

## Glossary

Word	Description / meaning in questionnaire
Assessment / evaluation	How the elements of a service (such as its technology, clinical effect, economy and user satisfaction) are measured and appraised. In the questionnaire, assessment and evaluation are treated as synonyms.
Bespoke	The technical solutions (devices, systems, platform, interface) and services that are specially made or customised for a given service or organisation.
Conventional treatment	How the medical treatment or task was performed prior to the implementation of the telemedicine service. The telemedicine service then either replaces the conventional treatment method or provides an alternative or supplement to it.
Data controller	'Controller' shall mean the natural or legal person, public authority, agency or any other body which alone or jointly with others determines the purpose and means of the processing of personal data; where the purposes and means of processing are determined by national or Community laws or regulations, the controller or the specific criteria for his nomination may be designated by national or Community law.
Deployment / implementation	How a telemedicine service is rolled out at local level in an institution or organisation or, more broadly, across multiple organisations, e.g. at the regional or national level. Implementation covers technical, organisational, or economic aspects. In the questionnaire, deployment and implementation are treated as synonyms.
Direct user fee	A direct user fee is the principle of users paying directly for a service, i.e. if a patient herself or himself pays from her/his own pocket the full amount for receiving a service or part of it. Indirect payment through e.g. tax, insurance etc. is not covered by this term.
Empowerment	Improved independence and self-management of the patients in relation to their condition.
Mainstream service delivery / Running operations	The service is an integrated part of an organisation's service delivery. Services still under development or are part of a study/project are not considered mainstream, as they are offered under special conditions. Other terms are daily or running operations as well as routine care.
Patients	The full range of citizens/people that, in relation to a condition or health or social care problem, is a recipient of a service.
Payment structure	The flow of money in the health and care system of a given country, region or institution.
Set-up	The overall structure of the telemedicine service solution, including organisations, personnel groups, communication flow and technologies.
Special Interest Group (SIG)	In MOMENTUM there are four SIGs which, throughout the project, will each focus on their particular topic related to telemedicine.
Telemedicine	The type of health and care services that are delivered through the use of technology. Telemedicine includes services that are also known as telehealth, telecare or welfare technologies. It does <b>not</b> , for the purposes of this questionnaire, include well-being services.

VPN	A virtual private network (VPN) is a technology for using the Internet or another intermediate network to connect computers to isolated remote computer networks that would otherwise be inaccessible in a secure manner.
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