

PATIENT PATHWAY TOOLKIT: GLOSSARY OF TERMS

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Term	Explanation
Action point	A job for a particular person or group to do following a meeting, a report, etc.
Advocacy	Public support for an idea, plan, or way of doing something
Article	A piece of writing on a particular subject in a newspaper or magazine, or on the internet
Brainstorm	(Of a group of people) to suggest a lot of ideas for a future activity very quickly, before considering some of them more carefully
Branding	The design, symbols, colours, etc. that people connect with a particular product or company
Burden	Something difficult or unpleasant that a person has to deal with or worry about
Care	The process of protecting someone or something and providing what that person or thing needs
Caregiver	Someone who takes care of a person who is young, old, ill, or disabled (= having an illness, injury, or condition that makes it difficult for them to do some things that other people do), either as a family member or friend, or as a job
Challenge	(The situation of being faced with) something that needs great mental or physical effort in order to be done successfully and therefore tests a person's ability
Code of Conduct	A set of rules that members of an organisation or people with a particular job or position must follow
Communication	The exchange of information and the expression of feeling that can result in understanding
Community	The people living in one particular area or people who are considered as a unit because of their common interests, social group, or nationality
(Informed) Consent	Agreement or permission to do something from someone who has been given full information about the possible effects or results
Deliverable	Something that must be completed or provided as part of a project
Desk research	Research that can be done from a desk, for example reading reports or looking for information on the internet
Diagnosis	A judgment about what a particular illness or problem is, made after examination
Digital engagement	A business or organisation's efforts to connect with, interact with, and build relationships with customers or stakeholders through digital channels
Editorial control	The overall control of resources and processes involved in the production of a text within a publishing house
Endorse	To make a public statement of your approval or support for something or someone
Engagement	The process of encouraging people to be interested in the work of an organisation, etc.
Evidence	Facts, information, documents, etc. that give reason to believe that something is true
Expert	A person with a high level of knowledge or skill relating to a particular subject or activity
Feedback	information or statements of opinion about something, such as a new product, that can tell you if it is successful or liked
Focus group	A group of people who have been brought together to discuss a particular subject in order to solve a problem or suggest ideas
Formulary	List of prescription drugs, medications, and other medical products that are approved and covered by a healthcare plan, insurance provider, or healthcare organisation
Fundraising	The act of collecting or producing money for a particular purpose, especially for a charity
GP group	A group of general practitioners (GPs) or primary care physicians who operate with a combination of global and local strategies and perspectives
Guide	A book that gives you the most important information about a particular subject
Home care	Range of medical and personal care services provided to individuals in their own homes, rather than in a hospital or other institutional setting
HPC	Health Care Professionals
HTA	Multidisciplinary process in which stakeholders evaluate medical, social, economic, and ethical information on a specific technology with the aim to inform policy

HTA agency	An organisation that conducts systematic evaluations of the clinical, economic, social, and ethical implications of the development, diffusion, and use of health technologies
IMI	Innovative Medicines Initiative, an EU public-private partnership funding health research and innovation
Inequality	The unfair situation in society when some people have more opportunities, money, etc. than other people
Insight	(the ability to have) a clear, deep, and sometimes sudden understanding of a complicated problem or situation
Interview	A meeting in which someone answers questions about himself or herself for a newspaper article, television show, etc.
Management	The control and organisation of something
Mapping	The activity or process of creating a picture or diagram that represents a process or situation
Methodology	A system of ways of doing, teaching, or studying something
Multidisciplinary	Relating to or involving people from different types of work or who have different types of knowledge
Network	People that you know, considered as a group whose members exchange information with each other
Palliative	A drug or medical treatment that reduces pain without curing the cause of the pain
Palliative care	Range of services (physical, psychological, social, or spiritual) delivered by physicians, nursing, support workers, paramedics, pharmacists, physiotherapists and volunteers) to improve the quality of life of terminal patients and their families and caregivers
Pathway	A track that a person can walk along
Patient	A person who is receiving medical care, or who is cared for by a particular doctor or dentist when necessary
Patient pathway	The comprehensive sequence of events that unfolds when an individual first recognises a need for medical care
Perspective	A point of view, a particular way of considering something
Policy	A set of ideas or a plan to follow in particular situations, officially agreed upon by a group of people, business organisation, government, or political party
Prevention	The act of stopping something from happening or of stopping someone from doing something
Procurement	Act of obtaining or acquiring goods, services, or works from an external source, often by purchasing or contracting
Project	A piece of planned work or an activity that is finished over a period of time and intended to achieve a particular purpose
QR code	A pattern of black-and-white squares that is printed on something and that can be read by some types of mobile phones to give information to the user of the phone
Referral	The act of directing someone to a different place or person for information, help, or action, often to a person or group with more knowledge or power
Region	A particular area or part of the world, or any of the large official areas into which a country is divided
Regulatory body	A person or organisation whose job is to control an activity or process and dictate the applicable regulations
Reporting	the act by an institution or working group of giving an official report, for example about its activities, findings, or accounts
Roadmap	A plan for how to achieve something
Screening	A test or examination to discover if there is anything wrong with someone
Slogan	A short easily remembered phrase, especially one used to advertise an idea or a product
Sponsor	To agree to give money to someone who is taking part in an event to raise money for a special reason, especially to help people living with a condition
Sponsorship	Money that is given, usually by a company, to support a person, organisation or activity / The act of sponsoring someone or something or of being sponsored
Stakeholder	A person such as an employee, customer, or citizen who is involved with an organisation, society, etc. and therefore has responsibilities towards it and an interest in its success
Survival	The state of continuing to live or to exist, especially after a dangerous event
Template	Something that is used as a pattern for producing other similar things
to Lobby	To try to persuade a politician, the government, or an official group that a particular thing should or should not happen, or that a law should be changed
Toolkit	A set of tools

Treatment	The use of medicines, devices, exercises, etc. to cure or manage symptoms of a person living with an illness or injury
Vaccine	A substance that is put into the body of a person or animal to protect them from a disease by causing them to produce antibodies (=proteins that fight diseases)
White paper	An authoritative report or guide that provides a comprehensive overview of a specific topic, issue, or solution. Its primary purpose is to inform, educate, and often persuade the intended audience about a particular approach, concept, or recommendation. In various countries, a white paper can be a government report on a particular subject giving information and details of future planned laws
Young patient	Patients between 12-24 years old are sometimes considered as a distinct group of patient population. In some circumstances, such as the medical definition of adolescent and young adult patients (AYA) the upper age limit is extended to 39.

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