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**

**2012**

**2011**


**2009**

Complied by Emilie Taymor, June 2013.

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