

Supplementary Material 5 - Data extraction table

ID	DOI	Authors	Title	Year of publication	Journal	Journal Impact Factor (2024)	Journal rankings quartiles	Study country	Study design	Length of study (months)	Number of reached people (also if estimated)	Target population	Gender	Age (mean,range)	Communication channel	Setting of emergency	Phase of emergency	Aim of the intervention	Who manages communication?	What?	Outcome and results
66	10.1177/00027642231164052	Harvett-Bowman LA	Exploring the Existential Implications of COVID-19 in Health Communication	2023	American Behavioral Scientist	1.5	Q1	US	Narrative review and theoretical framework	36	NA	General population	No	NA	One-to-many communication	Pandemic	Response	To understand how the COVID-19 pandemic influenced Americans' behaviors and communication responses through the lens of mortality awareness, and to examine the effectiveness of messaging strategies rooted in the Terror Management Health Model (THM).	Government agencies, media, social media	Advocacy messaging / social media campaigns	The study highlights that traditional persuasive health messaging was often ineffective due to psychological reactance, existential fears, and political polarization. It emphasizes the need for culturally sensitive, efficacy-driven, and psychologically informed health communication strategies in future crises.
#1	10.1177/0002764221992823	Liu W, Xu W, John B.	Organizational Disaster Communication Ecology: Examining Interagency Coordination on Social Media During the Onset of the COVID-19 Pandemic	2021	American Behavioral Scientist	1.5	Q1	US	Narrative review and theoretical framework	7	NA	General population	No	NA	Social media	Pandemic	Response	To examine how a group of Texas-based public health departments and emergency management offices engage in interagency coordination during different phases of the COVID-19 pandemic, by analyzing coronavirus-related agency tweets	Public health departments and emergency management offices	Information about the pandemic	The unique challenge of the COVID-19 crisis results in regional Texas government and disaster management agencies synchronizing their social media content along some notable patterns. They coordinate their Twitter feed most markedly during the middle two stages of the four-stage concept offered here (dormant/latent/active/plateau). The content is relatively consistent across all four stages.
#4	10.1016/j.ajing.2022.06.022	Marcelli L, Dokania E, Navia I, Baxter C, Cray I, Ruiz S, Soto Monteverde MJ, Simtal S, Hernandez C, Huebner EM, Sanchez M, Cox E, Stonehill A, Koltai K, Adams Waldorf KM.	One Vax Two Lives: a social media campaign and research program to address COVID-19 vaccine hesitancy in pregnancy	2022	American Journal of Obstetrics and Gynecology	8.4	Q1	US	Experimental studies including RCTs	5	135037	General population	Yes	NA	Social media	Pandemic	Response	Our first objective was to promote scientifically accurate and evidence-based information about COVID-19 vaccination in pregnancy and while breastfeeding through a social media campaign to combat mis- and disinformation.	Student-led by the University of Washington master students in Communication Leadership	Multimedia content	Throughout this campaign, we have learned from pregnant individuals about their concerns regarding vaccination against COVID-19 in pregnancy and the ways in which tailored scientific communication can address these concerns, build trust, and help to inform decisions. It was through our bidirectional engagement with public health partners, obstetrical providers, and the public that we were able to develop engaging social media content to share with pregnant individuals and their families
#1	10.4269/ajtmh.21-0792	Atekem K, Dixon R, Nditchou R, Makia CM, Nsinda M, Basnet S, Schmidt E.	Reach and Utility of COVID-19 Information and Preventive Measures for Nomadic Populations in Massangam, West Region of Cameroon	2022	American Journal of Tropical Medicine and Hygiene	NA	Q2	Cameroon	Mixed method study	2	27	Specific communities	Yes	20-77	One-to-many communication	Pandemic	Response	To explore awareness, understanding, and acceptance of COVID-19 behavior change communication messages among nomadic populations	Ministry of Health Cameroon, local health authorities, camp leaders	Public health campaigns, community-based discussions, posters, radio announcements	Nomads were generally aware of COVID-19 but perceived themselves at lower risk due to isolation. Women had less access to information. Financial and water access barriers hindered compliance with preventive measures.
56	10.5334/ajph.3696	Olsen JK.	Effective Cross-National Respect Partnerships: A Case Study of Peace Corps' Volunteer COVID-19 Volunteer Evacuation	2022	Annals of Global Health	3.2	Q1	142 countries involved	Narrative review and theoretical framework	0,3	7000	Other professionals	No	NA	One-to-many communication	Pandemic	Response	To ensure the safe evacuation of Peace Corps volunteers globally while maintaining trust and sustainable partnerships with host countries	Peace Corps leadership, national leaders, host country officials, and local community counterparts	Email directives, emergency protocols, and local-level coordination	Successfully evacuated all volunteers in 8 days without injuries or illness, leveraging long-standing partnerships to ensure smooth coordination
#1	10.5334/ajph.3084	Collins T, Akseelod S, Bloomfield A, Gamkrelidze A, Jakab Z, Placenta E.	Rethinking the COVID-19 Pandemic: Back to Public Health	2020	Annals of Global Health	3.2	Q1	Switzerland, Georgia, New Zealand	Narrative review and theoretical framework	12	NA	General population	No	NA	One-to-many communication	Pandemic	Preparedness	To highlight key areas needed for better pandemic preparedness and response through public health investment, international cooperation, health equity, and communication strategies	Governments, public health authorities, international organizations (WHO, national ministries of health)	Government strategies and policy papers	Advocates for strengthening public health capacities, improved global cooperation, targeting health inequities, and increasing health literacy. Highlights successful pandemic responses of Switzerland, Georgia, and New Zealand.
28	10.1177/1010539520927261	Ali MY, Bhatti R.	COVID-19 (Coronavirus) Pandemic: Information Sources Channels for the Public Health Awareness	2020	Asia Pacific Journal of Public Health	0.9	Q3	Pakistan	Narrative review and theoretical framework	NA	NA	General population	No	NA	One-to-many communication	Pandemic	Response	The main purpose of this paper is to highlight the important information sources of the Public Health awareness used by the library and information sources in this Pandemic situation	librarians and information professionals	information to facilitate public health awareness on the pandemic	Public health awareness is key to minimize casualties, and librarian and information professional can play a vital role to disseminate the information with health care workers, society, and communities
#1	10.24083/apjph.v18i3.2157	Kosiol J, Olney R, Silvester T, Vidal JA, Cooper H.	Pandemic Preparedness in the Aged Care Sector: A systematic literature review	2023	Asia Pacific Journal of Health Management	0.6	Q4	Australia	Systematic review and Meta-analysis	27	NA	Healthcare Workers	No	NA	Small-group communication	Pandemic	Preparedness	To systematically review literature on pandemic preparedness in aged care, identify themes (training, safety culture, contingency planning, risks/resource management), and inform the development of a preparedness measurement tool for aged care services	Aged care facility management, staff leaders, infection prevention/control officers, national health authorities (Australian Government, WHO guidance)	Implementation of guidelines/checklists	Close communication with the staff was essential to preventing social confusion as it minimised the spread of non-scientific conversations and myths. The flow of information from authorities to frontline staff was identified as essential for disseminating new information and guidelines.
40	10.4103/bjpa.bjpa.14_21	Wysussek K, Lee I, Hames K, Koehler-Vargas N, Hall K, Steyn M, van Zundert A.	Departmental Preparedness for Pandemic Readiness in Anesthesia: A Practical Departmental Readiness Checklist	2021	Bali Journal of Anesthesiology	NA	Q3	Australia	Narrative review and theoretical framework	7	NA	Healthcare Workers	No	NA	Graphic and Promotional Materials	Pandemic	Preparedness	To develop and implement a systematic departmental preparedness checklist to address challenges in managing the COVID-19 pandemic	Anesthesia department leadership and hospital Emergency Operations Center (EOC)	Practical readiness checklist, educational resources, simulation training, and communication strategies	The checklist provided guidance for anesthesia departments to address challenges in clinical service provision, staff welfare, and infection prevention during the COVID-19 pandemic.
33	10.5922/2079-8555-2022-3-5	Balakina N.	COVID-19 pandemic in Germany: information campaign, media, society	2022	Baltic Region	1.0	Q1	Germany	Narrative review and theoretical framework	7	NA	General population	No	NA	One-to-many communication	Pandemic	Response	To examine Germany's risk communication strategy, its policies, efficacy and shortcomings, comparing it to the Russian communication strategy	Germany Federal Government	Press conferences, traditional media, social media	The study highlights that the clearly overestimated perceived risk in Germany made it possible to develop a sense of threat and risks in the discourse sufficient to form loyalty to imposed restrictions, as well as maintain a sufficient level of trust in the government during the first lockdown. This was achieved, mainly, through indirect communication channels involving experts and opinion leaders, since in a situation of uncertainty and a lack of reliable data, specialists directly involved in the process are perceived as trustworthy sources. This is a keypoint shared between both Germany and Russian communication strategies, that were otherwise very different.
3	10.1186/s12877-020-19828-w	Siu HY, Kristof L, Elston D, Hafid A, Mather F	A cross-sectional survey assessing the preparedness of the long-term care sector to respond to the COVID-19 pandemic in Ontario, Canada	2020	BMC Geriatrics	3.8	Q1	Canada	Cross sectional	2	249	Healthcare Workers	No	54	NA	Pandemic	Response	To assess the preparedness of the long-term care sector to respond to the COVID-19 pandemic	Ontario Long-Term Clinicians organization (OLTCO)	Respondents reported receiving significant communication regarding COVID-19 pandemic preparation from multiple sources	LTC homes implemented a wide range of important interventions. Ample communications pertinent to the pandemic were received from provincial LTC organizations, the government and public health officials. However, the feasibility of implementing public health recommendations, as well as the engagement of the LTC sector in pandemic planning were identified as areas of concern. In conclusion, this study highlights the communication and implementation of recommendations in the Ontario LTC sector, despite some concerns regarding feasibility. Importantly, LTC clinician respondents clearly indicated that better engagement with LTC leaders is needed to plan a coordinated pandemic response.
64	10.1186/s12913-023-09148-4	Rhosravi Y, Farshad AA, Gh MM, Faghghi M, Ezati E, Hassanzadeh-Rang N, Yarmohammadi S.	Explaining the role and responsibilities of the National Anti-Coronavirus Headquarters in prevention and emergency response to pandemics in the workplace: a qualitative study on COVID-19 experience in Iran	2023	BMC Health Services Research	3.0	Q1	Iran	Mixed method study	NA	18	Policy maker	No	35-65	Small-group communication	Pandemic	Response	To evaluate the comprehensive COVID response actuated by the Iranian National Anti Corona Headquarters (NACH)	NACH	Radio, Television, Internet and Telephone communication	The study recounts how in its communication strategy, the NACH employed different traditional (radio, television) and non traditional (the Qulid and industry web-based platform, the 4030 and 190 telephone based systems) means of communication effectively, using also other preexisting worker organizations for support in ensuring the safety of the workplaces
16	10.1186/s12889-021-11103-3	Gong N, Jin X, Liao J, Li Y, Zhang M, Cheng Y, Xu D.	Authorized, clear and timely communication of risk to guide public perception and action: lessons of COVID-19 from China	2021	BMC Public Health	3.6	Q1	China	Mixed method study	2	1362	General population	Yes	25-60	One-to-many communication	Pandemic	Response	Provide clear and authorized risk communication during COVID-19 to enhance compliance with preventive measures. Reduce misinformation and improve health behaviors through official media and social platforms.	Chinese Government	Authorized communication campaigns via official and social media, monitoring public trust, perceptions, and protective actions	Clear, and timely communication from the government via official media and social platforms improved public trust and adherence to preventive measures.
36	10.1186/s12889-022-14563-3	Lohiniva AL, Pensola A, Hyöki S, Sivelä J, Tammi T.	COVID-19 risk perception framework of the public: an infodemic tool for future pandemics and epidemics	2022	BMC Public Health	3.6	Q1	Finland	Narrative review and theoretical framework	3	NA	General population	No	NA	Social media	Pandemic	Response	To evaluate risk perception in Finland's general public by monitoring the comments responding to Facebook and Twitter posts by the Finnish Institute of Health and Welfare (THL)	Finnish Institute of Health and Welfare (THL)	Facebook and Twitter posts	The concepts and associated sub-concepts that make up the risk perception framework can be used as search terms to monitor public risk perception during future pandemics and epidemics, a useful factor to consider for risk communication in future instances
45	10.1186/s12889-022-13853-y	Berg SH, Shortt MT, Thune H, Raitanen J, O'Hara JK, Lungu DA, Wiig S.	Differences in comprehending and acting on pandemic health risk information: a qualitative study using mental models	2022	BMC Public Health	3.6	Q1	Norway	Mixed method study	1	15	General population	No	19 to 79	Small-group communication	Pandemic	Preparedness	To evaluate the importance of mental models and the perception of risks in the communication strategies	Investigators	Interviews	In order to create in the general public a mental model that motivates adherence to risk mitigation measures, even for a sustained amount of time, we cannot approach communication with a one size fits all mindset. In particular, there are people who needs more and clearer information about virus transmission; furthermore, there are people who needs to know the reason behind risk mitigation measures; and, ultimately, that being informed in a way that facilitate comprehension empowers the public in making their own choices and improve adherence to the emergency measures for longer periods of time

70	10.1186/s12889-023-16612-z	Sundelson AE, Jamison AM, Huynh N, Pasquino SL, Sell TK.	Fighting the infodemic: the 4 I Framework for Advancing Communication and Trust	2023	BMC Public Health	3.6	Q1	US	Systematic review and Meta-analysis	4	NA	General population	No	NA	One-to-many communication	Pandemic	Response	To map, categorize, and analyze existing tools and strategies used to combat health misinformation and disinformation during infodemics, using a novel framework to support effective communication and trust building.	Public health authorities	4 I FACT framework, categorizing >350 tools/approaches into four levels: Information-level + amplification, fact-checking, debunking, tracking, verification Individual-level + literacy training, prebunking/inoculation Interpersonal/community-level + resources for communicators, community engagement strategies Institutional/structural-level + policy, legislation, social media regulation, academic literature management, journalist/fact-checker resources, infodemic management toolkits	The study created a social-ecological model categorizing infodemic management strategies across four levels: informational, individual, interpersonal, and institutional. It highlights the need for integrated, multi-level approaches to effectively counter health misinformation.
