

Telehealth vs. Telemedicine

Understanding the differences



Telehealth is ...

Telehealth is a general term used to describe clinical services provided to patients remotely through electronic **communications directly with their provider** (not through a vendor). This can be patient-to-physician or physician-to-physician. It is usually available during the normal business hours of the provider, and patients schedule through their provider's office.

Examples:

- Patient is consulting with a specialist that is out of their geographical area
- Patient has a virtual visit with their primary care provider (PCP)

Telehealth appointments may be conducted via telephone or online video.

Telemedicine is ...

Telemedicine vendor/virtual visit is a general term used to describe clinical services provided to patients via electronic communications **through a vendor**. It is often available 24 hours a day, 7 days a week and can sometimes be scheduled on the spot.

Examples of companies that may offer these services include:

- Teladoc Health
- Doctor On Demand

The program provides telephone and online video consultations with a physician.



Basic idea:

Telehealth: You schedule an online appointment with **your provider**.

Telemedicine: You jump online to talk to a physician through a health care vendor, 24/7.