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## Telehealth Glossary

### 1. **Asynchronous Telehealth**

A method of delivering care where patient information (e.g., medical history, images, or test results) is sent electronically for later review, rather than during a live session.

### 2. **Audio-Only Telehealth**

Telehealth services provided solely via telephone or other voice-based communication, without video.

### 3. **Audit-Ready Compliance**

A state in which a telehealth practice is fully documented and adheres to all legal and regulatory standards (such as HIPAA and CMS), making it ready for any audits.

### 4. **Bandwidth**

The capacity of an internet connection to transmit data, which directly affects the quality of telehealth video and audio sessions.

### 5. **Behavioral Telehealth**

The delivery of mental health and behavioral therapy services through telehealth, using video, phone, or mobile applications.

### 6. **Distant Site**

The location where the healthcare provider is situated during the delivery of telehealth services.

### 7. **Digital Health**

An umbrella term that covers all aspects of technology in healthcare—including telehealth, mobile health (mHealth), electronic health records (EHRs), and more.

### 8. **Electronic Health Record (EHR) Integration**

The ability of a telehealth platform to connect seamlessly with a provider's EHR system, ensuring that patient records are accessible during virtual visits.

### **9. HIPAA (Health Insurance Portability and Accountability Act)**

A U.S. federal law that sets standards for protecting patient privacy and securing electronic health information in all healthcare settings, including telehealth.

### **10. Interoperability**

The capacity of different healthcare systems and software to communicate and exchange data accurately and efficiently.

### **11. Licensing & Credentialing**

The process of ensuring that all healthcare providers offering telehealth services are properly licensed and credentialed in the regions where they practice.

### **12. Mobile Health (mHealth)**

The use of mobile devices (like smartphones and tablets) to deliver health services and information, often integrated into telehealth solutions.

### **13. Multi-Participant Telehealth**

A telehealth session that enables multiple parties—such as caregivers, family members, or specialists—to participate in the same virtual appointment.

### **14. Originating Site**

The location where the patient is during a telehealth visit (e.g., their home, a clinic, or a telehealth access center).

### **15. Patient Engagement**

The use of telehealth tools and techniques to actively involve patients in managing their own health through remote monitoring, education, and interactive communications.

### **16. Patient Portal**

A secure online system that allows patients to schedule appointments, view their health records, communicate with providers, and manage their care remotely.

### **17. Provider-to-Provider Telehealth**

Virtual consultations between healthcare professionals, such as for specialist referrals or collaborative case management.

### **18. Real-Time Telehealth**

Live, interactive sessions between patients and providers conducted via video, phone, or chat, allowing immediate communication.

### **19. Remote Patient Monitoring (RPM)**

The use of digital devices to collect and transmit patient health data (like blood pressure or glucose levels) from a remote location to a healthcare provider for monitoring and assessment.

### **20. Secure Messaging**

A HIPAA-compliant communication tool that allows safe, electronic exchanges of health information between providers and patients.

### **21. Store-and-Forward Technology**

A telehealth method where patient data, images, or documents are captured, stored, and then sent to a provider for review at a later time, rather than in a live session.

### **22. Telehealth Platform**

Software and hardware systems that facilitate virtual healthcare services, including video conferencing, patient scheduling, and record management.

### **23. Telemedicine**

Often used interchangeably with telehealth, though it typically refers specifically to the delivery of clinical services via digital communication tools.

### **24. User Experience (UX)**

The overall experience a patient or provider has when using a telehealth system, including the ease of navigation, visual design, and overall satisfaction.

### **25. Virtual Waiting Room**

A digital area where patients can check in and wait for their telehealth appointment, similar to a traditional waiting room in a clinic.

*This glossary is provided as a free resource to help healthcare providers and staff better understand key telehealth terms. With these definitions at your fingertips, you're one step closer to transforming your telehealth services into an efficient, compliant, and patient-centered part of your practice. Discover more solutions and training at Highland eHealth to make telehealth work for you.*