

# How to plan and conduct telehealth consultations with children and adolescents and their families



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# Abbreviations and acronyms

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<b>COVID-19</b>	coronavirus disease 2019
<b>HCP</b>	health-care professional
<b>WHO</b>	World Health Organization

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# Glossary

**Asynchronous teleconsultation:** Transmission of health data (e.g. health history, test results, images) through an electronic communication system to a health-care professional (HCP), who uses the information to evaluate a case or render a service. Also called “store and forward telemedicine”. Also called “asynchronous telehealth”, “asynchronous telemedicine” or “store and forward”.

**Caregiver:** An adult who cares for an infant, child or adolescent. Caregivers include parents, family members and non-family members. Their role may be formal (e.g. legal guardian) or informal and may be paid or unpaid.

**Client:** A person who receives health-care services, otherwise known as a “patient”. In this guidance, refers to an infant, child or adolescent rather than to their caregiver.

**Digital health:** An umbrella term for digital technologies used to support health and health-related fields. Includes mobile health (use of mobile wireless technology for health), electronic health records, telehealth, telemedicine, wearable devices, robotics and artificial intelligence. 1

**Health-care professional:** A person who has been formally trained and is registered with a relevant organization to provide health care. They include doctors, dentists, nurses, allied health professionals, mental health professionals and, in some countries, community health workers.

Synchronous teleconsultation: A teleconsultation in real time.

**Teleconsultation:** Use by an HCP of electronic communication and software to provide remote clinical services to clients without an in-person visit. Also referred to as “client-to-provider telemedicine”.

**Telehealth:** A broad range of technologies and services to provide client care remotely and improve health-care delivery and systems. In addition to clinical services, telehealth provides other services, such as provider training, administrative meetings, continuing medical education and health promotion.

**Telemedicine:** Delivery of health-care services at a distance. Includes a consultation between an HCP and a remote client, remote monitoring of client health or diagnostic data by an HCP, transmission of medical data (e.g. images, notes and video) to an HCP and consultations between HCPs for case management.<sup>2</sup> The term is used interchangeably with “teleconsultation”; related terms include “client-to-provider telemedicine”, “tele-prescribing”, “tele-education”, “tele-monitoring” and “tele-practice”.

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