TITLE: Automated Notification and Reminder Call Systems: Guidelines

DATE: 23 June 2014

RESEARCH QUESTION

What are the evidence-based guidelines for the use of automated reminder call systems?

KEY MESSAGE

One systematic review regarding the use of automated reminder call systems was identified.

METHODS

A limited literature search was conducted on key resources including PubMed, The Cochrane Library (2010, Issue 6), University of York Centre for Reviews and Dissemination (CRD) databases, Canadian and major international health technology agencies, as well as a focused Internet search. Methodological filters were applied to limit retrieval to health technology assessments, systematic reviews, meta-analyses and guidelines. Where possible, retrieval was limited to the human population. The search was also limited to English language documents published between January 1, 2004 and June 18, 2014. Internet links were provided, where available.

RESULTS

Rapid Response reports are organized so that the higher quality evidence is presented first. Therefore, health technology assessment reports, systematic reviews, and meta-analyses are presented first. These are followed evidence-based guidelines.

One systematic review regarding the use of automated reminder call systems was identified. No relevant evidence-based guidelines regarding the use of automated reminder call systems were identified.

Additional references of potential interest are provided in the appendix.

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Health Technology Assessments
No literature identified.

Systematic Reviews and Meta-analyses

PubMed: PM21933898

Guidelines and Recommendations
No literature identified.

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APPENDIX – FURTHER INFORMATION:

Systematic Reviews and Meta-analyses

Telephone Reminders – Unclear if Automated


Guidelines and Recommendations

Unclear Methodology


Review Articles

Additional References


See: Patient Appointment Reminders