

# Evidence Synthesis Ireland Fellowship Scheme 2019

**Review Centre/Group Mentor (RCM)**

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| Cochrane Effective Practice and Organisation of Care (epoc@ndph.ox.ac.uk; [website](https://epoc.cochrane.org/)) / Daniela Goncalves-Bradley and Sasha Shepperd |

**Review title** *– please provide the review title*

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| Mobile-based technologies to support client to healthcare provider communication and management of care ([Protocol](https://www.cochrane.org/CD012928/EPOC_mobile-based-technologies-support-client-healthcare-provider-communication-and-management-care)) |

**Review type** *– please identify the type of review in question e.g. qualitative synthesis, Cochrane review of effectiveness, rapid review*

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| Cochrane review of effectiveness |

**Review details** *– please identify the topic of the review and a very brief background, objectives and PICO (or other question format details) of the review.*

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| The provision of healthcare at a distance, through telemedicine applications, can facilitate universal health coverage, decreasing health and social inequalities. The widespread use of information and communication technologies can potentially expand the use of telemedicine approaches to overcome health systems challenges associated with accessing care and coverage of services.  **Objective:** To assess the effectiveness of mobile‐based technologies to support communication of healthcare information and management of care, on clients' health and well‐being, as well as unintended consequences and resources use, compared to standard practice.  **Participants:** Clients receiving healthcare accessible via mobile devices. All types of healthcare providers (i.e. professionals, paraprofessionals and lay health workers), communicating and providing client care through mobile‐based technologies.  **Interventions:** Trials comparing communication and management of care through a mobile device with standard practice. We will focus exclusively on clinical information that can be exchanged over wireless and mobile technologies, as well as mobile phones of any kind (but not analogue landline telephones), laptops, tablets, personal digital assistants, and smartphones. Communication channels via mobile device can include text messaging, video messaging, social media, voice calls, voice over internet protocol (VoIP), and videoconferencing, through software such as Skype, WhatsApp, or Google Hangouts.  **Comparison:** Standard practice is defined as the usual care provided in the setting where the study was conducted, which could include providing care or engaging with the client through face‐to‐face communication or other non‐digital channels or referring the client to another provider.  **Main outcomes:** Time between presentation and appropriate response; Clients health status and well‐being.  **Other outcomes:** Clients utilisation of healthcare services (e.g. reduced emergency room visits); Clients acceptability of and satisfaction with the intervention; Healthcare provider acceptability of and satisfaction with the intervention; Resource use; Unintended consequences. |