

PHILOLOGICAL SCIENCES

THE ROLE OF MEDICAL ENGLISH IN TELEMEDICINE

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Introduction.

The development of telemedicine has become one of the most significant innovations in modern healthcare. It provides access to medical services for patients regardless of geographical location, facilitates effective communication between physician and patient, and reduces the risks associated with visiting medical facilities. This trend became particularly significant during the COVID-19 pandemic, when the need for the remote delivery of medical care became critical. At the same time, the widespread implementation of telemedicine requires a high level of medical communication, in particular through English as the international medical platform. The English language is used not only for the exchange of scientific data, but also for maintaining medical documentation, conducting consultations, and interacting with patients, especially in multicultural environments.

A large proportion of the population in various countries does not have a sufficient command of English, which creates language barriers in telemedical communication. The absence of linguistic concordance between patient and physician can negatively affect access to telemedicine services, the accuracy of clinical information, and the overall quality of medical care [3, 4]. This problem is especially relevant in the context of globalization and the international exchange of medical

data, when the English language becomes a key instrument of communication between specialists and patients of different nationalities.

Despite the obvious advantages of telemedicine, the absence of effective language mechanisms complicates its use among people with limited knowledge of English. Hsueh and colleagues demonstrated that patients with low English proficiency use video telemedicine consultations significantly less often and more frequently choose telephone calls [4]. This tendency creates risks for the accuracy of clinical information and reduces the effectiveness of treatment. Thus, the study of the role of medical English in telemedicine is a relevant direction of contemporary science and healthcare practice.

Aim.

The aim of the study is to identify the role of medical English in telemedicine, to analyze language barriers between patients and medical professionals, and to assess the impact of English language proficiency on the accessibility, effectiveness, and quality of remote medical services.

Materials and methods.

To achieve the aim of the study, a combined approach was used, which included a systematic analysis of contemporary scientific publications, statistical data, and the results of clinical studies. The principal sources of information were articles published between 2024 and 2026 in international scientific journals and on platforms such as PubMed, PMC, the Journal of Medical Internet Research (JMIR), and other peer-reviewed publications.

Particular attention was paid to studies analyzing the impact of patient-physician language concordance on the use of telemedicine services [4], the influence of English language proficiency on treatment outcomes and communication in clinical settings [3, 6], as well as to systematic reviews of communication strategies in telemedicine [5, 7]. The methodology included the analysis of both quantitative data (frequency of telemedicine encounters, type of communication channel used) and qualitative aspects (effectiveness of communication, patient satisfaction, accuracy of clinical information).

Studies that examined the international role of the English language in medicine were also analyzed, in particular for professional communication, access to scientific publications, and distance medical education [1, 2]. This made it possible to assess not only the local but also the global aspects of the use of English in telemedicine. It should be noted that the analysis is based primarily on publications focused on English-speaking healthcare systems, which somewhat limits the generalizability of the conclusions to other linguistic and institutional contexts.

Results and discussion.

The results of an analysis of the contemporary literature attest to the importance of English as a universal instrument of medical communication in telemedicine. Hsueh and colleagues showed that patients with low English proficiency less frequently use video consultations and more often opt for telephone calls [4]. This is due to the fact that video consultations require a more accurate exchange of clinical information, including terminology, medical history, and symptoms, which is difficult to achieve without sufficient knowledge of English. Thus, patient–physician language concordance directly affects the quality of telemedicine care.

Similar results were obtained in a study devoted to communication strategies in telemedicine [7]. The authors emphasize that the adaptation of language services, interpreter support, and specialized training of medical personnel make it possible to reduce the risks of misunderstanding, increase the effectiveness of treatment, and ensure equal access to telemedicine services for all patients, regardless of their language competence.

An analysis of systematic reviews [5] shows that the English language is key to global telemedical interaction, in particular for ensuring the interoperability of clinical data, maintaining electronic documentation, and accessing scientific sources. Proficiency in English enables medical professionals from different countries to exchange information rapidly, improves the quality of education, and promotes the implementation of international standards in clinical practice.

It is important to note that language barriers may create inequality in access to

telemedicine services. Patients with limited knowledge of English have a lower probability of receiving a full consultation, which may lead to the underestimation of symptoms, misdiagnosis, and delays in treatment [3, 6]. To overcome these problems, it is proposed to introduce multilingual telemedicine platforms, to train staff in medical communication, and to use interpreters or specialized interfaces for patients.

Globally, the English language serves not only as a means of local communication, but also as an instrument for the integration of international science, allowing knowledge to be exchanged, joint research to be conducted, and access to the latest scientific data to be provided. Under contemporary conditions of telemedicine this is especially relevant, since digital platforms allow patients and physicians from different countries to interact in real time. Research shows that an increase in the level of English proficiency among patients and medical professionals substantially improves the quality of clinical decisions and patient satisfaction [1, 2].

Thus, the role of medical English in telemedicine is multifaceted. It ensures the accuracy of clinical information, increases the effectiveness of remote consultations, and contributes to the globalization of medical science. At the same time, in order to overcome language barriers, systemic support for patients and medical personnel is required, including interpreting services, training programs, and the adaptation of digital platforms.

Conclusions.

An analysis of contemporary scientific data confirms that medical English is a key element of effective telemedicine. Proficiency in English ensures the accuracy of the exchange of clinical information, increases the accessibility and quality of medical services, and promotes the globalization of medical practice and science. At the same time, the existence of language barriers can reduce the effectiveness of telemedicine consultations, which calls for the introduction of specialized language and communication strategies. Recommendations for further research include evaluating the effectiveness of multilingual telemedicine platforms, developing training programs in international medical communication for physicians, and integrating translation technologies into telemedicine services. In the long term, such

measures will make it possible to raise the standard of medical care, ensure equal access to services regardless of patients' language proficiency, and strengthen international cooperation among healthcare institutions.

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