

---

Certified Professional in Healthcare Virtual Assistants

## Patient Communication and Engagement

---

Accountable Care Organization (ACO) refers to a network of healthcare providers who share the responsibility of providing care to a defined population, with the goal of improving quality and reducing costs, and is related to terms such as value-based care and population health management. In the context of Patient Communication and Engagement, ACOs play a crucial role in promoting patient-centered care and encouraging active participation in healthcare decision-making. For example, ACOs can implement patient engagement strategies such as patient portals, health education programs, and care coordination to improve health outcomes and reduce hospital readmissions.

Adherence refers to the extent to which a patient follows a recommended treatment plan or regimen, and is related to terms such as compliance and medication adherence. In Patient Communication and Engagement, adherence is a critical concept, as non-adherence can lead to poor health outcomes, increased healthcare costs, and reduced quality of life. Healthcare providers can promote adherence by using clear and simple language, providing educational materials, and offering support and encouragement to patients. For instance, a healthcare provider can use a patient engagement platform to send reminders and alerts to patients to take their medications, or provide educational content on the importance of adherence to treatment plans.

Advance Care Planning (ACP) refers to the process of discussing and documenting a patient's preferences and values regarding end-of-life care, and is related to terms such as advance directives and living wills. In Patient Communication and Engagement, ACP is essential for ensuring that patients receive care that aligns with their values and preferences, and for reducing uncertainty and conflict among family members and healthcare providers. For example, a healthcare provider can use a patient engagement platform to facilitate ACP discussions, provide educational materials on advance care planning, and store advance directives and living wills in a secure and accessible manner.

Artificial Intelligence (AI) refers to the use of computer algorithms and machine learning techniques to analyze and generate human-like responses to patient interactions, and is related to terms such as natural language processing and machine learning. In Patient Communication and Engagement, AI can be used to improve patient engagement, personalize care, and enhance patient experience. For instance, AI-powered chatbots can be used to provide patients with personalized health advice, answer frequently asked questions, and facilitate communication with healthcare providers.

Behavioral Health refers to the emotional, psychological, and social factors that influence a patient's health and well-being, and is related to terms such as mental health and substance abuse. In Patient Communication and Engagement, behavioral health is a critical concept, as patients with behavioral health

---

issues often require specialized care and support. Healthcare providers can promote patient engagement by using patient-centered communication strategies, providing educational materials on behavioral health, and offering referrals to behavioral health specialists. For example, a healthcare provider can use a patient engagement platform to provide patients with access to behavioral health resources, such as online therapy sessions and support groups.

Care Coordination refers to the process of organizing and managing patient care activities and services to achieve optimal health outcomes, and is related to terms such as care management and case management. In Patient Communication and Engagement, care coordination is essential for ensuring that patients receive seamless and comprehensive care, and for reducing fragmentation and duplication of services. For instance, a healthcare provider can use a patient engagement platform to coordinate care with other healthcare providers, provide patients with personalized care plans, and facilitate communication among care team members.

Care Transition refers to the process of transferring a patient from one healthcare setting to another, such as from hospital to home, and is related to terms such as care coordination and readmission prevention. In Patient Communication and Engagement, care transition is a critical concept, as patients who experience poor care transitions are at risk of adverse events, readmissions, and decreased quality of life. Healthcare providers can promote patient engagement by using patient-centered communication strategies, providing educational materials on care transition, and offering support and encouragement to patients. For example, a healthcare provider can use a patient engagement platform to provide patients with personalized discharge instructions, facilitate communication with healthcare providers, and offer post-discharge support and follow-up.

Certified Health Education Specialist (CHES) refers to a professional who has expertise in health education and promotion, and is related to terms such as health education and health promotion. In Patient Communication and Engagement, CHES professionals play a crucial role in promoting patient engagement, educating patients on healthy behaviors, and facilitating health literacy. For instance, a CHES professional can use a patient engagement platform to provide patients with personalized health education, facilitate communication with healthcare providers, and offer support and encouragement to patients.