78	10.1186/s12889-023-17262-7	Crooks K, Taylor K, Burns K, Campbell S, Degeling C, Williams J, Andrews R, Massey P, McVernon J, Miller A.	Having a real say: findings from first nations community panels on pandemic influenza vaccine distribution	2023	BMC Public Health	3.6	Q1	Australia	Mixed method study	NA	18	Specific communities	Yes	18-55	One-to-many communication	Pandemic	Preparedness	To understand aboriginal peoples' preferences and values on pandemic vaccine allocation, and to ensure their voices shape equitable and culturally appropriate preparedness strategies.	Government authorities	Community panels deliberating on 3 issues: Priority level (First Nations vs HEWs) Coverage (all vs some communities first) Dosing strategy (1 dose to more vs 2 doses to fewer)	Panelists supported prioritizing aboriginal peoples for early vaccination with a two-dose strategy, emphasized culturally safe and community-driven approaches, and recommended inclusive communication strategies to enhance trust and effectiveness.
91	10.1186/s12889-022-13213-w	Xie J, Liu L.	Identifying features of source and message that influence the retweeting of health information on social media during the COVID-19 pandemic	2022	BMC Public Health	3.6	Q1	China	Narrative review and theoretical framework	1	NA	General population	No	NA	Social media	Pandemic	Response	To examine if the source of information, the structure features, the stylistic features and the content features of health information posts in Weibo affects their retweeting	Official Chinese Government accounts	Weibo messages	The study has shown that messages posted on higher-level Weibo accounts with more followers are easier to forward; hyperlinks and hashtags were associated with Weibo retweeting, the use of hashtag increases retweeting, while hyperlinks reduces it; furthermore, the inclusion of photos and videos increases engagement; lastly, information with a robust emotional style is more likely to be retweeted
#	10.1186/s12889-021-12353-9	Slik MI, Carrignon S, Bentley RA, Felleman NH.	Observations and conversations: how communities learn about infection risk can impact the success of non-pharmaceutical interventions against epidemics	2022	BMC Public Health	3.6	Q1	NA	Experimental studies including RCTs	NA	NA	General population	No	NA	Small group communication	Pandemic	Response	Illustrate that building a perception of infection risk using trusted social contacts can drive community-level patterns of protective behaviours against disease outbreaks, but only plays a substantial role when there is limited information available about the illness of close physical contacts.	Community leaders, trusted social contacts, and local sources	NA	Our results clearly show that local, accurate, rapid, and trusted information can enable better emergent behaviours.
#	10.1186/s12889-019-6776-1	Frost M, Li R, Moolenaar R, Mao Q, Xie R.	Progress in public health risk communication in China: Lessons learned from SARS to H7N9	2019	BMC Public Health	3.6	Q1	China	Retrospective observational studies (i.e. case control)	120	NA	General population	No	NA	One-to-many communication	Outbreak	Response	To describes tangible improvements in China's public health emergency risk communication capacity between the SARS and H7N9 outbreak.	China's National Health Commission (NHC)	Social media, Messages, traditional mass media	Significant improvement in risk communication capacity between SARS and H7N9. Better preparedness: dedicated staff, budgets, SOPs, rumor monitoring. Event capacity: more timely, transparent, coordinated communication during H7N9 vs SARS. Post-event: systematic integration of lessons learned, higher trust in health authorities. International collaboration with U.S. CDC provided technical assistance, training, and tools adopted nationwide. Risk communication recognized as critical component of China's public health emergency system
2	10.1136/bmjgh-2022-009389	Tan YR, Agrawal A, Matsoso MP, Katz R, Davis SLN, Weisler AS, Huber A, Jordis A, El-Mohandes A, Meliado B, Mubaira CA, Canlas FC, Asiki G, Khosa H, Lazarus JV, Choisy M, Recamonde-Mendoza M, Kleser O, Okwen P, English R, Stinchewich S, Kwevea-Moyinge S, Kutafira T, Sethi T, Mathaha T, Nguyen VK, Gill A, Yap P.	A call for citizen science in pandemic preparedness and response: beyond data collection	2022	BMJ Global Health	6.1	Q1	Global	Narrative review and theoretical framework	NA	NA	General population	No	NA	Social media	Pandemic	Response	To evaluate participatory approaches to data generation, visualization and modelling, especially in relation with the COVID-19 pandemic, but not limited to it	Health systems, policymakers, researchers and citizen scientist	Social media dedicated apps	The COVID-19 pandemic increased the numbers of community generated data initiatives; however, public participation in data visualization and modelling related to infectious diseases is still very low. Digital technologycan help bridge the gap between the population and health organizations, but beware of the possible technological divide that can exclude communities who don't have access to it.
41	10.1136/bmjgh-2023-011885	Chhim S, Ku G, Mao S, Put WV, Van Damme W, Ir P, Chhea C, Or V.	Descriptive assessment of COVID-19 responses and lessons learnt in Cambodia, January 2020 to June 2022	2023	BMJ Global Health	6.1	Q1	Cambodia	Narrative review and theoretical framework	30	NA	General population	No	NA	One-to-many communication	Pandemic	Response	The aim of the communication is timely raise awareness and dispel circulating myths and rumours, especially on social media	Government	Risk communication by official statements, and awareness campaigns disseminated through traditional media and social media	MoH communication channels helped dispel circulating myths, false information and rumours, especially on social media. The MoH reiterated simple messages to the public, known as '3 DOs and 3 DON'Ts'. The '3 DOs' refers to (1) wearing a face mask properly, (2) frequent hand disinfection using alcohol, gel-based formulations or soap and (3) maintaining physical distance of at least 1.5 m from others. The '3 DON'Ts' refers to (1) not going to places that are not well ventilated, (2) not going to crowded places and (3) not touching others, shaking hands or hugging. The nationwide communication campaigns stimulated cooperation from the public. They were launched by the MoH through the 'Sub-Committee on Education, Training, and Public Communication of the Inter-ministerial Committee to Fight COVID-19' with the theme 'Acting together to stop COVID-19 transmission'
71	10.1136/bmjgh-2021-006929	Colman E, Wanat M, Goossens H, Tonkin-Crine S, Anthierens S.	Following the science? Views from scientists on government advisory boards during the COVID-19 pandemic: A qualitative interview study in five European countries	2021	BMJ Global Health	6.1	Q1	Belgium, Netherlands, United Kingdom, Sweden, Germany	Narrative review and theoretical framework	4	21	Policy maker	Yes	NA	One-to-many communication	Pandemic	Response	To explore the views and experiences of scientists who served on government advisory boards during the COVID-19 pandemic, in order to derive lessons for better pandemic preparedness and response.	Government advisory boards (scientists advising policymakers), media as intermediaries, national governments communicating policies	communication with public/media: scientific advisory role in national COVID-19 governance	Scientists faced overlapping roles, media pressure, and interdisciplinary challenges. The study calls for clearer roles, better collaboration, and more effective communication in future health emergencies.
94	10.1136/bmjgh-2022-008846	Ihekweazu V, Ejibe U, Kaduru C, Disu Y, Oyeboji O, Ogunruso E, Anuoyiagu C, Obanor OO, Akande-Angbue A, Egburemu A, Ojumu T, Abara AE, Ochu CL.	Implementing an emergency risk communication campaign in response to the COVID-19 pandemic in Nigeria: lessons learned	2022	BMJ Global Health	6.1	Q1	Nigeria	Narrative review and theoretical framework	NA	NA	General population	No	NA	One-to-many communication	Pandemic	Response	To describe Nigeria's experience in developing a communications response including a campaign to promote behaviour change during the COVID-19 pandemic, and lessons learned for future outbreaks	Nigeria Centre for Disease Control (NCDC), Presidential Task Force, Federal Ministries, with support from state health promotion teams, civil society, media partners, private sector.	Central campaign (#TakeResponsibility) coordinated nationally, adapted subnationally. Proactive + reactive messaging based on data/social listening	The study recounts how the #TakeResponsibility campaign, with its multifaceted and community-adapted approach was successful in spreading information about the virus and increase compliance to the risk management measures

#	10.1136/bmjgh-2021-006691	Hansson C, Lucidie S, Spicer N, Stillhoff Sörensen J, Mayhew S, Mounier-Jack S.	National health governance, science and the media: Drivers of COVID-19 responses in Germany, Sweden and the UK in 2020	2021	BMJ Global Health	6.1	Q1	Germany, Sweden, UK	Narrative review and theoretical framework	12	NA	General population	No	NA	One-to-many communication	Pandemic	Response	To map legitimacy, interdependence, knowledge generation and the capacity to deal with uncertainty during COVID-19 pandemic	Government, public health agencies	Print media, public television and radio	Germany: The BfE informed the public throughout the epidemic on the homepage (German and English), regular (typically biweekly) press-conferences on figures of infection, transmission and deaths. Government included a strong narrative of uncertainty throughout the communication. The Minister of Health, Jens Spahn in a speech in the German parliament on 22 April summarized that there was a very steep joint learning curve, and that in view of all the uncertainty around the COVID-19 pandemic he foresees that we will need to apologise each other for wrong decisions. Sweden: Daily press conferences, with a focus on mortality data (testing particular at the beginning of the pandemic, restricted to severely ill patients for diagnostic in hospitals). Communication of uncertainty was perceived as contra productive in view that this would lower the trust in the society. Several recommendations of the WHO and also ECDC were questioned, among them (i) contact tracing and isolating of contacts, (ii) spread of the disease by those with no symptoms (presymptomatic and asymptomatic spread), (iii) use of face-masks, (iv) border control. UK: From 3 March daily press conferences aimed at explaining the government response to the COVID-19 outbreak which was interrupted on 23 June 2020 and resumed to some extent after 20 October 2020. Press conference involve the prime minister or a minister, the CMO or CSA, and most of the time an NHS representative. Communication of uncertainty was often lacking especially in the first phase of the pandemic. Communication presented decision making as "following the science", but imperfect data and uncertainty were not always communicated clearly.
#	10.1136/bmjopen-2023-072326	Bazrafshan A, Sadeghi A, Bazrafshan MS, Mirzaie H, Sharife M, Geers J, Sharifi H.	Health risk communication and infodemic management in Iran: Development and validation of a conceptual framework	2023	BMJ Open	2.3	Q1	Iran	Mixed method study	2	20	Healthcare Workers	Yes	51-60	Small-group communication	Pandemic	Response	The purpose of this study was to build on and extend previous conceptualisations of RCM capacity-building by creating a conceptual framework of RCM in Iran	Investigators	Semi-structured interviews	The study supports the vital importance of establishing a robust, integrated, evidence-informed national RCM strategy, with regional applications, to strengthen existing RCM capacities to explore, track, monitor, respond and adapt to the needs of each community. The findings show that effective RCM requires several essential components: an official RCM strategy supported by dedicated personnel, infrastructure, financing and resources, trustworthy leadership and governance, the expertise and capacity to inform policies and to gather, analyse and communicate the best available information in real time, effective messaging through mainstream and social media with local support, RCM training for specialists among the healthcare workforce and community engagement to maximise local outcomes
#	10.1136/bmjopen-2021-048750	Ghis D, Lawes-Wickwar S, Tang MY, Epton T, Howlett N, Jenkinson E, Stancescu S, Westbrook J, Kassianos AP, Watson D, Sutherland L, Stanulescu N, Quast E, Scanlon D, Carr N, Chuter A, Hutham S, Thorneleor R, Armitage CJ, Arden M, Hart J, Byrne-Davis L, Keyworth C.	What influences people's responses to public health messages for managing risks and preventing infectious diseases? A rapid systematic review of the evidence and recommendations	2021	BMJ Open	2.3	Q1	NA	Systematic review and Meta-analysis	NA	NA	General population	No	NA	One-to-many communication	Outbreak	Response	To provide evidence-based recommendations for designing and delivering public health messages for health authorities and social care organisations dealing with infectious disease outbreaks.	Health authorities, governments, public health practitioners, community leaders, trusted institutions	Public health messaging strategies: tailored messages, unified communication, transparency in risk information, message framing (social responsibility, clarity, empowerment)	(1) Engaging with key stakeholders and communities (1a) Involve community leaders and others perceived as credible sources within the community (1b) Tailoring helps to make the key messages applicable to an individual's situation (1c) Consider any difficulties accessing information and levels of literacy (1d) Use different media for delivery and match delivery to the population's needs and perceptions (2) Addressing uncertainty immediately with transparency (2a) Address uncertainty and changing information that may exist during an ongoing public health crisis (2b) Consistency and combination between different sources of information (2c) Be transparent: admit errors and unknowns whenever appropriate (2d) Be transparent: identify sources of information (3) Unified messages (3a) Make core messages consistent (3b) Identify inconsistencies across sources (3c) Increase awareness of the risks of the virus to their own health and the health of others (4) Message framing (4a) Increase understanding of health threat (4b) Consider social responsibility (4c) Language choice to explain severity (4d) Promote sense of personal control
#	10.1136/bmjopen-2022-067531	Bravo P, Martinez-Pereira A, Fernández-González L, Deis A.	What is needed to effectively communicate risk during a health crisis? A qualitative study with international experts based on the COVID-19 pandemic	2023	BMJ Open	2.3	Q1	Paraguay, Uruguay, US, Canada, Germany, Spain, New Zealand, Australia, South Korea	Mixed method study	3	10	Other professionals	Yes	NA	Small-group communication	Pandemic	Preparedness	To identify a framework for risk communication during health crises from the voices of international experts by using the COVID-19 as a case study	The investigators	Interviews	The study found that participants agreed on the importance of having a stable institution for risk communication, formally defined and integrated within the Ministry of Health, but those institutions and regulation need to have a certain degree of flexibility in order to adapt to the context. They also highlighted the importance of involving other sectors and disciplines when developing a risk communication strategy and promoting of health other than relying on parliament of the non compliant public. The participants also relayed that the consideration of the sociopolitical climate and the understanding of the risk perception by the communities are key to the planning of an effective risk communication strategy. Furthermore, the experts highlighted that an effective risk communication strategy includes a clear definition of what is wanted to be achieved and a analysis of the target community characteristics.
