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## LEXICON

#### Artificial intelligence (AI)3

#### An area of computer science that emphasizes the simulation of human intelligence processes by machines. AI encompasses machine learning, neural networks, deep learning, large language models, and natural language processing.

#### Agentic Artificial intelligence (AI)33

#### An AI agent is an autonomous software entity capable of perceiving its environment through data inputs, making decisions via AI algorithms, and executing actions to achieve defined objectives, often adapting its behavior over time. Agentic AI in healthcare can proactively monitor clinical data, initiate alerts, and engage with healthcare processes as collaborative teammates

#### Ambient Artificial intelligence (AI)30

#### Ambient AI describes intelligent systems seamlessly embedded into everyday environments, using context-aware sensors and pervasive computing to anticipate user needs without explicit commands. These systems blend AI with ubiquitous computing to adapt in real-time, enabling unobtrusive human-computer interactions that improve comfort, safety, and efficiency.

#### Accountability in Artificial intelligence (AI)42

#### Accountability in AI refers to the ethical and legal responsibility of developers, deployers, and users to ensure AI systems are designed, implemented, and governed in ways that assign clear liability and enable redress when harm occurs. It encompasses frameworks for auditability, compliance with regulations, and mechanisms for reporting and addressing errors or biases in AI outputs.

#### Transparency of Artificial intelligence (AI)43

#### Transparency in AI denotes the degree to which stakeholders can understand an AI system’s architecture, data sources, and decision pathways, thereby fostering trust and enabling meaningful oversight. Transparent AI supports interpretability methods, clear documentation, and disclosure of limitations to ensure informed use in clinical and operational setting.

#### Trustworthy Artificial intelligence (AI)44

#### A Trustworthy AI system is designed and deployed to meet critical characteristics that ensure reliability, safety, security, accountability, transparency, explainability, privacy, and fairness; thereby minimizing risks and building confidence in high-stakes domains such as healthcare.

#### Artificial intelligence (AI) Hallucination37

#### AI hallucination refers to the phenomenon in which generative AI systems produce outputs that are ungrounded in factual data, often presenting convincing but incorrect or fabricated information, which undermines trust and reliability in critical domains like healthcare.

#### Automated Speech Recognition (ASR)29

An interdisciplinary subfield of computer science and computational linguistics that develops methodologies and technologies that enable the recognition and translation of spoken language into text by computers. The difference between ASR and NLP (see definition below) is that speech recognition converts audio signals into text, while NLP interprets the text's meaning and intent.

#### Automation Bias31

#### Automation bias describes the tendency of users to over-rely on automated system outputs, potentially ignoring contradictory evidence and perpetuating errors, which is especially critical in clinical decision support contexts. Mitigating automation bias requires training users in critical evaluation and implementing interface designs that highlight system confidence and uncertainties.

#### Big data3

The emerging use of rapidly-collected, complex data in such unprecedented quantities that terabytes (1012 bytes), petabytes (1015 bytes) or even zettabytes (1021 bytes) of storage may be required. The unique properties of big data are defined by four dimensions: volume, velocity, variety and veracity. As more information is accruing at an accelerating pace, both volume and velocity are increasing.

#### Black-Boxes34

#### A “black-box” AI system is one whose internal decision-making processes are opaque to users and often even to developers, hindering interpretability, trust, and error analysis. This opacity can obscure biases or failure modes, posing ethical and safety challenges, especially in high-stakes domains like healthcare.

#### Blockchain2

#### A digital database containing information (such as records of financial transactions) that can be simultaneously used and shared within a large decentralized, publicly accessible network.

#### Chatbot19

#### A software application or web interface designed to have textual or spoken conversations.

#### Clinical Workflow Automation21

#### Clinical workflow automation is the use of technology to take over routine tasks, like charting, scheduling, follow-ups, and handoffs.

#### Conversational AI22

#### Conversational AI is a type of artificial intelligence that allows computers to simulate human conversations. It utilizes natural language processing (NLP) and machine learning to understand and respond to human queries in a natural, human-like way. This technology enables machines to engage in back-and-forth dialogues, similar to how humans communicate.

