



Mobile technologies for oral health: an implementation guide

BE HE@LTHY
BE MOBILE



World Health
Organization



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Abbreviations and acronyms

AI	artificial intelligence
apps	(mobile) applications
BHBM	Be He@lthy Be Mobile
CDSS	clinical decision support system
CHW	community health worker
CIC	conversational interface chatbot
COVID-19	coronavirus disease
CPD	continued professional development
EOHR	electronic oral health record
GHz	gigahertz
ICT	information and communications technology
ITU	International Telecommunication Union
IVR	interactive voice response
M&E	monitoring and evaluation
mHealth	mobile health
MOOC	massive online open course
mOralHealth	mobile oral health
NCD	noncommunicable disease
NLP	natural language processing
PHC	primary health care
SDGs	Sustainable Development Goals
STEPwise	WHO STEPwise approach to Surveillance
TAG	technical advisory group
telecoms	telecommunications
VPN	virtual private network
WHO	World Health Organization

Glossary

Appropriate use of digital technologies	ICT that takes into account safety, ethical use, cost-effectiveness and affordability and is people centred, evidence based, effective, efficient, sustainable, inclusive, equitable and contextualized (1).
Artificial intelligence (AI)	An area of computer science that emphasizes the simulation of human intelligence processes by machines that work and react like human beings (1).
Digital divide	The gap between demographics and regions that have access to modern ICT and those that do not or that have restricted access. This technology can include the telephone, television, personal computers and the internet (1).
Digital health	Used as a broad umbrella term encompassing e-health (which includes mHealth) as well as emerging areas such as the use of advanced computing sciences in big data, genomics and AI (2, 3).
E-health	The cost-effective and secure use of ICT in support of health and health-related fields, including health care services, health surveillance, health literature and health education, knowledge and research. mHealth is a component of e-health (3, 4).
E-learning	The use of ICT for education.
Evaluation	An episodic assessment of either a completed or ongoing programme or intervention to determine the extent to which its stated objectives were achieved efficiently and effectively.
Global Oral Health Agenda	The WHO Global Oral Health Programme promotes a global agenda for achieving better oral health as part of WHO's noncommunicable disease and universal health coverage, thereby contributing to the achievement of the United Nations 2030 Agenda for Sustainable Development. The mOralHealth programme is one of these priorities jointly developed with the WHO-ITU Be He@lthy Be Mobile initiative and supporting Member States to improve oral health worldwide.
Health literacy	Implies the achievement of a level of knowledge, skills and confidence

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