#	10.2471/BLT.20.263202	Lyons P, Winters M, Zeebari Z, Schmidt-Hellerau K, Sengh P, Jalil MB, Jalil MF, Nordenstedt H.	Engaging religious leaders to promote safe burial practices during the 2014-2016 Ebola virus disease outbreak, Sierra Leone	2021	Bulletin of the World Health Organization	5.7	Q1	Sierra Leone	Retrospective observational studies (i.e. case control)	1	3540	General population	Yes	15-24; >25	One-to-many communication	Outbreak	Response	measure efficacy of risk communication of religious leaders about safe burial practice	Religious leaders	Apart from communicating Ebola messages through their preaching in mosques and churches, religious leaders were also involved in various media campaigns on radio and television to communicate the Ebola message during the outbreak	Exposure to messages / Intention to apply safe behaviours in burials procedures
#	10.1155/2023/4941436	Li H, Pan L, Chen W.	The Influence of Media Information Sources on Preventive Behaviors in China: After the Outbreak of COVID-19 Pandemic	2023	Canadian Journal of Infectious Diseases and Medical Microbiology	2.6	Q2	China	Cross sectional	NA	995	General population	Yes	18-58, mean 28.97	One-to-many communication	Pandemic	Response	To highlight the correlation between news media coverage of the COVID-19 pandemic and sociodemographic preventive behaviors	State controlled news media, local news media, commercial news, official government WeChat and Weibo accounts	News broadcasting, social media messages	The study shows that TV is the most important source of information in traditional media while WeChat is the most important source of information in new media. Furthermore, the higher the audience's attention to COVID-19 vaccine-related information, the higher their COVID-19 risk perception and vaccine efficacy awareness, and the more intense their preventive behaviors. Chinese citizens also like to use social media to obtain information, but they are more confident in COVID-19 information reported by mainstream media
#	10.17269/141997-020-00352-2	Sanderson M, Doyle E, Walsh P.	Developing and implementing a targeted health-focused climate communications campaign in Ontario—#MakeItBetter	2020	Canadian Journal of Public Health	2.6	Q2	Canada	Narrative review and theoretical framework	24	10,500,000	General population	No	25-50	One-to-many communication	Climate change	Preparedness	To raise awareness of climate-related health risks and frame climate change as a health issue. The campaign sought to mobilize suburban parents to support climate action to protect their children's health.	Ontario's Public Health Association (OPHA)	Health data were retrieved from government websites and reports. Social media channels, template copy for social media posts suitable for LinkedIn, Twitter and Facebook, and images to accompany social media posts	The campaign achieved wide media reach, with strong engagement from public health and multicultural communities. Long-term evaluation is needed, but early results suggest effectiveness in framing climate change as a health issue to drive public support.
#	10.17269/141997-024-00879-5	Steiner R.	Emerging Infodemic Management Strategies Focus on Technology: They Can't Forget Trust	2024	Canadian Journal of Public Health	2.6	Q2	Canada	Narrative review and theoretical framework	22	NA	General population	No	NA	Social media	Pandemic	Preparedness	To highlight the importance of trust, epidemiological leadership, and collaboration with journalists in managing infodemics	Public health authorities, epidemiologists, and communication specialists	Transparent communication strategies, evidence-based science briefs, and real-time engagement with journalists	Trust-building through transparent and unscripted communication is critical to combating misinformation. Over-standardizing communication risks losing public trust.
#	10.17269/141997-023-00783-4	James L, McPhail H, Foisey L, Donelle L, Bauer M, Kothari A.	Exploring communication by public health leaders and organizations during the pandemic: a content analysis of COVID-related tweets	2023	Canadian Journal of Public Health	2.6	Q2	Canada	Narrative review and theoretical framework	8	NA	General population	No	NA	Social media	Pandemic	Response	To evaluate the effectiveness of the Twitter communication strategy of Canada's public health organizations; the strategies were compared globally along the WHO approach, and internally, among different territories.	Canada public health organizations and officers	Tweets pertaining a broad range of subjects, all related to the COVID Pandemic	Tweets about public information were the most common (44.6%), followed by: case finding and management (27.8%), physical distancing (8.7%), event promotion (7.6%), gratitude for healthcare service (4.6%), mental health, travel restrictions and other (about 4%)

#1	10.15826/csp.2021.5.1.120	Hassan MS, Al Halbusi H, Najem A, Razati A, Fattah FA, Williams KA.	Risk Perception, Self-Efficacy, Trust in Government, and the Moderating Role of Perceived Social Media Content During the COVID-19 Pandemic	2021	Changing Societies and Personalities	0.4	Q4	Malaysia	Retrospective observational studies (i.e. case control)	NA	512	General population	No	31.9	Social media	Pandemic	Response	To investigate the impact of risk perception on trust in government self-efficacy. It examined whether the use of social media helped people adopt preventive actions during the pandemic.	The government, media	NA	The study assessed the relationship between risk perception and the awareness gained from using social media during the pandemic and highlighted how social media usage influences trust in government and self-efficacy. In some cases, it even helped users avoid exposure to the virus
27	10.1002/14651858.CO01514	Ryan RE, Silke C, Parkhill A, Vignora A, Hemen B, Hurley S, Watan L, de Nooij Mandet C, Schommet L, Edwards AG, Kaufman J, Cooper A, Chung RY, Solo K, Hetland M, Di Tanna GL, Pedrana A, Saich F, Hill S.	Communication to promote and support physical distancing for COVID-19 prevention and control	2023	Cochrane Database of Systematic Reviews	9.4	Q1	NA	Systematic review and Meta-analysis	20	NA	General population	No	NA	NA	Pandemic	Response	To update the evidence on the question 'What are relevant, feasible and effective communication approaches to promote acceptance, uptake and adherence to physical distancing measures for COVID-19 prevention and control?', our primary focus was communication approaches to promote and support acceptance, uptake and adherence to physical distancing. Secondary objective to explore and identify key elements of effective communication for physical distancing measures for different (diverse) populations and groups.	Governments and other authorities	NA	Evidence highlights the critical role of communication throughout a public health emergency. Like any intervention, communication can be done well or poorly, but the consequences of poor communication during a pandemic may mean the difference between life and death. The approaches to effective communication identified in this review can be used by policymakers and decision-makers, working closely with communication teams, to plan, implement and adjust public communications over the course of a public health emergency like the COVID-19 pandemic.
48	10.1007/s10111-023-00786-4	Son C.	Disaster Ergonomics: A Human Factors approach to address escalating challenges from disasters	2023	Cognition, Technology & Work	3.4	Q2	US	Narrative review and theoretical framework	NA	NA	Other professionals	No	NA	Small-group communication	Environment (flood, earthquake)	Response	This paper provides a Disaster Ergonomics framework and highlights potential areas of future research based on the relevant Human Factors, Ergonomics, and disaster literature.	Responders and response organizations (RROs)	Messages, phone calls	First, communicating incident information is key to the overall disaster management. Information about the disaster (e.g., hazards, time-sensitive issues, complexity, constraints on actions) is collected from the scene via responders and response organizations (RROs), civilians, and technical systems. At the same time, status of response, including resource allocation and utilization, is also constantly communicated within and across the RROs. Second, the collected information helps incident commanders establish incident objectives, strategies, and action plans via coordination with other departments, agencies, or jurisdictions. Then, the agreed-upon objectives, strategies, and action plans are communicated to RROs who will implement the actions in the field. Third, resource management is focused on enabling the strategies and planned actions to be carried out against the hazards.
14	10.1017/dmp.2019.62	So M, Franks JL, Cree RA, Leeb RT.	An Evaluation of the Literacy Demands of Online Natural Disaster Preparedness Materials for Families	2020	Disaster Medicine and Public Health Preparedness	1.8	Q3	US	Cross sectional	1	NA	General population	No	NA	Social media	Environment (flood, earthquake)	Preparedness	Evaluation of the online information environment for personal- or family-level preparedness.	Government institutions, Private and non-profit organizations, news organizations, educational institutions	Web-based risk communication materials	Future efforts might also incorporate the perspectives of families and/or children themselves to elucidate whether findings hold by intended users, using techniques commonly employed within user experience research. This would be particularly important because a paucity of literature regarding families' online information-seeking behaviors about preparedness was available to guide our methodology. As others have argued, although guidelines help identify aspects of materials to be improved, their value is diminished without corresponding efforts to test usability with target audiences.
47	10.1017/dmp.2018.171	Goniewicz K, Burkie FM.	Disaster Early Warning Systems: The Potential Role and Limitations of Emerging Text and Data Messaging Mitigation Capabilities	2019	Disaster Medicine and Public Health Preparedness	1.8	Q3	Poland	Narrative review and theoretical framework	NA	NA	General population	No	NA	One-to-many communication	Environment (flood, earthquake)	Response	The aim of the communication is decreased risk connected to mass accidents and natural disasters.	Government Centre for Security	A text notification from the GCS, is one element of the early warning system. This notification informs the residents of a specific area within a given county about events causing immediate threat to health or life. The information will mainly concern potential natural incidents linked to strong winds, intense rainfall, and violent storms. A GCS Alert will be activated only in the most serious of situations, as not all meteorological phenomena carry the risk of immediate threat.	The GCS Alert pilot program is being used to test the early warning system. It is also intended to encourage the members of local communities to intensify activities aimed at decreasing the risks associated with natural disasters and mass accidents, as well as increasing the potential for dealing with such dangers. Text messages sent as a mandatory alert provide the possibility of reaching a large number of people at risk of various dangers.
49	10.1017/dmp.2023.241	Greenky D, Hassan S, Nethood K, O'Connor MH, Putzo N, Prasad P, Schoendorf E, Soti S, Munay B.	Disaster Preparedness in a Resettled Refugee Community: Qualitative Findings	2024	Disaster medicine and public health preparedness	1.8	Q3	US	Mixed method study	NA	NA	Specific communities	No	NA	One-to-many communication	Environment (flood, earthquake)	Preparedness	In this evaluation of the barriers and facilitators of disaster preparedness in the diverse refugee community in Clarkson, the prioritization of daily needs, communication challenges, and diverse levels of preparedness planning came out as important themes	Community leaders from non-profit and government/ civil service organizations including refugee resettlement agencies, elected officials, K-12, and university educators, as well as community health ambassadors and religious organizations	Prioritization of Daily Needs, Communication, Preparedness Planning	The refugee community in Clarkson, GA faces many challenges, and disaster preparedness may not be top of mind for community leaders, and members. However, clear communication and disaster preparedness planning are possible areas to focus on to bolster the strength of this community to respond to disaster.
60	10.1017/dmp.2021.103	Pitich-Loeb R, Bernard D, Quihones Valtejo B, Hartman N, Savoia E.	Engaging Community Leaders in Sharing Local Knowledge for Emergency Preparedness to Leverage Communication and Trusted Assets for Vulnerable Populations	2022	Disaster Medicine and Public Health Preparedness	1.8	Q3	US, Puerto Rico	Experimental studies including RCTs	NA	71	Specific communities	No	NA	Small-group communication	Environment (flood, earthquake)	Preparedness	The development of a process and tools to engage community leaders in sharing their knowledge about their community characteristics and assets useful for emergency planning.	Community leaders	Mobile app tool	A mobile application was developed to facilitate the sharing of this knowledge, enabling community leaders to share information in four areas: 1) Communication-based resources: communication channels and methods used by the community. 2) Trust-based resources: people or organisations trusted in the community. 3) Spatial resources: physical locations relevant to the community. 4) Personal preparedness resources: tools and knowledge for individual emergency preparedness.
82	10.1017/dmp.2024.46	Yari A, Hasan MK, Yousefi Khoshabagh H, Soufi Boudakran M, Motlagh ME.	Health Consequences Management in a Multi-Hazard Context: A Systematic Review of the Coincidence of Flood and the COVID-19 Pandemic	2024	Disaster Medicine and Public Health Preparedness	1.8	Q3	NA	Systematic review and Meta-analysis	NA	NA	General population	No	NA	One-to-many communication	Pandemic	Response	Explore the strategies to manage the health consequences of the co-occurring flood and COVID-19	Local leaders, teachers, religious leaders	Leaflets and microphone announcements, use of information, Education, and Communication (IEC) materials	It is essential to consider food security indicators, livelihood needs, and how COVID-19 affects them in community assessment, in addition to health assessments. Effective and transparent information sharing can prevent rumors and the spread of wrong information. Providing quick and timely warnings to the whole society, using clear messages and understandable information, and conveying the message through authorized and famous institutions or media can be mentioned in this regard.
#8	10.1017/dmp.2021.43	Gessler CA, Richardson RM, Hall DL, Coley KC.	Operationalizing Pandemic Vaccinations at a Regional Supermarket Chain Pharmacy	2022	Disaster Medicine and Public Health Preparedness	1.8	Q3	US	Mixed method study	NA	NA	Other professionals	No	NA	Small-group communication	Pandemic	Response	Information (including communication) from this planning session may be valuable to community pharmacies across the nation that seek to participate in COVID-19 pandemic vaccination	Pharmacists	Apps, social media posts, e-mail blasts, television, print, and radio advertisement	Regular communication should occur to the entire store as new information becomes available surrounding the pandemic vaccination services offered. Communication strategies should include educating and training entire store team members around pandemic vaccine operations and how to engage with the community.
#9	10.1017/dmp.2019.36	Deng Q, Liu Y, Liu X, Zhang H, Deng X.	Social Media Usage During Disasters: Exploring the Impact of Location and Distance on Online Engagement	2019	Disaster Medicine and Public Health Preparedness	1.8	Q3	China	Retrospective observational studies (i.e. case control)	0.5	NA	General population	No	NA	Social media	Environment (flood, earthquake)	Response	To examine the relationship between online engagement and psychological distance (spatial, temporal, and social) during disasters	Social media users, emergency responders, and public authorities	Social media posts and crisis communication strategies	Online engagement is negatively correlated with psychological distance: the farther away an individual is (spatially, temporally, or socially), the less they engage in disaster discussions.