#### Cybersecurity20

#### The state of being protected against the criminal or unauthorized use of electronic data, or the measures taken to achieve this.

#### Decision support systems (DSS)1

Decision support systems assist health-care providers in making diagnosis and treatment decisions. These systems combine an individual’s current and historical health information with the health-care provider’s knowledge, to provide advice intended to result in better quality care and outcomes for the individual. **Also referred to as Clinical Decision Support Systems (CDSS).**

For example, in the area of medication management, decision support tools draw on electronic knowledge sources, such as clinical practice guidelines and knowledge bases, and apply this knowledge to local patient and clinical data through expert rules to guide medications decision- making. Decision support systems, when coupled with a comprehensive and accurate base of patient information, are able to identify potential drug interactions, dosing inaccuracies and prescribing errors that could lead to serious adverse events.

#### Digital biomarkers25

#### Digital biomarkers are quantifiable, measurable data about a person's physiological state or behavior, collected using digital devices and technologies. They are essentially health indicators derived from digital sources, like wearables or smartphones, providing real-time insights into a person's health.

#### Digital divide2

#### Refers to the gap between demographics and regions that have access to modern information and communications technology and those that do not or have restricted access.

#### Digital health2

#### The field of knowledge and practice associated with the development and use of digital technologies to improve health. Digital health expands the concept of eHealth to include digital consumers, with a wider range of smart-devices and connected equipment. It also encompasses other uses of digital technologies for health such as the Internet of things, artificial intelligence, big data and robotics.

#### Digital health literacy24

#### Digital health literacy, also known as e-health literacy, refers to the ability to find, understand, and use health information from digital sources to make informed decisions about one's health. It encompasses the skills needed to navigate online health resources, evaluate their credibility, and apply the knowledge gained to manage health effectively.

#### Digital minimalism32

#### Digital minimalism is a behavioral framework advocating for intentional, focused engagement with digital tools, prioritizing quality interactions over volume, to reduce digital overload and enhance well-being. By stripping away non-essential digital activities, individuals can mitigate distractions, improve mental health, and foster deeper real-world connections.

#### Digital therapeutics (DTx)26

#### Digital therapeutics (DTx) are evidence-based software interventions designed to prevent, manage, or treat medical disorders in patients, often complementing or replacing traditional pharmacotherapy through rigorous clinical validation and regulatory oversight. These interventions leverage digital delivery to personalize treatment, enhance adherence, and gather real-world outcome data to continually refine therapeutic algorithms.

#### Distance learning for health professionals (eLearning) 1

eLearning services comprise education and training in electronic form for health professionals. eLearning can improve the quality of education, increase access where learning resources

are unavailable, or use new forms of learning. Examples of use include continuing medical education for doctors and nurses, and training on preventive services at the household level for community health workers. eLearning tools vary widely, and may allow interaction between the learner and instructor, access to digital libraries and online courses, networks to share experiences, or the use of mobile devices to access information to support delivery of care.

#### e-Consultation39

#### Electronic consultation (e-consultation) is an aspect of telemedicine which involves remote communication between patients and clinicians, or between clinicians and specialists. May also be referred to as e-visitations, virtual consultations, online consultationk or remote consultations.

#### e-Health2

#### The use of information and communications technologies in support of health and health-related fields, including health-care services, doctor-patient communication, remote care, health surveillance, health literature, and health education, knowledge, and research.

#### Electronic health records (EHRs) 1

An EHR is a computerized health record used to capture, store, access and share a broad summary of information for a patient between health-care organizations and providers. Examples of information include demographics, medical history, medication and allergies, immunizations, discharge summaries and other summary information. Typically, EHRs are developed to support the provision of care across health-sector or geographical boundaries. They may also be used by individuals and their caregivers to take a more active role in the management of their own health. **EHRs may also be referred to as Electronic Medical Records (EMRs)**.

#### Electronic pharmacy services(e-prescriptions or e-Rx)15

#### The computer-based electronic generation, transmission, and filling of a medical prescription, taking the place of paper and faxed prescriptions.

#### Fast Healthcare Interoperability Resources (FHIR)14

#### A healthcare data standard with an application programming interface (API) for representing and exchanging electronic health records (EHR). FHIR is an information network that lets one link data across systems and a communication network that allows the exchange of data between systems.