Chronic Care Management (CCM) refers to the process of providing ongoing care and support to patients with chronic conditions, and is related to terms such as chronic disease management and care coordination. In Patient Communication and Engagement, CCM is essential for improving health outcomes, reducing healthcare costs, and enhancing patient experience. For example, a healthcare provider can use a patient engagement platform to provide patients with personalized care plans, facilitate communication with healthcare providers, and offer support and encouragement to patients.

Clinical Decision Support (CDS) refers to the use of computer-based systems to provide healthcare providers with clinical decision-making support, and is related to terms such as clinical decision-making and

electronic health records. In Patient Communication and Engagement, CDS can be used to improve patient engagement, personalize care, and enhance patient experience. For instance, CDS systems can be used to provide patients with personalized health advice, answer frequently asked questions, and facilitate communication with healthcare providers.

Communication refers to the process of exchanging information and ideas between patients, healthcare providers, and other stakeholders, and is related to terms such as patient-centered communication and health literacy. In Patient Communication and Engagement, communication is a critical concept, as effective communication is essential for building trust, promoting patient engagement, and improving health outcomes. Healthcare providers can promote patient engagement by using clear and simple language, providing educational materials, and offering support and encouragement to patients. For example, a healthcare provider can use a patient engagement platform to facilitate communication with patients, provide personalized health advice, and offer support and encouragement to patients.

Consumer Health Informatics (CHI) refers to the field of study that focuses on the use of information technology to promote consumer health and well-being, and is related to terms such as health information technology and patient engagement. In Patient Communication and Engagement, CHI is essential for improving patient engagement, personalizing care, and enhancing patient experience. For instance, CHI can be used to provide patients with personalized health advice, answer frequently asked questions, and facilitate communication with healthcare providers.

Cultural Competence refers to the ability of healthcare providers to understand and respond to the cultural and linguistic needs of diverse patient populations, and is related to terms such as cultural sensitivity and linguistic access. In Patient Communication and Engagement, cultural competence is critical for promoting patient engagement, improving health outcomes, and reducing health disparities. Healthcare providers can promote patient engagement by using patient-centered communication strategies, providing educational materials on cultural competence, and offering support and encouragement to patients. For example, a healthcare provider can use a patient engagement platform to provide patients with access to culturally sensitive health education materials, facilitate communication with healthcare providers, and offer support and encouragement to patients.

Digital Health refers to the use of digital technologies, such as mobile devices, social media, and electronic health records, to promote health and well-being, and is related to terms such as health information technology and telehealth. In Patient Communication and Engagement, digital health is essential for improving patient engagement, personalizing care, and enhancing patient experience. For instance, digital health can be used to provide patients with personalized health advice, answer frequently asked questions, and facilitate communication with healthcare providers.

Electronic Health Record (EHR) refers to a digital version of a patient's medical record, and is related to terms such as electronic medical record and health information technology. In Patient Communication and

---

Engagement, EHRs are critical for promoting patient engagement, improving health outcomes, and reducing healthcare costs. For example, EHRs can be used to provide patients with access to their medical records, facilitate communication with healthcare providers, and offer support and encouragement to patients.

Empathy refers to the ability of healthcare providers to understand and share the feelings of patients, and is related to terms such as patient-centered care and emotional intelligence. In Patient Communication and Engagement, empathy is essential for building trust, promoting patient engagement, and improving health outcomes. Healthcare providers can promote patient engagement by using patient-centered communication strategies, providing educational materials on empathy, and offering support and encouragement to patients. For instance, a healthcare provider can use a patient engagement platform to provide patients with personalized support, facilitate communication with healthcare providers, and offer emotional support and encouragement to patients.

