



# Glossary Of Telehealth Terms

For patients with an intellectual or developmental disability, accessing health care services can sometimes be challenging. Telehealth can offer another way for patients to get the services they need. Below is a glossary of terms often used in telehealth that you might see or hear mentioned.

## Asynchronous/Store-and-forward

This is a telehealth interaction that is not done in real-time. Instead, it is done when information is captured or recorded such as through a photograph or message and then sent to the health care provider who reviews and responds to it at a later time.

## Audio-only

A synchronous telehealth interaction done in real-time via telephone or when the provider and patient can only hear each other during the visit.

## Live Video

A synchronous telehealth interaction that takes place in real-time over video. The patient and provider can both see and hear each other in real-time over a camera.

## Platform

This is the system where your telehealth visit will take place. Your provider may use systems that you might be familiar with such as Zoom or Microsoft Teams, or it might be another system that is part of their electronic health records (EHRs).

## Remote monitoring

This is telehealth that involves constant monitoring for a period of time. It can happen in real-time, such as having someone watch monitors and read the information as it comes in, or later, for instance, when information is gathered at scheduled times and sent to a health care provider to review later. This is also sometimes referred to as remote patient monitoring, or RPM.

## Synchronous

This means to take place in real-time. Sometimes it may refer to when video or phone calls are being used since it is occurring in real-time.

## Telehealth/Telemedicine

Sometimes people use these two different terms to mean the same thing, providing a health care service through technology when the patient is not in the same location as their provider. Other terms that people have used for “telehealth” have included “virtual care”, “virtual visit” and “digital health.”



Please take this quick survey to provide your feedback on this material and suggestions regarding what other telehealth educational materials should be developed for the intellectually or developmentally disabled community.

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For more information please visit [www.cchpca.org](http://www.cchpca.org) or email [info@cchpca.org](mailto:info@cchpca.org)

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