

Appendix 7 References by selected tool design and function

	Reference	Article description of tool	Medium/format of communication	Healthcare provider using the tool	Patient-provider communication flow	Type of communication	Functions in addition to communication?
1.	Armstrong et al. 2015[1]	Online model for follow-up management	Website-based tool	Physician	One-to-one	Asynchronous (not real-time)	Yes
2.	Riipa et al. 2014[2] Riipa et al. 2014[3]	Patient portal	Website-based tool	Physician/ Nurse/care team	Patient-multiple providers	Asynchronous (not real-time)	Yes
3.	Ben-Zeev et al. 2014[4]	Text-messaging	Mobile phone-based application	Social worker	One-to-one	Asynchronous (not real-time)	No
4.	Lau et al. 2014[5]	Patient portal	Website-based tool	Physician/ Nurse/care team	Patient-multiple providers	Asynchronous (not real-time)	Yes
5.	Ryan et al. 2013[6]	Internet-based suite of applications	Website-based tool	Interdisciplinary team of providers	Patient-multiple providers	Asynchronous (not real-time)	Yes
6.	Hsiao et al. 2011[7]	Secure electronic messaging system	Website-based tool	Physician/ Nurse	Patient-multiple providers	Asynchronous (not real-time)	No
7.	van der Meer et al. 2009[8]	Internet-based self-management	Website-based tool	Nurse	One-to-one	Asynchronous (not real-time)	Yes
8.	Siva et al. 2008[9]	Email	Email-based application	Physician	One-to-one	Asynchronous (not real-time)	No
9.	Vernmark et al. 2010[10]	Email therapy	Email-based application	Therapist	One-to-one	Asynchronous (not real-time)	No
10.	Berger et al. 2011[11]	Therapist-guided self-help using email	Email-based application	Therapist	One-to-one	Asynchronous (not real-time)	No
11.	van Bastelaar et al. 2008[12]	Web-based self-help	Website-based	Psychologist	One-to-one	Asynchronous (not real-time)	Yes

12.	Allen et al. 2008[13]	E-coaching	Website-based	Nurse	One-to-one	Asynchronous (not real-time)	Yes
13.	Nilsson et al. 2006[14]	Information and Communication Technology (ICT)	Hybrid web and software application	Nurse	One-to-one	Asynchronous (not real-time)	No
14.	Ross et al. 2004[15]	Patient-accessible online medical record	Website-based	Nurse	One-to-one	Asynchronous (not real-time)	Yes
15.	Jones et al. 2015[16]	Web portal	Website-based	Psychologist	One-to-one	Asynchronous (not real-time)	Yes
16.	Blomfield et al. 2014[17]	E-feedback	Website-based	Nurse	One-to-one	Asynchronous (not real-time)	Yes
17.	van Straten et al. 2014[18]	Guided internet intervention	Website-based	Nurse	One-to-one	Asynchronous (not real-time)	Yes
18.	Wayne et al. 2014[19]	Smartphone-assisted intervention	Mobile phone-based native application	Nurse	One-to-one	Asynchronous (not real-time)	Yes
19.	Barberan-Garcia et al. 2014[20]	Information and Communication Technology (ICT)	Hybrid web and software application	Psychologist	One-to-one	Asynchronous (not real-time)	Yes
20.	Mota Pereira et al. 2014[21]	Facebook	Website-based tool	Physician	One-to-one	Asynchronous (not real-time)	No
21.	Lee et al. 2016[22]	Facebook	Website-based tool	Physician	One-to-one	Asynchronous (not real-time)	No
22.	Nobis et al. 2013[23]	Web-based intervention	Website-based tool	Psychologist	One-to-one	Asynchronous (not real-time)	Yes
23.	Fishman et al. 2013[24] Harris et al. 2009[25] Weppner et al.	Shared medical record	Website-based tool	Pharmacist	One-to-one	Asynchronous (not real-time)	Yes

