



Glossary of Terms

Authorized Provider: type of healthcare provider who has been approved to provide services at the distant site through telehealth. Lists of authorized provider types vary based by payer.⁵

Asynchronous: describing store and forward transmission of medical (diagnostic) images and/or data because the data transfer takes place over a period of time, and typically in separate time frames. The transmission typically does not take place simultaneously. This is the opposite of synchronous (see below).⁴

Digital Literacy: the ability to use information and communication technologies to find, evaluate, create, and communicate information, requiring both cognitive and technical skills.⁸

Distant Site: Site at which licensed practitioner delivering the service is located at the time the service is provided via telecommunications system. This may also be referred to the Hub Site in the Spoke and Hub model of telehealth.⁵

E-visits: a non-face-to-face patient-initiated digital communications that require a clinical decision that otherwise typically would have been provided in the office. These visits are an online exchange of medical information between a patient and their provider who they already have an established relationship with.^{5,6}

m-Health (Mobile Health): Practice of medicine and public health supported by mobile communication devices, such as mobile phones, tablet computers and PDAs for health services and information for consumers to obtain specialized health information and online discussion groups to provide peer-to-peer support.⁴

Originating site: Location of the patient at the time the service being furnished via a telecommunications system occurs. Tele-Presenters may be needed to facilitate the delivery of this service. Other common names for this term include spoke site (as in spoke and hub model of telehealth), patient site, remote site, and rural site.⁵

Patient portals: a secure online website that gives patients convenient, 24-hour access to personal health information from anywhere with an Internet connection. Using a secure username and password, patients can view health information.³

Remote Monitoring: use of digital technology to collect, transmit, evaluate, and/or communicate health data from a patient to their healthcare provider from a distant site (i.e., the patient's home) using personal health technologies. Remote monitoring includes wireless devices, wearable sensors, implanted health monitors, smartphones, and mobile apps.^{4,5}

Store and Forward (S&F): Type of telehealth encounter or consult that uses still digital images of patient data for rendering a medical opinion or diagnosis. Common services include radiology, pathology, dermatology, ophthalmology, and wound care. Store and forward includes the asynchronous transmission of clinical data from one site to another.⁵

Synchronous: Interactive live video connections that transmit information in both directions during the same time period. This may involve a primary health professional providing a consultation with a patient, or a specialist assisting the primary health professional in rendering a diagnosis.⁴

Teleconsultation: Consultation between a provider and specialist at distance site using either store and forward or real time videoconferencing.⁴

Tele Education: otherwise known as distance learning, is a method to deliver synchronous and/or asynchronous virtual delivery of education and training to learners (i.e., patients, students, healthcare providers etc..) across electronic learning and teaching systems.⁴

Telehealth: Provision of healthcare services via electronic communication where the clinician and the patient are not at the same physical location. This term is often used to encompass a broader definition of remote healthcare that does not always involve clinical services.³



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Telehealth parity law: when a state passes a telehealth parity law, it can have 1 of 2 meanings or both. It either means private payers in that state have to reimburse for telehealth services equal to in-person care. This is called payment parity. The other type of parity is service parity which means that a healthcare service cannot be denied based on the criteria that it was performed virtually.⁴

Telemedicine: This term has a narrower scope than that of telehealth. It refers more specifically to education over a distance and the provision of health care services through the use of telecommunications technology. Telemedicine refers to the use of information technologies and electronic communications to provide remote clinical services to patients. The digital transmission of medical imaging, remote medical diagnosis and evaluations, and video consultations with specialists are all examples of telemedicine.³

Telerehabilitation (e-rehabilitation): delivery of rehabilitation services over telecommunication networks and the internet. Clinically, this term encompasses a range of rehabilitation and habilitation services that include assessment, monitoring, intervention, supervision, education, consultation, and counseling.³

Tele-supervision (or e-supervision): means the clinical supervision of services through a synchronous audio and video format where the supervisor is not physically in the same facility as the supervisee.

Tele-wellness: method to deliver synchronous and/or asynchronous virtual education and/or treatment to support wellness, the active pursuit of activities, choices and lifestyles that lead to a state of holistic health.⁷

Virtual Check-Ins: brief patient-initiated communication technology-based service for patients to communicate with their healthcare provider and avoid unnecessary trips to the provider's office.⁶

Referenced links:

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4. Health and Human Services. (May 2021) *Getting Started with Telehealth*. <https://telehealth.hhs.gov/providers/getting-started/>
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7. Global Wellness Institute. *Wellness Definitions*. Retrieved December 11, 2021, from <https://globalwellnessinstitute.org/what-is-wellness/wellness-economy-definitions/>
8. American Library Association. *Digital Literacy*. Retrieved December 11, 2021, from <https://literacy.ala.org/digital-literacy/>