#10	10.1017/dmp.2020.3	Muniz-Rodriguez K, Ofori SK, Baylis LC, Schwab JS, Diallo K, Liu M, Yin J, Chowell G, Fang IC.	Social Media Use in Emergency Response to Natural Disasters: A Systematic Review with a Public Health Perspective	2020	Disaster Medicine and Public Health Preparedness	1.8	Q3	NA	Systematic review and Meta-analysis	NA	NA	General population	No	NA	Social media	Environment (flood, earthquake)	Response	Our research objectives include assessing (1) how social media improved the dissemination and distribution of emergency warnings and response information during and after a natural disaster, and (2) how social media data analysis contributed to the identification of physical, medical, functional, and emotional needs after a natural disaster.	General public, media, nonprofit organizations, and government agencies	Social media posts	Rumors and misinformation in social media can spread fast and reach a broad range of users in different locations, directly affecting decision-making and actions taken by citizens and responders. If emergency management agencies can detect social media messages with false or unverified information, the dissemination of these posts can be controlled by sharing timely updates related to the event and the progress of the response.
5	10.3380/diseases12040073	Delport D, Sanderson B, Sacks-Davies R, Vaccher S, Dalton M, Martin-Hughes R, Mengistu T, Hegan D, Abersurya R, Scott N.	A Framework for Assessing the Impact of Outbreak Response Immunization Programs	2024	Diseases	3.0	Q2	Papua New Guinea, Democratic Republic of the Congo	Mixed method study	NA	NA	Policy maker	No	NA	Simulation	Outbreak	Preparedness	To develop and demonstrate a framework for evaluating outbreak response immunization (ORI) programs	Global health organizations, including GAVI, WHO, and other stakeholders	Framework	The framework helps evaluate health, economic, and risk outcomes of ORI programs; example analyses showed significant reductions in cases, deaths, and DALYs for measles and Ebola outbreaks

11	10.1016/j.earschrev.2024.104677	Stewart IS.	Advancing disaster risk communications	2024	Earth-Science Reviews	10.0	Q1	NA	Narrative review and theoretical framework	NA	NA	General population	No	NA	One-to-many communication	Environment (flood, earthquake)	Response	The strategic intent of communications – whether that be promotion, persuasion or partnership – ought to be guided by a ‘theory of change’ that delivers clear and coherent DRR goals and by training programmes that recognise the need to integrate a variety of interventions from across the communication continuum	Decision makers and communities	NA	Communication interventions are not an ‘end game’ of disaster reduction efforts but rather a ‘golden thread’ woven through the prevention, preparedness, response, and recovery phases of the disaster ‘spiral’. Crucially, given the complex multi-faceted and multi-sectoral nature of disasters, “one way”, “two way” and “three way” communication interventions are all likely to be required, and so training and experience in all three modes will be needed for disaster risk specialists.
76	10.4314/ghs.v3i11.22	Shewamene Z, Shiferie F, Girma E, Wubshiet BL, Kiro M, Abetaha A, Bekehat A, Trauene G, Worku B, Lemlemu E, Bakewell RB.	Growing Ignorance of COVID-19 Preventive Measures in Ethiopia: Experts’ Perspective on the Need of Effective Health Communication Strategies	2021	Ethiopian Journal of Health Sciences	1.5	Q3	Ethiopia	Narrative review and theoretical framework	8	NA	General population	No	NA	Traditional media (newspaper, TV, magazines, etc.)	Pandemic	Response	To address the growing public ignorance of COVID-19 preventive measures and propose improved health communication strategies	Ethiopian Federal Ministry of Health, media outlets, and local health authorities	Public health messages, media campaigns, and community outreach	Identified key barriers to adherence to preventive measures, including misinformation, lack of awareness, and cultural resistance. Proposed strategies include making data reliable, combating misinformation, and addressing cultural factors.
#1	10.2807/1560-7917.ES.2020.25.13.2000317	Lohiniva AL, Sane J, Sibenberg K, Puumalainen T, Salminen M.	Understanding coronavirus disease (COVID-19) risk perceptions among the public to enhance risk communication efforts: a practical approach for outbreaks, Finland, February 2020	2020	Euro Surveillance	7.8	Q1	Finland	Mixed method study	0.5	NA	General population	No	NA	Social media	Pandemic	Response	To understand public risk perceptions related to COVID-19 and provide evidence-based recommendations for risk communication strategies	Finnish Institute for Health and Welfare (THL)	Social media post and email communications	Risk communication recommendations were created based on perceived risks such as catastrophic potential, probability of death, reasons for exposure, controllability beliefs, and trust in authorities. These were used to inform public communication strategies.
53	10.1140/epj/s13360-021-01997-6	Tiwari PK, Rai RK, Khajanchi S, Gupta RK, Misra AK.	Dynamics of coronavirus pandemic: effects of community awareness and global information campaigns	2021	European Physical Journal Plus	2.9	Q2	India	Mixed method study	NA	NA	General population	No	NA	Social media	Pandemic	Response	The effects of social media advertisements together with local awareness in controlling COVID-19 are explored in the present investigation by means of a mathematical model	Media and health authorities	To reveal public health issues and encourage people to adopt non-pharmaceutical interventions as effective preventive measures	The study suggests that both global and local awareness must be implemented effectively to manage the burden of COVID-19 pandemic. The global information distributing from social media and local awareness coming from mouth-to-mouth communication between unaware susceptible and aware people contributes in reducing COVID-19 cases in India.
#	10.3389/comm.2021.731979	Diers-Lawson A, Johnson S, Clayton T, Kimoto R, Tran BX, Nguyen LH, Park K.	Pandemic Communication: Information Seeking, Evaluation, and Self-Protective Behaviors in Vietnam and the Republic of Korea	2021	Frontiers in Communication	1.6	Q2	Vietnam, Korea	Cross sectional	2	54	General population	No	34.9	One-to-many communication	Pandemic	Response	The central aim of this research is to better understand the connections between public information seeking, evaluation, and self-protective behaviors in the COVID-19 pandemic and focuses on a comparison between the Republic of Korea and Vietnam to provide insights into the influence of the individual, institutional, and information factors influencing people’s experience with COVID-19.	Different actors: national and international health authorities, media and general population	Newspapers, television news, word of mouth, social media	Findings suggest that in countries where there are high levels of trust and satisfaction even small changes in the infection rates lead to different information seeking and self-protective behaviors.
25	10.3389/ijph.2023.1038989	Geurts B, Weishaar H, Mari Saiz A, Cristea F, Recha C, Jentou K, Tan MH, Salim Camara B, Barry L, Thea P, Boucastein J, Bahr T, Al-Awlaq S, Pozo-Martin F, Boklage E, Delamou A, Jegede AS, Legido-Quigley H, El Bcheraoui C.	Communicating risk during early phases of COVID-19: Comparing governing structures for emergency risk communication across four contexts	2023	Frontiers in Public Health	3.4	Q1	Germany, Guinea, Nigeria, Singapore	Mixed method study	12	NA	General population	No	NA	One-to-many communication	Pandemic	Response	To analyze the priority and strategies of Emergency Risk Communication throughout four different countries with four different socio-economical status	Government officials, authorities, digital decision makers, NGOs and health care professionals	Press conferences, traditional media, social media and relief initiatives	The study points out three major lines of advice for future Public Health Emergencies: building trust and engaging communities through the construction of long term relationships with stakeholders who you will work with during a PHE, closely collaborating and supporting them; integrating ERC into health and emergency response systems by planning preventive and communicative measures, revising ERC strategies regularly according to pandemic response and prioritizing coordination in order to avoid public confusion and lack of compliance; improving ERC practice by prioritizing two-way communication in order to respond to public concerns and embracing social media communication as a core component of ER
51	10.3389/ijph.2022.807459	Zhang W, Yuan H, Zhu C, Chen Q, Evans R.	Does Citizen Engagement With Government Social Media Accounts Differ During the Different Stages of Public Health Crises? An Empirical Examination of the COVID-19 Pandemic	2022	Frontiers in Public Health	3.4	Q1	China	Narrative review and theoretical framework	3	NA	General population	No	NA	Social media	Pandemic	Response	To evaluate how content type, social media capital, dialogic loop, information richness and language features influence Citizens Engagement via Government Social Media (CEGSM)	22 provincial and municipal government micro-blog accounts in the Hubei province, China	Social media messages	The study shows that: contentwise , compared to post concerning latest news, other kind of content like encouraging information or government action reduces the CEGSM; on the other hand a larger social media capital (number of followers and followed), the use of a dialogic loop (use of hashtags and survey), and information richness (length of post and presence of other media in the post) partially improves CEGSM. The use of language features (personal pronouns and question marks have not significantly impacted CEGSM. All these aspects were moderated by emotional charge, with emotionality negative charged posts improving CEGSM
95	10.3389/ijph.2022.894958	Fulone I, Barreto JOH, Barberato-Filho S, Bergamaschi CC, Lopes LC.	Improving the Adherence to COVID-19 Preventive Measures in the Community: Evidence Brief for Policy	2022	Frontiers in Public Health	3.4	Q1	Brazil	Narrative review and theoretical framework	2	NA	General population	No	NA	Traditional media (newspaper, TV, magazines, etc.)	Pandemic	Preparedness	To identify and propose evidence-based strategies to improve community adherence to COVID-19 preventive measures	Researchers, policymakers, health professionals, and civil society organizations	Risk communication strategies, health education campaigns, financial support measures, and access to essential supplies	Three strategies were identified: risk communication, health education, and financial support. High endorsement by stakeholders demonstrated feasibility. Key outcomes included improved public awareness, knowledge, and adherence.
#	10.3389/ijph.2024.1343902	Abuhaleeb L, Purnat TD, Tabche C, Atwan Z, Dubois E, Rawaf S.	Management of Infodemics in Outbreaks or Health Crises: A Systematic Review	2024	Frontiers in Public Health	3.4	Q1	Pakistan, Yemen, Spain, Italy, Hong Kong, Japan, South Korea, Singapore, UK, US, New Zealand, Finland, Russia	Systematic review and Meta-analysis	24	NA	General population	No	NA	One-to-many communication	Pandemic	Preparedness	To assess how health authorities and organizations managed infodemics during outbreaks and evaluate the effectiveness of interventions	WHO, national health authorities, digital platforms (Google, Facebook, Twitter, TikTok), media organizations, academia	Public health messaging, AI-driven social listening, misinformation tracking, community engagement, educational campaigns	Most interventions were effective in mitigating misinformation and infodemic harms. However, evidence quality was moderate. WHO recommended strategies (social listening, science communication, community engagement) were widely applied.
#	10.3389/ijph.2023.1267446	Ramuzzaman M, Rahman A, Reidpath DD, Akhter S.	Risk communication and community engagement in the context of COVID-19 response in Bangladesh: a qualitative study	2024	Frontiers in Public Health	3.4	Q1	Bangladesh	Mixed method study	4	NA	Specific communities	No	NA	One-to-many communication	Pandemic	Response	To understand how social context influenced risk communication and community response throughout the COVID-19 pandemic in Bangladesh	Government of Bangladesh, NGOs	Assessment of risk communication and community engagement strategies, evaluation of awareness programs, identification of challenges and gaps in communication efforts	Identified gaps in implementing risk communication and community engagement strategies; recommendations for focusing on public health and prioritizing community ownership for more effective awareness campaigns
54	10.1016/j.gho.2021.02.009	Zhang Y, Tambo E, Djakouze IC, Tazemda GK, Fotsing MF, Zhou XN.	Early stage risk communication and community engagement (RCCE) strategies and measures against the coronavirus disease 2019 (COVID-19) pandemic crisis	2021	Global Health Journal	N/A	Q2	NA	Narrative review and theoretical framework	NA	NA	General population	No	NA	One-to-many communication	Pandemic	Preparedness	To provide an overview of key components of RCCE strategies during the early stages of the COVID-19 pandemic	Public health authorities, including national health ministries and international organizations like the WHO	Digital communication channels (official government web-sites, official social media pages) and messaging channels (Wechat, Line, and Twitter)	1) The importance of leadership and the damaging effects of confused communications. To be effective, it is important that the risk communication systems involve high levels of the government. 2) There is an urgent need to establish working communication and collaborative systems for effective risk information messaging and dissemination as well as care seeking in COVID-19 treatment centers and referral hospitals. Local champions or official spokespersons should be designated who can convey information in a clear, simple, and trusted manner. Updates to this information should be released in a timely manner based on the results of risk assessments, perception of risk by the public, as well as community support and adherence to response and recovery including mass anti-COVID vaccination programs. 3) Our findings revealed that early and proactive implementation of RCCE interventions was effective in boosting public risk perceptions, knowledge, and education in addition to minimizing doubts, thus contributing to curbing the COVID-19 pandemic crisis. Government and scientific experts robust and resilient efforts towards public education and risk communication should be forthright about the many emerging infectious diseases/pandemics uncertainties and should mitigate using contextual and practical RCCE against fear, misinformation, and inequities in care access and delivery.
85	10.1177/1757975921998639	Levin-Zamir D, Sorensen K, Su TT, Sentell T, Rivaletto G, Messer M, Pleasant A, Saboga Nunes L, Levy-Ari A, Okan O.	Health promotion preparedness for health crises - a ‘trust’ or ‘rice to have’? Case studies and global lessons learned from the COVID-19 Pandemic	2021	Global Health Promotion	1.3	Q3	Israel, Netherlands, Malaysia, US, UK, Germany	Retrospective observational studies (i.e. case control)	NA	NA	General population	No	NA	One-to-many communication	Pandemic	Preparedness	To exemplify ‘real-world’ action and challenges for health promotion intervention, research, and policy during the COVID-19 pandemic, by exposing a selection of case studies from five countries, based on the Socio-Ecological Model of Health Promotion	Public health authorities	Recommendation on the pandemic	Lessons learned highlight the need for emphasizing equity, trust, systems approach, and sustained action in future health promotion preparedness strategies.