#### Health data26

The record described, whether in electronic or other formats, that documents an individual's or a population's health, reproductive outcomes, quality of life, health service provisions, and causes of death, is broadly categorized as a health record or a patient record. More specifically, in electronic form, it can be referred to as an Electronic Health Record (EHR).

#### Health information exchange23

Health Information Exchange (HIE) is the secure, electronic movement of patient health information between different healthcare organizations, such as hospitals, clinics, and pharmacies. It allows healthcare providers to access and share a patient's medical history, test results, and other relevant data to improve the quality and efficiency of patient care.

#### Health information systems1

Health information systems (HIS) facilitate gathering, aggregating, analyzing and synthesizing data from multiple sources to report on health situation and trends (disease burden, patterns of risk behavior, health service coverage and health system metrics). Countries may have in place one or more health information systems supporting reporting on diseases or programs. They may also have HIS strategies aimed at improving decision-making, policy development, health services management, response to emerging threats and better allocation of health resources.4

#### ICD-112

#### The International Classification of Diseases 11th Revision (ICD-11), together with the other members of the WHO Family of Classifications and Terminologies (WHOFIC) serves semantic interoperability in all relevant areas of health information for clinical documentation as well as for statistics, at an individual level, for research and public health, across time and settings. The content coverage includes diseases, injuries, drugs, tumors, incidents, safety, devices, anatomy, infectious agents, interventions, functioning, and more. The digital structure and level of granularity enable big data and processing for decision support, in addition to traditional statistics.

#### ICPC9

#### The International Classification of Primary Care (ICPC) is a classification method for primary care encounters. It allows for the classification of the patient’s reason for encounter (RFE), the problems/diagnosis managed, primary or general health care interventions, and the ordering of the data of the primary care session in an episode of care structure. It was developed by the WONCA International Classification Committee (WICC) and was first published in 1987 by Oxford University Press (OUP). A revision and inclusion of criteria and definitions was published in 1998. The second revision was accepted within the WHO Family of International Classifications

#### Infodemic2

#### An infodemic is an acute outpouring of information, including potentially misleading or inaccurate information that, in a digital, hyper-connected society such as the present one, is likely bound to accompany every epidemic or acute health crisis.7

#### Information and Communication Technology (ICT)28

#### ICT (information and communications technology) is the infrastructure and components that enable modern computing. Among the goals of IC technologies, tools and systems is to improve the way humans create, process and share data or information with each other.

#### Internet of things (IoT)40

#### The Internet of Things (IoT) describes the network of physical objects—“things”—that are embedded with sensors, software, and other technologies for the purpose of connecting and exchanging data with other devices and systems over the internet.

#### Interoperability2

#### The ability of different applications to access, exchange, integrate and cooperatively use data in a coordinated manner through the use of shared application interfaces and standards, within and across organizational, regional and national boundaries, to provide timely and seamless portability of information and optimize health outcomes.

#### Large Language Model (LLM)12

#### Large language models (LLMs) are machine learning models that can comprehend and generate human language text. They work by analyzing massive data sets of language.

#### Machine Learning27

#### Machine learning (ML) is a subfield of AI focused on developing algorithms that enable computers to learn predictive or descriptive patterns from data without explicit programming for each task. ML techniques span supervised, unsupervised, and reinforcement learning, driving advances in diagnostics, risk prediction, and personalized medicine. Types of AI/ML Learning:

#### Supervised Learning: The model learns from labeled data.

#### Unsupervised Learning: The model identifies patterns in unlabeled data.

#### Reinforcement Learning: The model learns by interacting with its environment and receiving feedback..

#### Mobile health (mHealth)41

A term used for medical and public health practice supported by mobile devices, such as mobile phones, patient monitoring devices, Personal Digital Assistants (PDAs), and other wireless devices. mHealth applications include the use of mobile devices in collecting community and clinical health data, delivery of healthcare information to practitioners, researchers, and patients, real-time monitoring of patient vital signs, and direct provision of care.

