

## **Appendix 1**

Detailed Definitions/explanation of each eHealth modality:

### **Internet-based**

Internet interventions are structured programmes that patients engage with by using computers or mobile devices. In addition to providing tailored educational information, they can “support self-management by facilitating goal setting, self-monitoring and providing behavioural/symptom-related feedback” (Geraghty et al., 2015, p.2).

### **Telephone supported**

Telephone supported internet interventions usually involve a structured internet intervention, with the addition of telephone support from experienced practitioners with expertise in the content being delivered. The purpose of the telephone contact is generally to “provide support and encouragement for use of the internet intervention, and to address any concerns in relation to the internet-based content” (Geraghty et al., 2015).

### **Interactive voice response**

Interactive Voice Response (IVR) technology is a “method for interaction between an individual and a computer through the medium of a telephone using the touch-tone keypad. Typically an automated script poses questions and the caller keys in responses using the telephone keypad” (Naylor et al., 2008, p.39).

### **Virtual reality**

Virtual Reality (VR) is a three-dimensional computer generated environment, which allows the individual to explore, interact with, and manipulate objects by stimulating human senses (Riva, 2004).

### **Video teleconferencing**

Video teleconferencing uses a combination of high-quality video and audio over Internet Protocol networks to facilitate real-time interactions between individuals and can be used for the management of health care, clinical support, and diagnostic purposes.

### **Mobile phone applications**

Mobile phone health applications are mobile-based or mobile-enhanced programmes that deliver health-related services for smartphones, tablets, and other communication devices.

References:

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