

IMPROVING HEALTHCARE FOR OLDER ADULTS

Bibliography Series



Center for Health Financing, Policy and Management
Sol Price School of Public Policy

Interactive Voice Response/Recognition (IVR)

Interactive Voice Response/Recognition (IVR) is a technology that allows computers and humans to interact through voice or touch-tones using a keypad. IVR solutions typically use pre-recorded menus and voice prompts to present information and options, and then gathers keypad or spoken word responses. Researchers are able to cost effectively collect data from larger sample populations using IVR. Healthcare providers are exploring use of this technology for health education and patient monitoring and management. This bibliography provides a sample of published studies that examine IVR technology, as well as its use in the healthcare field.

2013

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Compiled by Emilie Taymor, June 2013.



We gratefully acknowledge the generous support of the **SCAN Health Plan® Community Giving Program** in funding the “Improving Healthcare for Older Adults” project. Special thanks to our project collaborator, the **HealthCare Partners Institute for Applied Research and Education**.