

Glossary

Licensed Vocational Nurse (LVN)

An entry-level health care provider who is responsible for rendering basic nursing care. A vocational nurse practices under the direction of a physician or registered nurse.

Registered Nurse (RN)

Registered Nurses provide and coordinate patient care, educate patients and the public about various health conditions, and provide advice and emotional support to patients and their family members.

Registered Dietitian/Registered Dietitian Nutritionist (RD/RDN)

A person who has fulfilled all the educational and examination requirements of the Academy for Nutrition and Dietetics for recognition as a qualified nutrition specialist. RD/RDN is a highly-qualified health professional, recognized as an expert on food and nutrition.

Certified Diabetes Education (CDE)

A Certified Diabetes Educator is a health professional who has fulfilled all the educational and examination requirements of the National Certification Board for Diabetes Educators (NCBDE), and possesses comprehensive knowledge of and experience in prediabetes, diabetes prevention, and management. The CDE educates and supports people affected by diabetes to understand and manage the condition. A CDE promotes self-management to achieve individualized behavioral and treatment goals that optimize health outcomes.

Medical Assistant (MA)

MAs perform routine clinical and administrative duties under the direct supervision of a physician or other health care professional. Medical assistants perform many administrative duties, including answering telephones, greeting patients, updating and filing patients' medical records, filling out insurance forms, handling correspondence, scheduling appointments, arranging for hospital admission and laboratory services, and handling billing and book keeping.

Radiology Technologist

Radiology technologists help providers diagnose and treat disease by taking x-rays. For some procedures technologists make a solution that patients drink to help soft body tissues can be seen. Radiology technologists can specialize in computed tomography (CT scans), Magnetic Resonance Imaging (MRI's) or mammography.

Pharmacy Technicians help pharmacists prepare prescription medications. They also provide customer service and perform administrative duties such as take prescription requests, count pills, label bottles and prepare insurance forms.

Appeal: A request for your health insurance company or the Health Insurance Marketplace to review a decision that denies a benefit or payment.

Claim: A request for payment submitted by the doctor or hospital to the health insurer.

Copayment (Co-pay): A fixed amount a patient pays for a doctor's visit or for prescription medication. For example, if the co-pay is \$20 for doctor visits and prescriptions, the patient pays \$20 each time they

see the doctor. They also pay \$20 for each prescription drug they get or refill. The insurance company also pays the provider. The amount they pay is negotiated under a contract.

Co-insurance: The percentage of the medical expenses a patient must cover after paying the deductible.

Deductible: The amount a patient pays each year before the insurance company starts covering costs. For example, if the deductible is \$1,000, the patient must pay all medical expenses up to \$1,000 each year before the insurance company begins to pay their portion.

Premium: The amount paid each month for insurance by an individual or an employer.

Out-of-Pocket Costs: Healthcare expenses that are not paid by insurance. Out-of-pocket costs include deductibles, co-pays, coinsurance and costs not covered by insurance.

Appeal: A request for your health insurance company or the Health Insurance Marketplace to review a decision that denies a benefit or payment. If you don't agree with a decision made by the Marketplace, you may be able to file an appeal. If your health plan refuses to pay a claim or ends your coverage, you have the right to appeal the decision and have it reviewed by a third party.

Medi-Cal: The California Medical Assistance Program (Medi-Cal or MediCal) is California's Medicaid program serving low-income individuals, including families, seniors, and persons with disabilities, children in foster care, pregnant women, and childless adults with incomes below 138% of federal poverty level.

Medicare: A federal health insurance program for people 65 and older and certain younger people with disabilities. It also covers people with End-Stage Renal Disease (permanent kidney failure requiring dialysis or a transplant, sometimes called ESRD).

Health Maintenance Organization (HMO): A type of health insurance plan that usually limits coverage to care from doctors who work for or contract with the HMO. It generally won't cover out-of-network care except in an emergency. An HMO may require you to live or work in its service area to be eligible for coverage. HMOs often provide integrated care and focus on prevention and wellness.

Preferred Provider Organization (PPO): A type of health plans that contract with medical providers, such as hospitals and doctors, to create a network of participating providers. You pay less if you use providers that belong to the plan's network. You can use doctors, hospitals, and providers outside of the network for an additional cost.