#### National interoperable digital health ecosystem2

#### All kind of digital information technology infrastructure established on the national level of a country that is interoperable and primarily used by the health-care community, in particular by the health-care providers, health service providers and patients but also by the public health authorities, universities and research institutions. It enables the seamless exchange and processing of health data – which is predominantly generated by the health-care providers – between them and the health-care community.

#### Natural Language Processing17

#### The application of computational techniques to the analysis and synthesis of natural language and speech. It is a type of artificial intelligence that gives computers the ability to learn without being programmed by humans.

#### Patient Portal 18

A secure, web-based tool that allows patients to access and manage their health information online. It provides 24/7 access to various features like viewing medical records, scheduling appointments, messaging providers, and managing payments.

#### Personal/Patient health records (PHRs) 1

A PHR is a computerized health record created and maintained by an individual who is proactive in the management of her or his own health. The record can be private, or made available to health-care providers. PHRs can store a diverse range of information such as an individual’s allergies, adverse drug reactions, chronic diseases, family history, illnesses and hospitalizations, medications, diet and exercise plans, and test results.

#### Prompt Engineering 38

The process of designing, refining, and structuring input “prompts” to foundation models (e.g., LLMs) to guide their generative behavior, optimizing for accuracy, relevance, and coherence while minimizing errors such as hallucinations. Effective prompt engineering involves careful selection and ordering of words or templates, contextual framing, and constraint-setting to elicit desired outputs from AI systems..

#### Remote Patient Monitoring (RPM) 36

#### Remote patient monitoring (RPM) refers to the use of telecommunication technologies to observe and record patients’ physiological and behavioral data outside conventional clinical settings, enabling early detection of adverse trends and timely interventions. RPM systems integrate sensors, mobile platforms, and data analytics to support chronic disease management, reduce hospital readmissions, and improve patient engagement.

#### Retrieval-Augmented Generation (RAG) 33

RAG mitigates hallucinations and enhances applicability in knowledge-intensive tasks by augmenting generative models with dynamic document retrieval. RAG helps us understand how clinical support tools return information minimizing errors.

#### Symptom Checkers 34

#### Symptom checkers are AI-driven digital tools—often in chatbot or app form—that guide users through structured symptom input and return possible diagnoses or triage recommendations, serving as adjuncts to clinical evaluation rather than replacements. They leverage medical knowledge bases and decision-support algorithms to improve the accessibility of preliminary health advice.

#### Systemized Nomenclature of Medicine (SNOMED)16

SNOMED links the various terminologies, medical codes, synonyms and definitions used in different electronic health records (EHR).

SNOMED Clinical Terms (CT) provides for consistent information interchange and is fundamental to an interoperable electronic health record. SNOMED CT’s comprehensive coverage includes: clinical findings, symptoms, diagnoses, procedures, body structures, organisms and other etiologies, substances, pharmaceuticals, devices and specimens. It provides a consistent means to index, store, retrieve, and aggregate clinical data across specialties and sites of care. It also helps in organizing the content of electronic health records systems by reducing the variability in the way data are captured, encoded and used for clinical care of patients and research.

#### Telehealth 11

Delivery of healthcare and related clinical/non-clinical services such as patient to provider interaction, provider to provider interaction, healthcare education, self-care, and health information services remotely using telecommunication technologies such as computers, mobile devices, and wearable devices. **Also referred to as Telemedicine**.

#### Telemonitoring 11

Monitoring and electronic transmission of patient health status between geographically separated individuals using Information and Communication Technology by web based, phone based or automated electronic data entry.

#### Virtual Care 11

Any interaction between patients and/or members of their circle of care, occurring remotely, using any forms of communication or information technologies, with the aim of facilitating or maximizing the quality and effectiveness of patient care.

Virtual care refers to the remote provision of healthcare across the entire patient journey. It shifts the focus from organizations to the people in those organizations. It drops an anchor on the care aspect of health, where there must be communication from healthcare practitioners to the patient. The word “virtual” is not used to strictly refer to long distance, but it could mean any replication of a real-life situation in healthcare or using a screen to do an activity without any human interaction. For e.g., the concept of Digital Twins, where a digital version of yourself is made with as many data points, and the accessing of patient records through an e-portal respectively.

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