#	10.1186/12992-020-00652-4	Barbosh KL, de Vries DH, Abramowitz S, Thorle A, Oemers L, Kirsman J, Selmach D.	Integrating the social sciences in epidemic preparedness and response: A strategic framework to strengthen capacities and improve Global Health security	2020	Globalization and Health	4.5	Q1	US, Netherlands, Germany, Sweden, Australia	Narrative review and theoretical framework	3	NA		General population	No	NA	One-to-many communication	Pandemic	Preparedness	Based on data collected prior to the COVID-19 pandemic, in this paper we analysed the variety of knowledge, infrastructure and funding gaps that hinder the full integration of the social sciences in epidemics and present a strategic framework for addressing them.	Trusted brokers	Integration of social sciences in communication for preparedness and response to epidemics and pandemics.	Social scientists, funders, global agencies, allied disciplines, and national governments should move epidemic social science from the margins to the mainstream to make debates more people-centric and responsive to the needs and challenges of diverse human communities in the twenty-first century.
#	10.1186/12992-023-00993-9	Savio E, Piltch-Loeb R, Stanton EH, Koh HK. Learning from COVID-19: government leaders' perspectives to improve emergency risk communication.	Learning from COVID-19: government leaders' perspectives to improve emergency risk communication	2023	Globalization and Health	4.5	Q1	Armenia, Brazil, Croatia, France, Germany, Indonesia, Israel, Italy, Japan, North Macedonia, Malta, Nigeria, Norway, Qatar, San Marino, Serbia, Sweden, UK, US	Mixed method study	4	27		Policy maker	No	NA	Small-group communication	Pandemic	Preparedness	To identify the challenges faced by leaders worldwide in adhering to Emergency Risk Communication principles and to gather recommendations that can improve ERC planning for future crises	Government spokespersons, advisors, ministries of health, cabinet offices, national/local public health authorities	Semi-structured interviews	The study found that most of the participants recognized that government agencies must proactively and permanently integrate ERC plans and functions into operational response frameworks, correlated with effort overexaggeration of communication strategies to better recognize the diversity of audiences, enhancement of the population's digital and health literacy, creation of opportunities for public engagement, and partnership-building with a wider range of community leaders and organizations. Trust represents an essential precondition for any population to embrace behavioral change, especially when government recommendations are based on incomplete or rapidly evolving science. After a crisis, interviewees noted the importance of government leaders conducting civic participation processes to empower citizens in bringing their society back to "normality" based on listening, dialogue, and open discussion
#	10.1016/j.glo.2021.101620	Pedreiro M, Bueno-Larraz B, Freitas Á.	Local governments' use of social media during the COVID-19 pandemic: The case of Portugal	2021	Government Information Quarterly	10.0	Q1	Portugal	Narrative review and theoretical framework	5	NA		Policy maker	No	NA	Social media	Pandemic	Response	understanding the differences between local governments' behavior in the first phases of the pandemic	local portuguese municipalities	facebook posts on covid19 recommendations	During the first increase phase of publications, no statistical relationship was found between the number of publications and the number of cases at the municipal level.
#	10.1177/1363459319886112	Hall K, Wolf M.	Whose crisis? Pandemic flu, 'communication disasters' and the struggle for hegemony	2021	Health	2.3	Q2	Germany	Mixed method study	36	NA		General population	No	NA	One-to-many communication	Pandemic	Response	Drawing on Briggs and Hallin's concept of biocommunicability, we analysed the German National Pandemic Plan and key informant interviews with public health experts, critical infrastructure providers and ambulance services.	People coming from ambulance services, armed forces, critical infrastructures, education sector, federal emergency management, media, hospital staff and public health agencies.	NA	Our informants from public health and hospitals, as well as the German National Pandemic Plan, conceptualise the general public as scared, potentially overreacting and panicked during a pandemic. What is apparent from our findings is that health professionals underestimated the political register of the vaccination campaign. While outside of a crisis situation patients may actively seek information in order to maximise their health using all sources at their disposal, during the crisis public health authorities felt that they had to compete with these sources. So, our analysis suggests that this moved health information into a political register where their medical authority was open to debate. In response to this, they perceived the field of communication as a struggle for hegemony.
03	10.1080/10410236.2020.1847451	Riley AH, Sangalang A, Critchlow E, Brown N, Mitra R, Campos Nesme B.	Entertainment-Education Campaigns and COVID-19: How Three Global Organizations Adapted the Health Communication Strategy for Pandemic Response and Takeaways for the Future	2021	Health Communication	2.7	Q1	US	Narrative review and theoretical framework	NA	NA		General population	No	NA	Traditional media (newspaper, TV, magazines, etc.)	Pandemic	Response	To analyse three cases of EE (Entertainment-Education) campaign in response to the COVID-19 pandemic from leading global organizations (PCI Media, BBC Media Action, and Sesame Workshop) in order to implement future EE campaigns.	PCI Media, BBC Media Action, and Sesame Workshop	Using EE to deliver information about the pandemic and to promote strategies to limit the spread of the virus.	The future of EE will require planning, implementing, and evaluating the strategy from the long-running, narrative format to a more flexible format adaptable to rapidly changing times and media. By utilizing existing infrastructure, tailoring programs, and focusing on storytelling and connections to theory, EE can continue to be an efficient communication solution, among a suite of global health communication approaches.
#	10.1080/10410236.2019.1573295	van der Meer TGLA, Jin Y.	Seeking Formula for Misinformation Treatment in Public Health Crises: The Effects of Corrective Information Type and Source	2020	Health Communication	2.7	Q1	US	Experimental studies including RCTs	NA	700		General population	No	13% 18-24, 18% 25-34, 17% 35-44, 18% 45-54, 19% 55-64, 18% 65+	Social media	Pandemic	Response	The aim is to identify the effects of corrective information type (factual elaboration vs. simple rebuttal) and source (government health agency vs. news media vs. social peers) on individuals' cognitive, affective, and behavioral responses to corrective information, after initial misinformation exposure.	Researchers	Online messages	If corrective information is present rather than absent, incorrect beliefs based on misinformation are debunked and the exposure to factual elaboration, compared to simple rebuttal, stimulates intentions to take protective actions. Moreover, government agency and news media sources are found to be more successful in improving belief accuracy compared to social peers. The observed mediating role of crisis emotions reveals the mechanism underlying the effects of corrective information.
#	10.1177/00179669231160952	Biwas S, Hense S, Kodali PB, Thankappan KR.	Quality of COVID-19 information, education and communication materials in India: A content analysis	2023	Health Education Journal	1.2	Q2	India	Mixed method study	10	NA		General population	Yes	NA	One-to-many communication	Pandemic	Response	Examines the characteristics and quality of publicly available COVID-19 IEC materials with respect to correctness of contents, readability (meaningful, engaging and easy to read) and aesthetics (legible and easy to use) posted on the Government of India, Ministry of Health and Family Welfare (MoHFW) website.	Government of India, Ministry of Health and Family Welfare (MoHFW)	Posters, pamphlets, banners, brochures, comic books, wall art	95.5% (253/265) of IEC materials met quality standards (clarity, readability, aesthetics) Majority focused on prevention (67.5%) and early treatment (9%); limited focus on stigma (21%) and misinformation (2%) Effective use of visuals, clear actionable messages, culturally appropriate content Weaknesses: limited interactivity, insufficient tailoring to marginalized groups, some overlong sentences
#	10.1016/j.hpopen.2023.100113	Essue BM, Kaplin L, Muhammad H, Veléz MC, Kiwanuka S.	Planning with a gender lens: A gender analysis of pandemic preparedness plans from eight countries in Africa	2024	Health Policy OPEN	2.3	Q2	Ethiopia, Ghana, Kenya, Nigeria, Rwanda, South Africa, Uganda, Zambia	Narrative review and theoretical framework	27	NA		Specific communities	Yes	NA	One-to-many communication	Pandemic	Preparedness	To evaluate how gender considerations were accounted for in pandemic preparedness plans, identifying vulnerabilities and strategies to mitigate negative outcomes for women and girls.	National governments, ministries of health, and planning committees	plans, resources for how and vulnerable pop	Pandemic plans included implicit and explicit considerations for gender impacts, such as access to PPE for healthcare workers, risk communication, and addressing gender-based violence. Highlighted gaps in gender representation in planning bodies.
0	10.1093/heapro/daab152	Corbin JH, Oyene UE, Manoncourt E, Onye H, Iseambaka M, Ameyorou-Nyomong M, Sørensen K, Mweemba O, Barry MK, Munodawafa D, Bayago YY, Huda Q, Moran T, Onoilele SA, Spencer-Walters D, Van den Broecker S.	A health promotion approach to emergency management: effective community engagement strategies from five cases	2021	Health Promotion International	2.4	Q1	US, Sierra Leone, Singapore, Kenya, South Africa	Narrative review and theoretical framework	NA	NA		Specific communities	No	NA	One-to-many communication	Pandemic	Response	To illustrate five successful cases of Community Engagement in health crisis response	University of South Carolina, University of Singapore, African Institute for Health and Development, Kenyan Ministry of Health, Nairobi Metropolitan Services, South Africa Department of Health, University of Limpopo and various local NGOs	NA	Outreach to relevant members of the various communities (religious leaders, traditional leaders, influential private parties, etc.), the involvement of the local communities in the form of bottom-up initiatives and the adaptation of the messages to the cultural, historical and social background can help improve trust in the public health organizations and compliance to the message they try to convey; it is ideal to build lasting connections with these communities in order to be prepared for future crises
#	10.1093/heapro/daad198	Meekers D, Pham NK, Tran CT, VanLandingham MJ, Do M.	Rapidly Developing Communications Materials During Public Health Emergencies: The Au Co Campaign in the USA	2024	Health Promotion International	2.4	Q1	US	Mixed method study	13	NA		Minorities	No	NA	One-to-many communication	Pandemic	Response	To rapidly develop culturally appropriate COVID-19 communication materials for a Vietnamese-American community to encourage testing	CBOs, researchers	Brochures, posters, culturally adapted messages, local media, and community outreach	Developed effective culturally appropriate health messages with rapid community feedback. Emphasized the role of cultural brokers and gatekeepers in public health communication.
#	10.34172/hpp.2022.05	Dzinamarira T, Nachipo B, Nyathi A, Madiwa R, Herrera H, Singeli H, Musuka G.	The case to scale up edutainment as an effective public health communication intervention to combat the COVID-19 pandemic in Zimbabwe	2022	Health Promotion Perspectives	2.8	Q1	Zimbabwe	Narrative review and theoretical framework	NA	NA		General population	No	NA	One-to-many communication	Pandemic	Response	To recount the Zimbabwe edutainment strategy for spreading awareness about COVID-19	Zimbabwe Ministry of Health and Child Care	Roadshows, music, jingles, poetry and puppet shows	The study highlights while the impact of edutainment specifically in the Zimbabwean COVID-19 response is still to be evaluated, there is ample empirical evidence that edutainment is an effective tool for overcoming communication barriers in a public health crisis
97	10.1177/1524839919826582	Naik RI, Vagi SI, Uzicanin A, Dopson SA.	Influenza-Related Communication and Community Mitigation Strategies: Results From the 2015 Pandemic Influenza Readiness Assessment	2019	Health Promotion Practice	1.2	Q2	US	Cross sectional	NA	NA		General population	No	NA	One-to-many communication	Pandemic	Preparedness	To describe pandemic influenza preparedness at state, local, and territorial health departments and to evaluate the communication strategies and mitigation plans to trigger and implement NPIs (non pharmaceutical intervention) by public health agencies and key audiences.	Public Health Emergency Preparedness (PHEP) directors across jurisdictions	Non pharmaceutical interventions during influenza pandemic	Given the importance of communication with the public to ensuring wide spread compliance of NPIs, especially among non-English-speaking populations, future evaluation tools developed by the PHEP program should ensure that these critical areas are being met by all 62 jurisdictions.

24	10.1089/hs.2019.0073	Holroyd TA, Oloko OK, Salmon DA, Omer SB, Linaye RL	Communicating Recommendations in Public Health Emergencies: The Role of Public Health Authorities	2020	Health Security	1.6	Q2	US	Mixed method study	5	25	General population	No	NA	One-to-many communication	Outbreak	Response	We aimed to provide a basis for developing and synergizing communication strategies from different public health authorities.	Public Health authorities, primary care providers, "Google searches", health departments, academic institutions, social media, medical journals, and religious pamphlets	News and media on social and old media	Participants identified the importance of on-time alerts, completeness and clarity of information in alerts, and clear recommendations.
#	10.1089/hs.2021.0115	Atkinson MK, Cagliuso NV, Sr Hick IL, Singer SJ, Bambury EA, Hayirli TC, Kuznetsova M, Biddinger PD.	Moving Forward from COVID-19: Organizational Dimensions of Effective Hospital Emergency Management	2021	Health Security	1.6	Q2	US	Mixed method study	3	NA	Healthcare Workers	No	NA	NA	Pandemic	Response	Interviewees described the importance of assuring that essential information routinely flowed from regular multidisciplinary meetings that occurred during the response (e.g. incident command briefings, assembling task forces) to appropriate staff throughout the organization.	Healthcare workers of hospitals	NA	Honest and up-to-date communications including status reports on known challenges were generally well-received, particularly those reports that described supply availability and helped staff know what resources were available. Tiered meetings, or meetings layered across operational objectives and organizational levels, and briefings tailored to the appropriate audiences served to assure that all levels of the organization had access to consistent information that reached staff through multiple modes of communication
8	10.3390/healthcare10061097	Pattanasri S, Nguyen TPL, Vu TB, Winjikul E, Aismad MM.	Access to Digital Information and Protective Awareness and Practices towards COVID-19 in Urban Marginalized Communities	2022	Healthcare	2.7	Q1	Thailand	Prospective observational study	NA	453	Minorities	Yes	43.28	One-to-many communication	Pandemic	Response	To examine how digital information affects knowledge, practices, and protective behaviors in urban marginalized communities	Government organizations, community leaders, NGOs	Surveys, statistical data, and analysis of digital information access and its impacts	Digital information improved protective practices, but digital inequality limited access for certain groups, including elderly, women, and non-Thai nationals
#	10.1016/j.heliyon.2023.e15562	Yavetz G, Aharony N.	Information under lockdown: A content analysis of government communication strategies on Facebook during the COVID-19 outbreak	2023	Heliyon	3.6	Q1	Israel	Mixed method study	6	NA	General population	No	NA	Social media	Pandemic	Response	To understand the modes of distribution and types of content that were the most effective in terms of audience engagement and sentiment in order to improve citizens' response to government information during the pandemic	Israel Ministry of Health, Ministry of Education, Ministry of Finance and Ministry of Defense	Facebook posts	The study shows that: the Ministry of Health was perceived as the most significant factor in health information; that posts that are published during the weekend yielded higher engagement rates and received more reactions with positive sentiment than those published during the workweek; contrary to previous findings in the literature, text-based content yielded higher engagement rates than visual content, but posts with visual media yielded more positive reaction; that the majority of posts were coded as Policy (58.7%), while Guidelines and Recommendations were next, and last (22.2%) Restrictions and Advocacy were the least common categories (11.4% & 7.7%, respectively); study findings also indicated that posts containing information about restrictions yielded more engagement rates than the other categories by all measures (likes, comments, shares).