Point of Service (POS): A type of plan in which you pay less if you use doctors, hospitals, and other health care providers that belong to the plan's network. POS plans also require you to get a referral from your primary care doctor in order to see a specialist.

Patient Portal: A patient portal is a secure online website that gives patients convenient 24-hour access to personal health information from anywhere with an Internet connection.

Shared Decision Making: is a key component of patient- centered health care. It is a process in which clinicians and patients work together to make decisions and select tests, treatments and care plans based on clinical evidence that balances risks and expected outcomes with patient preferences and values.

Diagnostic X-ray and lab (DXL)

Medical Doctor Specialties	What do they deal with?
Allergy and Immunology	Allergic reactions to food, medications, insect stings, and environment; asthma and other lung problems
Anesthesiology	Medication to help patients manage pain or sedate them during surgery
Cardiology	Heart, blood vessels, and the circulatory system (blood vessels)
Chiropractic Medicine	Adjusting areas of the body and spine to prevent or treat disease and improve nerve function
Critical Care Medicine	Acute, life-threatening illness or injury, usually in a hospital's ICU (Intensive Care Unit) or CCU (Critical Care Unit).
Dentistry	Diseases of the teeth and mouth
Dermatology	Skin, hair and nail disease
Emergency Medicine	Life-threatening medical conditions or injuries, usually in a hospital emergency room
Endocrinology and Metabolism	Hormones and glands such as the thyroid, pituitary, adrenal, pancreas, ovaries and testes; also deals with diabetes
Gastroenterology	Digestive system organs such as the esophagus, stomach, bowel (large and small intestines), liver, gall bladder and pancreas
Geriatric Medicine	Conditions and issues related to older people
Gynecology	Female reproductive system and fertility disorders (also see Obstetrics and Gynecology)
Hematology	Blood and blood-producing organs; disorders such as anemia, leukemia and lymphoma
Infectious Disease	Infections and diseases that can be passed from person to person such as bacterial infections, viral infections, parasites, sepsis (infection or bacteria in the blood), meningitis, and pneumonia.
Internal Medicine	Internal organs and their diseases
Neonatology	Newborn baby conditions and diseases
Nephrology	Kidney disease
Neurology	Nervous system: brain, spinal cord, and nerves
Obstetrics	Care for women during and after pregnancy
Oncology	Cancer; cancer treatment such as surgery, chemotherapy, radiation, biotherapy, pain management
Ophthalmology	Eye disease
Optometry	Eye exams and lenses (glasses and contact lenses); Optometrists are not medical doctors
Orthopedics	Bones, joints, muscles, tendons, ligaments and nerves

Otolaryngology (Ear, Nose, and Throat)	Ear, nose, sinuses, throat (larynx) and upper airway
Pain Management	Pain management through medication, exercise, stress reduction or relaxation
Pathology	Tissues, blood, urine and other body fluid to diagnose or treat medical conditions
Pediatrics	Newborn, infants, children and adolescent healthcare
Physical Medicine and Rehabilitation	Restoring function and movement for people with disabilities or injuries
Plastic Surgery	Reconstruct, restore function or change the look of face or body
Podiatry	Foot and ankle treatment or corrective devices
Preventive Medicine	Healthcare, education or counseling to help prevent or delay disease
Psychiatry	Brain or nervous system disorders; treatment of drug or chemical abuse; Psychiatrists are medical doctors (MD)
Psychology	Mental health; treat patients through counseling or psychotherapy ("talk" therapy); Psychologists are not medical doctors, but may have either a Doctor of Psychology (PsyD) or a doctor of philosophy degree (PhD)
Pulmonary Medicine	Lung and respiratory (breathing) system
Radiology	X-rays, ultrasound and imaging techniques such as Computerized Tomography (CT Scan) and Magnetic Resonance Imaging (MRI)
Rheumatology	Muscles, tendons or joint disease; inflammation and autoimmune diseases such as arthritis, rheumatism, gout, lupus, scleroderma, and Lyme disease
Sports Medicine	Sports-related injuries and therapy
Surgery	Operations to remove, repair or replace body parts
Toxicology	Detecting and treating poisons or harmful substances
Urology	Urinary tract (male and female); male reproductive organs