

Dictionary of terms

Medical tourism (MT) is the activity aimed at organizing medical, rehabilitation or health care for patients outside their home region or country. This industry covers not only the clinical services themselves, but also the related tourist support, including identifying and communicating with clinics, arranging transportation and accommodation, and facilitating the necessary tourist formalities (documentation (passports, visas), customs and currency control, health and sanitary requirements (vaccinations), as well as compliance with the laws of the host country that ensure the legality and safety of travel).

Digital medical tourism (DMT) is the combination of traditional medical tourism with digital tools that facilitate the patient journey through online consultations, appointment scheduling, digital diagnostics, telemedicine, travel planning, and post-treatment follow-up, while improving accessibility, personalization, and coordination across multiple service providers.

The digital patient journey is the sequence of steps a patient goes through, from information seeking to post-hospital support, facilitated by digital tools such as telemedicine, mobile apps, online portals and digital communication channels.

Inclusive digital health services are health services designed to be accessible to all patients, including people with disabilities or special needs, incorporating the principles of universal design, empathetic communication, and personalized digital support.

Digital inclusion is the extent to which digital healthcare tools and services are accessible, useful, and beneficial to all patient groups, regardless of physical, cognitive, or socioeconomic limitations.

Telemedicine is the provision of health services and consultations remotely using information and communication technologies (video calls, chat, remote monitoring, etc.).