

Diabetes Telehealth and Computerized Decision Support Systems: A Sound System with a Human Touch Is Needed

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Abstract

Telehealth holds the promise of improved consistency and fast and equal access to care, and will have great impact on future care. To enhance its quality and safety, computerized decision support systems (CDSS) have been launched. This commentary focuses specifically on the impact of telehealth and CDSS on diabetes patient management. Ideally, clinical information should be linked to evidence based recommendations and guidelines in the CDSS to provide tailored recommendations at the moment of care. However, technical support such as CDSS is not enough. The human touch is essential. A named healthcare provider *with access to telehealth and CDSS* seems to promise a way of providing both patient-centered and evidence-based care.

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Abbreviation: (CDSS) computerized decision support systems

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