	2010[26]						
24.	Zhang et al. 2013[27]	Internet of Things technology	Hybrid web and software application	Medical staff	One-to-one	Asynchronous (not real-time)	Yes
25.	Nguyen et al. 2013[28]	Internet-based collaborative self-monitoring	Website-based tool	Nurse	One-to-one	Synchronous (real-time)	Yes
26.	Solomon et al. 2012[29]	Web-based intervention	Website-based tool	Unclear	One-to-one	Asynchronous (not real-time)	Yes
27.	Ahmed et al. 2011[30]	Patient portal	Website-based tool	Nurse	One-to-one	Asynchronous (not real-time)	Yes
28.	Brennan et al. 2010[31]	Technology-enhanced practice	Website-based tool	Nurse	One-to-one	Asynchronous (not real-time)	Yes
29.	Sarkar et al. 2010[32]	Patient portal	Website-based tool	Physician	One-to-one	Asynchronous (not real-time)	Yes
30.	Zickmund et al. 2008[33]	Patient portal	Website-based tool	Physician	One-to-one	Asynchronous (not real-time)	Yes
31.	Bond et al. 2007[34]	Internet-based self-management	Website-based tool	Nurse	One-to-one	Both	Yes
32.	Komives et al. 2005[35]	Patient portal	Website-based tool	Physician	One-to-one	Asynchronous (not real-time)	Yes
33.	Gomez et al. 2002[36]	Internet-based self-management	Website-based tool	Physician Psychologist Social Worker	Patient-multiple providers	Asynchronous (not real-time)	Yes
34.	Huang et al. 2014[37]	Internet-based self-management	Mobile phone-based native application	Unclear	One-to-one	Asynchronous (not real-time)	No
35.	Gulmans et al. 2010[38]	Web-based system for patient-professional and interprofessional	Website-based tool	Physician Physiotherapist School/day care professional	Patient-multiple providers	Asynchronous (not real-time)	Yes

		communication					
36.	Oerlemans et al. 2011[39]	Cognitive Behaviour Therapy with personal digital assistant	Hybrid web and software application	Psychologist	One-to-one	Asynchronous (not real-time)	Yes
37.	Nes et al. 2012[40]	Web-based diaries	Hybrid web and software application	Nurse	One-to-one	Asynchronous (not real-time)	No
38.	Kristjansdottir et al. 2013[41] Kristjansdottir et al. 2013[42] Kristjansdottir et al. 2011[43] Jelin et al. 2012[44]	Web-based self-management	Website-based tool	Nurse or physician	One-to-one	Asynchronous (not real-time)	Yes
39.	McMahon et al. 2005[45] Fonda et al. 2009[46]	Internet-based care management	Website-based tool	Counsellor Care Manager	One-to-one	Asynchronous (not real-time)	Yes
40.	Homko et al. 2007[47]	Internet-based telemedicine system	Website-based tool	Unclear	Patient-multiple providers	Asynchronous (not real-time)	Yes
41.	Ralston et al. 2009[48]	Web-based care management	Website-based tool	Care Manager	One-to-one	Asynchronous (not real-time)	Yes
42.	Tang et al. 2013[49]	Personal Health Record	Website-based tool	Nurse	One-to-one	Asynchronous (not real-time)	Yes
43.	Zutz et al. 2007[50]	Virtual cardiac rehabilitation	Website-based tool	Nurse/Dietitian/Exercise specialist	One-to-one	Synchronous (real-time)	Yes
44.	Quinn et al. 2011[51]	Patient web portal	Website-based tool	Counsellor	One-to-one	Asynchronous (not real-time)	Yes
45.	Liebreich et al. 2009[52]	Website and email-linked counselling intervention	Website-based tool	Counsellor	One-to-one	Asynchronous (not real-time)	Yes

46.	Bergmo et al. 2009[53]	Web-based consultations	Hybrid web and software application	Physician	One-to-one	Asynchronous (not real-time)	No
47.	Meglic et al. 2010[54]	Information and Communication Technology (ICT)	Website-based tool	Care Manager	Patient-multiple providers	Asynchronous (not real-time)	Yes

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