#	10.1057/41599-020-00645-1	Matta G.	Science communication as a preventative tool in the COVID19 pandemic	2020	Humanities and Social Sciences Communication	3.6	Q1	India	Narrative review and theoretical framework	NA	NA	General population	No	NA	One-to-many communication	Pandemic	Preparedness	This paper considers the history of epidemics/pandemics to draw attention to their occurrence, effects and potential impacts on human societies. The paper also reviews recent empirical studies and WHO guidelines. Communication through appropriate communicators may help cut through the noise, share facts and boost confidence in science and governance.	Authorities, scientists and researchers	Indications to prevent and respond to epidemics and pandemics	The need of science communication is to aware and increase the scientific understanding for preventions and precautions responding COVID19 while countering the misleading voices. The world needs more groups of scientists ready to share their expertise into effective communication with no barriers to global concerns and anxieties like pandemic COVID19.
7	1	Ale V.	A library-based model for explaining information exchange on Coronavirus disease in Nigeria	2020	Ianna Journal of Interdisciplinary Studies	2.4	Q2	Nigeria	Mixed method study	0,75	470	Specific communities	No	26	Social media	Pandemic	Preparedness	To develop a library-based model to explain how libraries can use mobile technology to disseminate information about COVID-19	Library professionals	A model for using mobile technology to share information about COVID-19	Mobile technology enhances library services for COVID-19 information dissemination. Facilitating conditions like internet access and device ownership determine the success of such interventions.
#	10.1177/00469580221146046	Singler L, Uhlenbrauck G, Corbie-Smith G, Richmond A, Hattem A, Linney K, Cohen-Wolkowicz M.	Say Yes! COVID Test: A Health Communication Campaign to Encourage Use of Rapid, At-Home Antigen Testing in Underserved and Historically Marginalized Communities	2023	Inquiry (United States)	2.3	Q2	US	Prospective observational study	3	40000	General population	No	NA	One-to-many communication	Pandemic	Response	The health communication campaign aimed to achieve the following objectives: • Build awareness: Increase awareness of free at-home test kits in the selected communities, with a focus on underserved and historically marginalized populations. • Place test kits in hands: Facilitate online test kit orders or local pickup by community members. • Inspire short-term behavior change: Encourage test kit use at regular intervals (3 times weekly) for 4 weeks, even if no symptoms of COVID-19 are present. • Promote health and safety: Educate participants about safety precautions in the event of a positive or negative test result and empower them to take appropriate next steps for the health of themselves, their family, and the community. • Present additional research opportunity: Inform participants about the opportunity to participate in an optional research study evaluating health behavior in a way that does not detract from the primary public health initiative.	Local health departments and government, community, and academic groups	Public Relations and Earned Media, Digital Advertising, Social Media, Out-of-Home Advertising, Television, Radio, and Newspaper	The health communication campaign was effective in raising awareness and facilitating test kit orders and local pickup. According to market research, 10.79.8% of respondents in Pitt County and 74.8% in Hamilton County were aware of the availability of home COVID-19 tests. While awareness was high, market research also indicated that our campaign may have reached a saturation threshold in that some residents were aware of the program but did not want a free test kit. Overall, we observed that no one marketing tool was the most effective in increasing awareness and test kit orders/pickup, and that different channels helped reach different subpopulations. Marketing efforts should be scaled up or down based on the stage of the pandemic, anticipated demand for test kits, and available advertising dollars. Similar programs with limited budgets can apply these findings to help select the most cost-effective communications channels. We also built partnerships with local minority community leaders, such as ministers and town council members, who volunteered to serve as communications allies and help share the campaign with their communities.
50	10.1098/rsfs.2021.0013	McCabe R, Donnelly CA.	Disease transmission and control modeling at the science-policy interface	2021	Interface Focus	4.0	Q1	UK	Mixed method study	3	NA	Policy maker	No	NA	One-to-many communication	Pandemic	Response	To explore the complex relationships between models, decision-making, the media and the public during the COVID-19 pandemic	Science communication experts and former scientific advisors	Communication of modeling	Our research highlights the desire for increased bidirectional communication between modelers, decision-makers and the public, as well as the need to convey uncertainty inherent in transmission models in a clear manner.
#	10.1016/j.jidhr.2021.102346	Malik A, Khan ML, Qian-Haase A.	Public health agencies outreach through Instagram during the COVID-19 pandemic: Crisis and Emergency Risk Communication perspective	2021	International Journal of Disaster Risk Reduction	4.5	Q1	Finland, Oman, US, Canada	Retrospective observational studies (i.e. case control)	4	NA	General population	No	NA	Social media	Pandemic	Response	To examine how leading health organizations use Instagram for communicating and engaging during the COVID-19 pandemic.	WHO, CDC, IFRC, and NHS	Instagram posts containing news and suggestions about pandemics	CDC and WHO were the most active of all the assessed organizations with respect to the number of posts, reach, and engagement indices. An overwhelming level of engagement was observed for posts representing celebrity, clarification, and infographics. Instagram can be an effective tool for health organizations to convey their messages during crisis communication
81	10.3390/jerph19106159	Chang A, Xian X, Liu MT, Zhao X.	Health Communication through Positive and Solidarity Messages Amid the COVID-19 Pandemic: Automated Content Analysis of Facebook Uses	2022	International Journal of Environmental Research and Public Health	NA	Delisted	China	Narrative review and theoretical framework	12	NA	General population	No	NA	Social media	Pandemic	Response	To estimate the intensity of positive coping in Facebook posts during the COVID pandemic in Macao	Facebook users	COVID-19-related FB posts	Messages mentioning optimism and grit accounted for a relatively low proportion of all posts across the crisis stages, while messages mentioning solidarity were the most salient at the prodromal stage of the crisis (55%), while its proportion decreased at the acute (41%) and chronic (35%) stages. Conversely, during the acute stage, messages mentioning gratitude, hope, and optimism received more likes than those that did not.
88	10.3390/jerph191911942	Azevedo D, Plácido AI, Herdeiro MT, Roque F, Roque V.	How Portuguese Health Entities Used Social Media to Face the Public Health Emergency during COVID-19 Disease	2022	International Journal of Environmental Research and Public Health	NA	Delisted	Portugal	Narrative review and theoretical framework	12	NA	General population	No	NA	Social media	Pandemic	Response	To explore how Portuguese health entities used social media to communicate with the public health emergency caused by COVID-19 disease	Seven Portuguese health entities	Facebook, Instagram and Twitter posts	This study showed that the COVID-19 pandemic led Portuguese health entities to reinforce their communication on social media platforms, although, they did not take full advantage of this new way of communicating. The thematic analysis suggests that Portuguese health entities followed the guidelines suggested in the "COVID-19 toolkits" of the Centers for Disease Control and Prevention (CDC), but they adapted the frames to the social media platform used.
31	10.1108/IJDRBE-07-2020-0060	Linh TNQ, Hanh TTT, Shaw R.	COVID-19 initial preparedness and response in Vietnam during the first six months of the pandemic and the lessons for Sendai framework implementation	2020	International Journal of Disaster Resilience in the Built Environment	1.1	Q2	Japan, Australia	Narrative review and theoretical framework	NA	NA	General population	No	NA	One-to-many communication	Pandemic	Response	To analyze the current responses applied in Vietnam to the Coronavirus disease (COVID-19) pandemic and link these measures to priority actions highlighted in the Sendai Framework for Disaster Risk Reduction (SFDRR)	Vietnamese Government	Online consultations, online medical declarations, risk communication and online learning. The apps and the official website "http://mcoov.moh.gov.vn" provided an update Vietnam's epidemic map, official information about new cases, policies and guidelines about the pandemic prevention.	The key success factors for the pandemic response in Vietnam included well preparation, timely policies' implementation, risk communication and comprehensive approaches.
69	10.1016/j.jidhr.2022.102808	Dao MT, Lim S.	Fear of disasters within the risk communication network of foreign students in Japan amid the COVID-19 pandemic crisis: a cohort design	2022	International Journal of Disaster Risk Reduction	4.5	Q1	Japan	Mixed method study	0,3	37	Specific communities	Yes	NA	Small-group communication	Pandemic	Response	To evaluate the risk communication and response among foreign college students in Japan	The students themselves	Private communication concerning emergencies and disasters	This paper suggests that simply adopting health preventive measures as recommended can indicate an increasing general fear of disasters, that risk communication at face value also indicates a worsening of the fear of disasters, exchanges among individuals about the pandemic or their health promoting behaviors individually reinforce foreign students' fear of disasters in Japan, and that a interaction effect between risk-sharing and health preventive measures exists.
92	10.1007/s13753-022-00424-3	Hirschfeld G, Thielach MT.	Impact of Crisis Communication Strategies on People's Attitudes toward Behavioral Guidelines Regarding COVID-19 and on their Trust in Local Officials	2022	International Journal of Disaster Risk Science	4.0	Q1	Germany	Experimental studies including RCTs	0,83	561	General population	No	Mean 50 years	Traditional media (newspaper, TV, magazines, etc.)	Pandemic	Response	Test whether crisis communication strategies can be used to influence mayors' reputations and the public's awareness of and intention to engage in behavioral measures.	Researchers	Modified online newspaper	Leaders' success in implementing behavioral measures relies on trust and effective transparent communication strategies. While we found that isolated statements alone do have measurable effects on people's trust in politicians, they only minimally affect people's acceptance of and adherence to behavioral measures.

20	10.3390/jerph18179259	Rahman FN, Bhuiyan MAA, Hossen K, Khan HTA, Rahman AF, Datal K.	Challenges in Preventive Practices and Risk Communication towards COVID-19: A Cross-Sectional Study in Bangladesh	2021	International Journal of Environmental Research and Public Health	NA	Delisted	Bangladesh	Cross sectional	2	1382		General population	Yes	38.7	Graphic and Promotional Materials	Pandemic	Response	To identify challenges in COVID-19 preventive practices and risk communications and their determinants among Bangladeshi adults	National Public Health Advisory Board, Directorate General of Health Services (DGHS), Bangladesh, and other public health bodies	information campaigns, community engagement, risk communication strategies	Challenges included lack of protective equipment, crowded living conditions, and inadequate understanding of COVID-19 information; males, rural residents, and less-educated individuals were more likely to face difficulties.
67	10.3390/jerph17165663	Fernández-Oláz E, Iglesias-Sánchez PP, Jambino Maldonado C.	Exploring WHO Communication during the COVID-19 Pandemic through the WHO Website Based on W3C Guidelines: Accessible for All?	2020	International Journal of Environmental Research and Public Health	NA	Delisted	Global	Narrative review and theoretical framework	3	NA		Minorities	No	NA	One-to-many communication	Pandemic	Preparedness	To analyze the accessibility of the WHO's digital content and assess compliance with web accessibility standards to ensure equitable access to health information	WHO	Web content, health guidelines, pandemic updates, and multimedia resources	Found that WHO's website has 60% compliance with WCAG 2.1 Level A standards but less than 50% compliance with Level AA standards. Highlighted need for improvement, particularly in accessibility for elderly and disabled users.
68	10.3390/jerph182111474	Papwipattai R, Kosiyaiporn H, Sinam P, Phaiyaron M, Julchoo S, Suphanchaimat R.	Factors Related to Health Risk Communication Outcomes among Migrant Workers in Thailand during COVID-19: A Case Study of Three Provinces	2021	International Journal of Environmental Research and Public Health	NA	Delisted	Thailand	Cross sectional	4	288		Minorities	Yes	30, 27-3	Social media	Pandemic	Response	To identify factors influencing awareness and preventive practices among migrants in Thailand during COVID-19	Thai government agencies, health professionals, and community health volunteers	information campaigns, and risk communication materials	Frequent reception of health information and primary education were significantly associated with better preventive practices. A longer stay in Thailand was associated with reduced awareness of public health measures.
80	10.3390/jerph192215166	Ekzie W, Maxwell A, Byron M, Czynkowska B, Osman I, Moylan K, Gong S, Pareek M.	Health Communication and Inequalities in Primary Care Access during the COVID-19 Pandemic among Ethnic Minorities in the United Kingdom: Lived Experiences and Recommendations	2022	International Journal of Environmental Research and Public Health	NA	Delisted	UK	Mixed method study	5	42		Minorities	Yes	NA	Traditional media (newspaper, TV, magazines, etc.)	Pandemic	Response	To explore health information communication and experiences with primary care among ethnic minority communities during the COVID-19 pandemic	Local authorities, healthcare providers, and community leaders	Leaflets and community engagements initiatives	Identified barriers such as language, cultural dynamics, and misinformation. Proposed improved community-tailored communication, trust-building, and leveraging trusted community leaders for public health strategies.
98	10.3390/jerph182413070	Li S, Peng X, Pang R, Li L, Song Z, Ye H.	Information Preference and Information Supply Efficiency Evaluation before, during, and after an Earthquake: Evidence from Songguan, China	2021	International Journal of Environmental Research and Public Health	NA	Delisted	China	Prospective observational study	1	918		General population	Yes	31-50	Traditional media (newspaper, TV, magazines, etc.)	Environment (flood, earthquake)	Response	To evaluate information preferences and supply efficiency during different stages of an earthquake crisis	Government and local disaster management authorities	Risk communication strategies and info delivery	Identified gaps in information delivery at different stages. Television and the internet were the most preferred channels. Developed an Information Deviation Index (DI) to measure efficiency.
