



## **2026 Board of Directors Applicant Bio: Natalie Conde**

Natalie E. Conde, PA-C, MPAS, is a board-certified Physician Assistant, healthcare strategist, and nationally recognized leader in telemedicine and clinical operations. With more than 17 years of clinical experience and over a decade of leadership across emergency medicine, urgent care, and virtual care delivery, she has built a career focused on advancing healthcare access through innovative, patient-centered systems.

Until April 2026, Natalie served as Director of Telemedicine for Novant Health Urgent Care and UCI Medical Affiliates, where she provided enterprise oversight for statewide virtual care platforms, including a BlueCross BlueShield of South Carolina Marketplace-sponsored insurance plan for a virtual primary care program and a telemedicine-urgent care platform supporting 54 clinics in the network. In this role, she led the expansion of telehealth services designed to improve access to care, reduce wait times, and optimize clinical workflows across multidisciplinary provider teams.

Throughout her career, Natalie has practiced across multiple areas of medicine, including trauma, critical care, general surgery, hospital medicine, emergency medicine, and leadership in both obesity medicine and telemedicine. She is widely recognized for her ability to build collaborative clinical teams, implement data-driven operational strategies, and design scalable workflows that enhance both patient experience and healthcare system performance. Her work focuses particularly on expanding access to care for rural communities and patients facing transportation barriers, where telemedicine can serve as a critical bridge to timely medical care.

Natalie is an accomplished speaker and published author who frequently presents on telemedicine strategy, operational transformation, and the future of digital health. She continues to advocate nationally for innovative care delivery models that expand access while maintaining high-quality, compassionate care. Her published work includes contributions to the College of Urgent Care Medicine and clinical guidance from the Urgent Care Association on early identification of sepsis in the urgent care setting. In addition to her clinical and operational leadership, Natalie serves on the Clinical Response Committee (CRC) of the Urgent Care Association, where she contributes to national discussions on clinical best practices, patient safety, and emerging care delivery models within urgent care medicine.

She is also the author of *Cookies, Coffee, and Covered in Grace* and a co-author of *Healing Her Within*, where she combines clinical insight with personal storytelling focused on resilience, healing, and the human experience within healthcare.

Natalie's leadership and impact have been recognized through multiple professional honors and national media features. Through her continued speaking, consulting, and advocacy, Natalie remains committed to shaping the future of healthcare by strengthening telemedicine infrastructure, improving access to care, and building systems that connect patients to care regardless of geographic or logistical barriers.

Driven by a passion for medical leadership and innovation, Natalie is committed to shaping a future of healthcare that expands access, strengthens clinical systems, and improves outcomes for patients, providers, and the communities they serve.