts will be available on [www.internetmedicineuk.org](http://www.internetmedicineuk.org)*

We are most grateful to Univadis for supporting this conference

We would like to thank our exhibitors:

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