##	10.3390/jerph20032372	Gherhes V, Cornicova-Buca M, Fărcășiu MA.	Public Engagement with Romanian Government Social Media Accounts during the COVID-19 Pandemic	2023	International Journal of Environmental Research and Public Health	NA	Delisted	Romania	Prospective observational study	7	NA		General population	No	NA	Social media	Pandemic	Preparedness	To analyze the public's engagement with government-led social media campaigns promoting COVID-19 vaccination in Romania	Romanian government, National Coordination Committee on Vaccination Activities (NCCVA)	Social media campaigns, video messages, press briefings, digital content	Engagement with government social media accounts was lower than expected. Click-based reactions indicated some support, but comment analysis revealed public frustration, distrust, and vaccine hesitancy. The campaign needed a more tailored approach.
##	10.3390/jerph18010147	Lu Y, Ji Z, Zhang X, Zheng Y, Liang H.	Re-Thinking the Role of Government Information Intervention in the COVID-19 Pandemic: An Agent-Based Modeling Analysis	2021	International Journal of Environmental Research and Public Health	NA	Delisted	China	Retrospective observational studies (i.e. case control)	NA	NA		General population	No	NA	Social media	Pandemic	Response	To reveal the complexity behind government intervention decision, we build a bi-layer network diffusion model for the information-disease dynamics that were intervened in and conduct a full space simulation to illustrate the trade-off faced by governments between information disclosing and blocking.	The government	NA	The simulation results show that governments prioritize the accuracy of disclosed information over the disclosing speed when there is a high-level medical recognition of the virus and a high public health awareness, while, for the opposite situation, more strict information blocking is preferred. Effectiveness of information intervention depends on a complicated way on both external social-epidemic factors and the governments' internal preferences and governance capability
##	10.3390/jerph17165829	Pogačar T, Znidaršič Z, Kajfež Bogataj L, Črepinšek Z.	Steps Towards Comprehensive Heat Communication in the Frame of a Heat Health Warning System in Slovenia	2020	International Journal of Environmental Research and Public Health	NA	Delisted	Slovenia	Retrospective observational studies (i.e. case control)	696	422		General population	No	NA	One-to-many communication	Environment (flood, earthquake)	Preparedness	To improve Slovenia's heat health warning system, enhance communication strategies, and protect vulnerable populations from heat stress	Slovenian Environment Agency (ARSO), National Institute of Public Health, trade unions, Biotechnical Faculty of the University of Ljubljana	Warnings	Increased awareness of heat risks, identified gaps in communication, recommended policy changes for occupational heat stress, promoted employer engagement, and encouraged educational initiatives
##	10.1080/1553118X.2022.2033880	Shang Y, Liou RS, Rao Nicholson R.	What to Say and How to Say It? Corporate Strategic Communication Through Social Media during the Pandemic	2022	International Journal of Strategic Communication	1.2	Q2	NA	Narrative review and theoretical framework	NA	NA		General population	No	NA	Social media	Pandemic	Response	To describe how companies adapted their messaging to maintain public trust, reassure stakeholders, and ensure business continuity	Corporations	Social media messages	In the event of a global public health crisis, social media managers might consider adopting a two-pronged approach to message dissemination during the pandemic. Firstly, they need to take an agile approach and use text messages during the earlier stages of the pandemic to spread crisis-related information quickly. Corporations increasingly have the responsibility not only to maximize shareholders' interests but also to enable solutions to address social problems beyond shareholders' immediate financial interests.
##	10.1001/jama.2020.4469	Mechant RM, Lurie N.	Social Media and Emergency Preparedness in Response to Novel Coronavirus	2020	JAMA	55.0	Q1	US	Narrative review and theoretical framework	NA			General population	No	NA	Social media	Pandemic	Preparedness	We outline a framework for integrating social media as a critical tool in managing the current evolving pandemic as well as transforming aspects of preparedness and response for the future.	Authorities	Social media post, didactic education, clinical training	Some lessons from history demonstrate the importance of understanding how information spreads and individuals interact. Integrating social media as an essential tool in preparedness, response, and recovery can influence the response to COVID-19 and future public health threats.
55	10.1001/jamanetworkopen.2021.17115	Tomes C, Ogbu-Nwobodo L, Alsam M, Stanford FC, Banerjee A, Berza E, Chandrasekhar AD, Eichmeyer S, Kamani M, Loxel T, Goldsmith-Pinkham P, Otken BA, Vautrey PL, Warner E, Duffo E.	Effect of Physician-Delivered COVID-19 Public Health Messages and Messages Acknowledging Racial Inequity on Black and White Adults' Knowledge, Beliefs, and Practices Related to COVID-19: A Randomized Clinical Trial	2021	JAMA Network Open	9.7	Q1	US	Experimental studies including RCTs	1	18223		Specific communities	No	Mean= 40.22; SD= 17.81	Graphic and Promotional Materials	Pandemic	Response	To identify whether messages delivered by physicians increase COVID-19 knowledge and improve preventive behaviors for White and Black individuals and to assess whether various ways of increasing the relevance of messages to the Black community (ie, physician race, AMA acknowledgments of racial injustices, or information about the disproportionate burden of COVID-19 on the Black community) affects their impact on both White and Black participants	Researchers	Video on Covid-19	These results suggest physician messaging campaigns may be effective and trust in Black and White physicians is equally high. There is no evidence of preexisting bias that would have led the intervention to have a negative effect.
##	10.4102/JAMBA.V14I1.1367	Dehghani A, Ghomian Z, Rakhshandrou S, Khamkeh H, Kavousi A.	Process and Components of Disaster Risk Communication in Health Systems: A Thematic Analysis	2022	Jamba: Journal of Disaster Risk Studies	1.7	Q2	Iran, Sweden	Systematic review and Meta-analysis	132	NA		General population	No	NA	One-to-many communication	Outbreak	Preparedness	To identify key components of disaster risk communication in health systems and provide a structured framework for effective communication during emergencies	Health systems, government agencies, policymakers, emergency response teams	Risk communication processes, structured information sharing, monitoring and evaluation frameworks, ethics and values in communication	Identified six key components of disaster risk communication: communication (processes, infrastructure), information (content production, dissemination), risk communication management, monitoring and control, education, and ethics.
##	10.4102/jamba.v13i1.1130	Kunguma O, Mokhele MO, Coetzee M.	Investigating the prevention and mitigatory role of risk communication in the COVID-19 pandemic: A case study of Bioemfontein, South Africa	2021	Jamba-Journal of Disaster Risk Studies	1.7	Q2	South Africa, Netherlands	Mixed method study	NA	107		General population	No	35.7	One-to-many communication	Pandemic	Response	This study aimed to assess the significance of risk communication as a critical prevention and mitigatory strategy in disaster risk management, focusing on the COVID-19 pandemic in Bioemfontein, South Africa	Health authorities	Strategies for anticipating, educating, and informing those at risk	Risk communication as a disaster risk reduction strategy implemented concurrently with imposed regulations was found to have played a vital role in mitigating the virus spread. However, the respondents were not aware of the local disaster management centre, which is supposed to be engaged in COVID-19 disaster management activities.
75	10.2196/21360	Ngai CSB, Singh RG, Lu W, Koon AC.	Grappling With the COVID-19 Health Crisis: Content Analysis of Communication Strategies and Their Effects on Public Engagement on Social Media	2020	JMIR	6.0	Q1	China	Mixed method study	2	NA		General population	No	NA	Social media	Pandemic	Response	To develop an integrated framework to examine content, message style, and interactive features of COVID-19 related posts, and determine their effects on public engagement	People's Daily (government-owned newspaper in China)	Analysis of content, message style (narrative vs. nonnarrative), and interactive features (text, links, multimedia) of posts to measure engagement in terms of shares, comments, and likes	Narrative style and evidence prevention posts had a positive effect on shares, comments, and likes. New evidence and nonnarrative style were negative predictors of engagement. Suitable communication strategies were recommended to foster public engagement.
52	10.2196/48756	Yin S, Chen S, Ge Y.	Dynamic Associations Between Centers for Disease Control and Prevention Social Media Contents and Epidemic Measures During COVID-19: Infodemiology Study	2024	JMIR Infodemiology	2.3	Q2	US	Retrospective observational studies (i.e. case control)	26	NA		General population	No	NA	Social media	Pandemic	Preparedness	To explore the dynamic associations between CDC's social media communication and epidemic measures, identifying key topics and recommending improvements for digital health communication strategies	CDC	Social media posts, public health updates, educational tweets	Identified four key tweet topics: vaccination education, pediatric intervention, epidemic updates, and community engagement. Dynamic association varied across topics; results emphasized the need for alignment with epidemic metrics.
74	10.2196/51113	Xian X, Newsham RJ, Chang A.	Government-Nongovernmental Organization (NGO) Collaboration in Macao's COVID-19 Vaccine Promotion: Social Media Case Study	2024	JMIR Infodemiology	2.3	Q2	China	Retrospective observational studies (i.e. case control)	30	NA		General population	No	NA	Social media	Pandemic	Response	To explore how government and nongovernmental organizations used Facebook to communicate about COVID-19 vaccines, analyze agenda-setting dynamics, and identify communication effectiveness for health promotion.	Macao Government	Vaccine promotion discourse on Facebook	The government influenced public views on vaccines, especially about their importance and trust in experts. However, many actors shaped the conversation, showing the need for more inclusive and interactive communication.
84	10.2196/35014	Kiyabaga R, Marshall D, Eouwei P, Ikonyei U.	Health Literacy, Equity, and Communication in the COVID-19 Era of Misinformation: Emergence of Health Information Professionals in Infodemic Management	2022	JMIR Infodemiology	2.3	Q2	Canada	Narrative review and theoretical framework	NA	NA		General population	No	NA	Traditional media (newspaper, TV, magazines, etc.)	Pandemic	Response	To define the role and advocate for the employment of the Health Information Managers (HIM)	Governments and health authorities; HIM professionals; WHO; Community health workers; Media and social media.	Public health communication; Digital communication; Scientific and policy communication; Educational and patient-facing communication; Community-level communication.	Health information managers can draw on both technical skills and content expertise across the WHO action areas; however, as infodemiologists, they will need to mitigate how their skills can be used in different and new ways to address gaps in information quality during the era of misinformation

#4	10.1386/jamv.00024_1	Biemacka-Ligiesza I.	The significance of digital media in local public space crisis management: The case of Poland, the United Kingdom and Italy	2021	Journal of Arab and Muslim Media Research	0.5	Q2	Poland, UK, Italy	Mixed method study	7	NA	General population	No	NA	Social media	Pandemic	Response	To examine the ways in which digital media influences the quality of strategic communication management in local public spaces and what type of crisis management strategy is applied to each political culture.	Non-governmental organizations, media sector, local authorities	Social media, local/regional newspaper, TV services and websites	It is crucial to build effective communication within the local public sphere, which should be based on cooperation between representatives of authorities, media, NGOs. Local communities operating in the era of smart cities and smart villages expect to build media platforms, applications that will allow them to function efficiently and effectively and respond quickly to the emerging crisis situation. However, these platforms must feature content in line with individual canonical values such as freedom of speech and the right to access reliable information.
#1	10.1016/j.buress.2021.06.002	Kalgotra P, Gupta A, Sharda R.	Pandemic information support lifecycle: Evidence from the evolution of mobile apps during COVID-19	2021	Journal of Business Research	9.8	Q1	US	Narrative review and theoretical framework	NA	NA	General population	No	NA	One-to-many communication	Pandemic	Response	To present a novel framework to understand the different types of information support needed during a pandemic crisis. Adapting phases from the pandemic crisis management lifecycle, we propose five different overlapping phases of our proposed Pandemic Information Support Lifecycle (PISL). To validate the proposed PISL, we examine the evolution of new mobile apps during the current COVID-19 pandemic by developing a taxonomy for mobile app-based information support. The proposed lifecycle presents future phases of information support for the ongoing COVID-19 pandemic, while identifying specific areas that need additional research and mobile-based information support development.	Investigators	Mobile apps targeted for Statistics, e-Health Literacy, Telehealth, Self-evaluation, Symptoms Monitoring, Geo-referencing, Resource Management, Contact Tracing	This study presents a useful framework for information support that could be adapted for future pandemics and guide policy makers to plan effective information sharing with the public at key times during a pandemic, given that mobile apps have been successfully used in controlling the spread of COVID-19, our study provides concrete guidance for firms engaged in app development during the pandemic by identifying gaps in the types of apps available to the public. Our analysis can also provide guidance for the government, healthcare professionals, technology firms and developers on the use of apps in the upcoming COVID-19 pandemic phases, namely the recovery and learning phases.
57	10.3162/JCCC.12.21/14	Kaur R, Jain A, Sharma J.	Effectiveness of health risk communication during pandemic: an explorative study	2021	Journal of Content, Community and Communication	NA	Q2	India	Narrative review and theoretical framework	18	NA	General population	No	NA	One-to-many communication	Pandemic	Response	To evaluate the effectiveness of India's digital communication strategy during the COVID-19 pandemic, especially in combating vaccine hesitancy and spreading accurate health information.	National Centre for Disease Control (NCDC) and Ministry of Health and Family Welfare (MoHFW)	Official digital risk communication campaign, including MoHFW website updates (English, limited Hindi) Facebook/YouTube awareness videos Vaccine promotion campaigns National Media Rapid Response Cell	The study highlighted key communication gaps such as limited language accessibility and digital divide, which hindered equal information dissemination. It recommended strengthening trust, local outreach, and inclusive messaging to improve vaccine uptake and public health response.
18	10.1111/1468-5873.12452	Hossain FH, Shi TY, Yan CZ.	Can crisis management teams mitigate COVID-19 effects? A comparative case study between China and the United States	2023	Journal of Contingencies Crisis Management	2.2	Q2	US, China	Narrative review and theoretical framework	NA	NA	General population	No	NA	One-to-many communication	Pandemic	Response	To compare the effectiveness and evaluate the factors at play in the Crisis Management Teams' communication strategy	Chinese Government, US Government	All communication channel employed	While both countries experienced failure in the beginning, China for the top-down political structure that encourages information cover-ups by low ranking officers and the US for a low risk perception due to bureaucratic delays, China was more effective in the following stage because of the strict top-down hierarchy, while the US failed because of clashes between the various officials all throughout the chain of command.
