# A Scoping review methodology on elderly digital health appointment

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## ABSTRACT

**Introduction:** A digital health appointment is defined as the use of information and communication technology to enable patients to make appointments with healthcare providers through the Internet. As Malaysia transitions into an aged nation by 2030, with 15.3% of its population expected to be over the age of 60, addressing the digitalisation and healthcare needs of the elderly becomes increasingly critical. Despite the significant number of elderly using smartphones and the Internet, their adoption towards digital health technology is still poor. This scoping review aims to explore the usability and situation of digital health appointments among the elderly and their caregivers. Our primary aim is to identify the types, providers, reasons and features of the digital health appointment used by them from the existing literature. **Materials and Methods:** The methodology of our scoping review followed the Arksey & O'Malley framework and PRISMA-ScR checklist. PRISMA-ScR, developed by Tricco et al (2018), is the extension of the PRISMA checklist for systematic reviews and meta-analyses. It is suitable for use in health-related research due to its structured framework for conducting and reporting scoping reviews. Three main steps identified from the checklist, which are 1) development of research question, 2) systematic literature search and 3) data extraction and analysis. Articles published from 2020 to 2025 were included. The keywords used were "digital appointment systems" and "older adults". **Results:** A total of 1140 papers were identified from three databases, namely PubMed, Scopus, and Web of Science. After removing the duplication, the number of papers became 999. This paper underwent title and abstract screening for relevancy, followed by eligibility screening using inclusion and exclusion criteria by two independent researchers. Any discrepancy between them was resolved by discussion. A total of 58 papers is included in the study. This final paper will be thoroughly reviewed in full text to extract data in line with the research objective. Data charting and deductive thematic analysis will be conducted for data analysis. **Conclusion:** The findings of the review would be important to identify research gaps in digital health appointments and to develop strategies for enhancing usage among these populations.

Keywords: Digital health, aged, caregivers, appointments