

# “Healthtech can reduce waiting times!” webinar attendees told

Zina Fragkiadaki

June 24, 2022

[Technology](#)



Attendees of an *FS Club Z/Yen Webinar* titled ‘*Digital Healthcare – An update for a post-Covid world*’ voted that large health systems will have longer waiting lists in June 2023 compared to June 2022. Speaking at the webinar, Alan Hughes, founder and chief executive of LIT Healthcare, analysed how different types of digital care can help reduce waiting lists as we head towards 2023.

For Hughes, healthtech and healthcare services as a whole will be one of the most resilient areas of technology investing this year. Consolidation and cross-border M&A are well underway with larger players – including healthtech giants Teladoc, Babylon, and Ada – being well-funded and on M&A trails.

Hughes acknowledged that the patient care pathway is much more digitised than in the past. He added: “As digital care is aligned with the power of artificial intelligence, data and analytics, we will continue to see healthcare being transformed in terms of how it’s accessed and delivered.”

He outlined certain areas of digital care, not only the patient-facing solutions – what he calls ‘front office’ – but also the ‘middle’ and ‘back-office’ areas of care. As ‘front

office', Hughes described the use of remote, online consultations with patients. Whereas the 'middle office' refers to the way hospitals and care providers report on their activities and are monitored. This includes risk management and regulatory reporting through electronic dashboards. And the 'back-office' areas include a big amount of business processing related to salaries, payroll, and other activities.

And so, he told the attendees that the front 'office' adoption is accelerating, stressing the growth in scheduling and staff rostering and the use of remote consultations, particularly in primary care. Some areas that are exploding are the mental health space, online counselling and sexual health, he added. "One of the positive outcomes following the pandemic is how the greater acceptance of that type of testing and diagnostics as well as online prescriptions will continue. So, there is high use of digital care in community settings, in acute care or hospitals but soon providers will be using this in capacity management."

What is next? It is time to get digital end to end, Hughes said, not only in patient-facing solutions but also within the walls of the healthcare organisations.

In terms of direction and policy from a government perspective, he added that difficult fiscal decisions are ahead for all governments given the current geopolitical and trade turbulence. "Global healthcare systems are faced with unprecedented waiting lists, and the ongoing care workforce shortage. Governments have invested billions in the last few years to support Covid-19 and, meanwhile, they also have a significant amount of patients who really need care."

In closing, Hughes said that governments have reached a fork in the road. The directions are cuts to care and the 'special' funding made during Covid-19 or increased investment to hire more people and scale up digital care which is an area that can support waiting lists."

The webinar was chaired by Zoë Buckingham, an international marketing consultant, commercial writer and presenter.