Engagement refers to the process of involving patients in their care and promoting active participation in healthcare decision-making, and is related to terms such as patient engagement and patient-centered care. In Patient Communication and Engagement, engagement is critical for improving health outcomes, reducing healthcare costs, and enhancing patient experience. For example, a healthcare provider can use a patient engagement platform to provide patients with personalized health advice, answer frequently asked questions, and facilitate communication with healthcare providers.

Health Coaching refers to the process of working with patients to identify and achieve health goals, and is related to terms such as health education and behavioral change. In Patient Communication and Engagement, health coaching is essential for promoting patient engagement, improving health outcomes, and reducing healthcare costs. For instance, a health coach can use a patient engagement platform to provide patients with personalized support, facilitate communication with healthcare providers, and offer support and encouragement to patients.

Health Information Exchange (HIE) refers to the electronic sharing of health information between healthcare providers and organizations, and is related to terms such as health information technology and interoperability. In Patient Communication and Engagement, HIE is critical for promoting patient engagement, improving health outcomes, and reducing healthcare costs. For example, HIE can be used to provide patients with access to their medical records, facilitate communication with healthcare providers, and offer support and encouragement to patients.

Health Literacy refers to the ability of patients to understand and navigate the healthcare system, and is related to terms such as health education and patient engagement. In Patient Communication and Engagement, health literacy is essential for promoting patient engagement, improving health outcomes, and reducing healthcare costs. Healthcare providers can promote patient engagement by using clear and simple language, providing educational materials on health literacy, and offering support and

---

encouragement to patients. For instance, a healthcare provider can use a patient engagement platform to provide patients with access to health literacy resources, facilitate communication with healthcare providers, and offer support and encouragement to patients.

Health Promotion refers to the process of promoting healthy behaviors and lifestyles, and is related to terms such as health education and behavioral change. In Patient Communication and Engagement, health promotion is critical for improving health outcomes, reducing healthcare costs, and enhancing patient experience.

Interoperability refers to the ability of different healthcare systems and technologies to exchange and use health information, and is related to terms such as health information technology and electronic health records. In Patient Communication and Engagement, interoperability is essential for promoting patient engagement, improving health outcomes, and reducing healthcare costs. For instance, interoperability can be used to provide patients with access to their medical records, facilitate communication with healthcare providers, and offer support and encouragement to patients.

Medication Adherence refers to the extent to which a patient takes medications as prescribed, and is related to terms such as adherence and compliance. In Patient Communication and Engagement, medication adherence is critical for improving health outcomes, reducing healthcare costs, and enhancing patient experience. Healthcare providers can promote medication adherence by using patient-centered communication strategies, providing educational materials on medication adherence, and offering support and encouragement to patients. For example, a healthcare provider can use a patient engagement platform to provide patients with personalized reminders, facilitate communication with healthcare providers, and offer support and encouragement to patients.

MHealth refers to the use of mobile devices and technologies to promote health and well-being, and is related to terms such as mobile health and telehealth. In Patient Communication and Engagement, mHealth is essential for improving patient engagement, personalizing care, and enhancing patient experience. For instance, mHealth can be used to provide patients with personalized health advice, answer frequently asked questions, and facilitate communication with healthcare providers.

Patient Activation refers to the process of empowering patients to take an active role in their care, and is related to terms such as patient engagement and patient-centered care. In Patient Communication and Engagement, patient activation is critical for improving health outcomes, reducing healthcare costs, and enhancing patient experience.

Patient-Centered Care refers to the approach to care that focuses on the needs and preferences of patients, and is related to terms such as patient engagement and patient-centered communication. In Patient Communication and Engagement, patient-centered care is essential for promoting patient engagement, improving health outcomes, and reducing healthcare costs. Healthcare providers can promote patient-

centered care by using patient-centered communication strategies, providing educational materials on patient-centered care, and offering support and encouragement to patients. For instance, a healthcare provider can use a patient engagement platform to provide patients with personalized support, facilitate communication with healthcare providers, and offer support and encouragement to patients.

Patient Engagement Platform (PEP) refers to a technology-based system that enables patients to engage with their care and communicate with healthcare providers, and is related to terms such as patient engagement and health information technology. In Patient Communication and Engagement, PEPs are critical for promoting patient engagement, improving health outcomes, and reducing healthcare costs. For example, a PEP can be used to provide patients with personalized health advice, answer frequently asked questions, and facilitate communication with healthcare providers.

Patient Portal refers to a secure online platform that enables patients to access their medical records, communicate with healthcare providers, and manage their care, and is related to terms such as patient engagement and health information technology. In Patient Communication and Engagement, patient portals are essential for promoting patient engagement, improving health outcomes, and reducing healthcare costs. For instance, a patient portal can be used to provide patients with access to their medical records, facilitate communication with healthcare providers, and offer support and encouragement to patients.

Personalized Medicine refers to the approach to care that tailors treatments and interventions to the unique needs and characteristics of individual patients, and is related to terms such as precision medicine and genomic medicine. In Patient Communication and Engagement, personalized medicine is critical for improving health outcomes, reducing healthcare costs, and enhancing patient experience.

Population Health refers to the approach to care that focuses on the health and well-being of defined populations, and is related to terms such as public health and health promotion. In Patient Communication and Engagement, population health is essential for promoting patient engagement, improving health outcomes, and reducing healthcare costs. For instance, a healthcare provider can use a patient engagement platform to provide patients with personalized health advice, answer frequently asked questions, and facilitate communication with healthcare providers.

Quality of Care refers to the degree to which healthcare services meet the needs and expectations of patients, and is related to terms such as quality improvement and patient satisfaction. In Patient Communication and Engagement, quality of care is critical for promoting patient engagement, improving health outcomes, and reducing healthcare costs. Healthcare providers can promote quality of care by using patient-centered communication strategies, providing educational materials on quality of care, and offering support and encouragement to patients. For example, a healthcare provider can use a patient engagement platform to provide patients with personalized support, facilitate communication with healthcare providers, and offer support and encouragement to patients.

---

Shared Decision-Making (SDM) refers to the process of involving patients in healthcare decision-making, and is related to terms such as patient engagement and patient-centered care. In Patient Communication and Engagement, SDM is essential for promoting patient engagement, improving health outcomes, and reducing healthcare costs.

Social Determinants of Health (SDH) refer to the social and environmental factors that influence health and well-being, and are related to terms such as health disparities and health equity. In Patient Communication and Engagement, SDH are critical for promoting patient engagement, improving health outcomes, and reducing healthcare costs. Healthcare providers can promote patient engagement by using patient-centered communication strategies, providing educational materials on SDH, and offering support and encouragement to patients. For example, a healthcare provider can use a patient engagement platform to provide patients with access to SDH resources, facilitate communication with healthcare providers, and offer support and encouragement to patients.

Telehealth refers to the use of telecommunications and virtual technologies to deliver healthcare services remotely, and is related to terms such as telemedicine and virtual care. In Patient Communication and Engagement, telehealth is essential for improving patient engagement, personalizing care, and enhancing patient experience. For instance, telehealth can be used to provide patients with personalized health advice, answer frequently asked questions, and facilitate communication with healthcare providers.

Value-Based Care refers to the approach to care that focuses on delivering high-quality, cost-effective care that meets the needs and expectations of patients, and is related to terms such as value-based payment and accountable care. In Patient Communication and Engagement, value-based care is critical for promoting patient engagement, improving health outcomes, and reducing healthcare costs.

Virtual Care refers to the use of virtual technologies, such as video conferencing and messaging, to deliver healthcare services remotely, and is related to terms such as telehealth and telemedicine. In Patient Communication and Engagement, virtual care is essential for improving patient engagement, personalizing care, and enhancing patient experience. For instance, virtual care can be used to provide patients with personalized health advice, answer frequently asked questions, and facilitate communication with healthcare providers.