26	10.1177/09732586231168945	Bhatnag AB, Gurnade N.	Communication Strategies in Relation to COVID-19 in South Africa and Ghana: A Systematic Review	2023	Journal of Creative Communications	NA	Q2	South Africa, Ghana	Systematic review and Meta-analysis	24	NA	General population	No	NA	One-to-many communication	Pandemic	Response	To explore and evaluate the effectiveness of communication and media strategies used by governments and public health institutions in South Africa and Ghana during the COVID-19 pandemic to improve knowledge, dispel misinformation, and promote adherence to health protocols.	Governments of S.Africa and Ghana	media campaigns, community engagement, press briefings, fact-checking, translation into local languages.	Communication strategies varied in effectiveness, with South Africa showing more coordinated responses. Misinformation, stigma, and lack of training in Ghana hindered impact, but overall, awareness and practices improved through targeted messaging.
#8	10.4103/jehp.jehp.21_21	Alonzo D, Popescu M.	Utilizing social media platforms to promote mental health awareness and help seeking in underserved communities during the COVID-19 pandemic	2021	Journal of Education and Health Promotion	1.3	Q2	US	Experimental studies including RCTs	3	84000	Specific communities	No	NA	Social media	Pandemic	Response	In this paper, the potential of harnessing social media platforms to address mental health needs in underserved populations is presented. In addition, description of the preliminary implementation of a social media mental health campaign, the 5 × 5 campaign, is described as an example of the feasibility and benefits of such efforts.	Health Authorities	Social media mental health campaign, the 5 × 5 program	The 5 × 5 highlights the feasibility of using social media campaigns for mental health promotion and key factors that should be incorporated in the planning of social media mental health campaigns aimed at promoting awareness, engaging underserved communities, and encouraging help seeking.
43	10.5055/JEM.0583	Feigson RN, Barnett DL, Kennedy RD, Sell TK, Wieder JS, Spannhake EW.	Developing an Instrument to Measure Household Radiological Emergency Preparedness Using the Community Assessment for Public Health Emergency Response (CASPER) Methodology: An Evidence-Informed Approach	2021	Journal of Emergency Management	0.5	Q3	US	Retrospective observational studies (i.e. case control)	NA	NA	General population	No	NA	One-to-many communication	Environment (flood, earthquake)	Preparedness	To develop and validate a survey instrument (CASPER-based) for assessing household preparedness for radiological emergencies	Public health agencies, emergency management officials, policymakers	Survey tool with 32 questions across four domains: communication, preparedness planning, physical/behavioral health, and demographics	Developed a standardized assessment tool to help public health and emergency management agencies measure community preparedness for radiological emergencies and inform risk communication strategies.
77	10.1136/pch-2020-214290	Bonetti C, Michie S, Reicher S, West R, Bear L, Yardley L, Curtis V, Amlôt R, Rubin GJ.	Harnessing behavioural science in public health campaigns to maintain 'social distancing' in response to the COVID-19 pandemic: Key principles	2020	Journal of Epidemiology and Community Health	3.7	Q1	UK	Narrative review and theoretical framework	NA	NA	General population	No	NA	One-to-many communication	Pandemic	Response	To propose key behavioral and social science principles for designing effective public health campaigns that promote adherence to social distancing and mitigate harm during the COVID-19 pandemic.	UK Government	NA	The paper presents 11 communication principles rooted in behavioral science aimed at improving adherence to public health measures. It highlights the importance of identity-based, inclusive, supportive, and non-authoritarian messaging.
79	10.1080/10810730.2020.1864520	Langford AT.	Health Communication and Decision Making about Vaccine Clinical Trials during a Pandemic	2020	Journal of Health Communication	2.4	Q2	NA	Narrative review and theoretical framework	NA	NA	General population	No	NA	One-to-many communication	Pandemic	Response	Raising awareness to participate to vaccine clinical trials	Physician or government health organization	E-mail or in-person conversations, social media, television, newspapers, or radio	Messages about vaccine clinical trials can be targeted, tailored, or framed based on the audience's attitudes and beliefs about vaccines, and other relevant demographic or psychological factors
73	10.1177/0972063420983091	Radwan AF, Mousa SA, Radwan AF, Mousa SA.	Government Communication Strategies during Coronavirus Pandemic: United Arab Emirates Lessons	2020	Journal of Health Management	0.6	Q3	EAU	Mixed method study	NA	NA	General population	No	NA	One-to-many communication	Pandemic	Response	To depict and explore the United Arab Emirates government communication scenario in tackling the COVID-19 pandemic as well as look at the types of strategies, information and messages delivered via digital mediums	UAE Government	A qualitative analysis of two government bodies' digital platforms: 'The Ministry of Health and Prevention' (moh.gov) and 'Crisis and Disasters Management Authority'	UAE followed the international standards and also took into account its own political, economic, social and cultural features. The UAE government used many strategies to inform and convince people including clarification of measures strategy, reassurance strategy, ambiguity reduction strategy, behaviour efficacy strategy, correcting misinformation and rumours, advising strategy.
#1	10.1177/0972063420935659	Purohit N, Mehta S.	Risk Communication Initiatives amid COVID-19 in India: Analyzing Message Effectiveness of Videos on National Television	2020	Journal of Health Management	0.6	Q3	India	Mixed method study	1,5	NA	General population	Yes	NA	Traditional media (newspaper, TV, magazines, etc.)	Pandemic	Response	To analyse the presentation characteristics such as timing, duration, language, character, format and content of communication messages on COVID-19 aired via videos on national television under communication initiatives of the Government of India.	National Television by Indian Public Service Broadcaster and Ministry of Health and Family Welfare	Television video	Videos scored 79% overall effectiveness against Seeger's 9 constructs of emergency risk communication. Strengths: clarity, consistency, timeliness, actionable messages. Weaknesses: insufficient tailoring to cultural context (e.g., concept of social distancing), limited acknowledgment of evolving science. Wide reach via national TV during lockdown maximized exposure. Inclusion of celebrities (Amithabh Bachchan, PM Modi) and animation enhanced engagement.
#8	10.1177/0972063421994943	Gupta D, Jai PH, Yadav JS.	Strategic Communication in Health and Development: Concepts, Applications and Programming	2021	Journal of Health Management	0.6	Q3	NA	Narrative review and theoretical framework	NA	NA	General population	No	NA	Social media	Pandemic	Response	To analyse and conceptualize the role of strategic health communication in disease control and development, highlighting risk communication and community engagement for crises such as COVID-19	Media, Government, International organizations, local groups and experts	Traditional media, Social media, Interpersonal communication, advocacy of the interested communities, Video or text materials	A well-informed and a responsive communication strategy would seek to translate the scientific findings and probabilistic risk assessment into understandable terms; explain the uncertainty ranges, knowledge gaps and ongoing research programs; address the issue of building credibility and trust; understand the public's framing of the risk issues; acknowledge the specific questions that arise in the domain (public's perception); and analyse the conditions needed for allowing the public to acquire needed information, skills and participatory opportunities and ownership. In addition, based on the analysis of various research studies on outcomes of risk communication, it can be easily construed that the success of risk communication is dependent on: (a) the timeliness of the communication; (b) simplicity, directness and consistency of the message; (c) appropriateness of the channels of dissemination; (d) transparency of the information; and (e) public faith in the communicator.

42	10.1177/00221678221144954	Truong JM, Meyer LG, Kairiwe G, Cory C, Dennyeth T, Williams R, Jackson J, Clement W, Collins J, Gettes A, Haiguan G, Kulaqi J, Ledema D, Levy S, Maroof H, Perez V, Prete K, Schium K, Tompkins C, Vital R, Zamora S, Jehn M.	Developing an Equitable COVID-19 Pandemic Response: Lessons Learned From a Multisectoral Public Health Partnership in Guadalupe, Arizona	2023	Journal of Humanistic Psychology	1.1	Q1	US	Mixed method study	18	572	Minorities	No	NA	One-to-many communication	Pandemic	Response	To reduce community transmission of COVID-19 and improve equitable access to testing, vaccination, and support services through a culturally sensitive, community-driven response in a vulnerable population.	Town of Guadalupe (ToG), Pascua Yaqui Tribe (PTY), Native Health, Arizona State University Student Outbreak Response Team	Risk communication (PSAs, flyers, social media)	COVID-19 case rates significantly decreased, vaccine uptake increased (from <20% to >40%), and trust was built through culturally tailored communication and services, demonstrating the effectiveness of community-embedded strategies.
#	10.1177/0268396220929258	Mirbabaei M, Bunker D, Stieglitz S, Marx J, Ehnis C.	Social media in times of crisis: Learning from Hurricane Harvey for the coronavirus disease 2019 pandemic response	2020	Journal of Information Technology	5.4	Q1	Germany, Australia	Mixed method study	NA	NA	General population	No	NA	Social media	Environment (flood, earthquake)	Response	We seek to understand the potential impact of sense-giving from Twitter crisis communication generated during the Hurricane Harvey disaster event. Social network and content analyses performed with a dataset of 9,114,463 tweets yielded insights into how sense-giving occurs during a large-scale disaster event. The concept of sense-giving, originating from organisational theory, is used to explain the mechanisms behind interlateral information provision that fosters collective meaning creation.	Emergency management agencies, Media organisations, Political groups, Individuals (including celebrities)	Twitterers	We have applied the concept of sense-giving to the realm of social media crisis communication through analysing the characteristics of the most influential roles which communicated during Hurricane Harvey on Twitter. Network and content analysis were characteristics these influential roles have in common. Both, network roles and content authority, are essential factors for sense-giving. Our findings are highly relevant for a number of reasons in view of the current ongoing COVID-19 crisis.
#	10.1108/KM-06-2020-0492	Ruiu ML, Ragnedda M, Ruiu G.	Similarities and differences in managing the Covid-19 crisis and climate change risk	2020	Journal of Knowledge Management	9.5	Q1	UK, Italy	Narrative review and theoretical framework	1,3	NA	General population	No	NA	One-to-many communication	Climate change	Response	To investigate both similarities and differences between two global threats represented by climate change (CC) and Covid-19 (CV) and which elements make CV restrictions acceptable and CC restrictions not acceptable.	Reports released by the World Health Organisation	Informations on CV and CC	While in the case of CV political and scientific interpretations have progressively converged into a dominant communication that provides specific motivations to accept behavioural changes at all levels, this has not happened in CC-risk communication. Both CC and CV represent invisible threats. However, despite its invisibility, the CV threat has become concrete because its characterisation as global pandemic. The CV shows that the interplay between a constellation of actors (including the media) at all levels is fundamental to enhance personal responses.
1	10.1515/fass-2020-060401	Opeyemi Oyebede O, Omotayo Okeola S	IFake Responsibility: Non-Verbal Modes as Discursive Strategies in Managing Covid-19 Public Health Crisis	2020	Journal of Language and Semiotic Studies	NA	Q1	Nigeria	Narrative review and theoretical framework	4	NA	General population	No	NA	Graphic and Promotional Materials	Pandemic	Response	Analyze non-verbal communication strategies used during COVID-19 to raise awareness, depict symptoms, and promote preventive measures. It examines how semantic resources were strategically used to enhance message clarity and public engagement in managing the health crisis.	Government and international brands	Non-verbal communication strategies	The study highlights how narrative images and action processes effectively conveyed expected behaviors. Non-verbal communication played a crucial role in disseminating clear and inclusive health messages, minimizing ambiguity regardless of sociocultural differences. The findings indicate that non-verbal communication played a crucial role in disseminating clear and inclusive health messages.
22	10.2196/27283	Siedzikowski S, Noël LP, Moynihan SA, Robin M.	Chloe for COVID-19: Evolution of an intelligent conversational agent to address infodemic management needs during the COVID-19 pandemic	2021	JMIR	6.0	Q1	Canada	Narrative review and theoretical framework	4	73000	General population	No	NA	Small-group communication	Pandemic	Response	To provide Canadians with free, accurate, and localized information about COVID-19 through an AI-powered chatbot. It aimed to reduce misinformation, support public health hotlines, and guide users toward appropriate actions.	Dialogue Health Technologies Inc. (Canadian digital health company)	AI chatbot with five key features: Self-assessment tool FAQ section QA conversational model Testing site navigation Daily self-health check	The chatbot effectively addressed public health information gaps during the pandemic's first wave, reaching over 73,000 users. It demonstrated the feasibility of rapid digital health interventions to manage infodemics and support healthcare systems.
#	10.2196/18796	Liao Q, Yuan J, Dong M, Yang L, Fielding R, Lam WW.	Public Engagement and Government Responsiveness in the Communications About COVID-19 During the Early Epidemic Stage in China: Infodemiology Study on Social Media Data	2020	JMIR	6.0	Q1	China	Retrospective observational studies (i.e. case control)	2	NA	General population	No	NA	Social media	Pandemic	Response	This study examined public engagement and government responsiveness in the communications about COVID-19 during the early epidemic stage based on an analysis of data from Sina Weibo, a major social media platform in China.	Government agency accounts on Sina Weibo and the National Health Commission of China	Information communicated during the early phase of the pandemic	The public seemed to respond earlier to the outbreak of COVID-19 online than government agencies. Online users generally had low engagement with posts relevant to COVID-19 from government agency accounts. The Chinese government agencies' use of social media for outbreak communications remained limited to providing knowledge and information to the public. As more people are affected, the government may adopt a more empathic communication style to address public emotional response.
34	10.4103/jnm.jnm.109.20	Alfadda AA, Albilali A, Alqurtas E, Alharbi A, Ekhtaimy A, Muayyil T, Bedaiwi M, Bary M, Azzam N, Aljebreen A.	COVID-19 Pandemic Preparedness and Mitigation Plan: Department of Internal Medicine Experience From a Clinical Perspective	2021	Journal of Nature and Science of Medicine	NA	Q3	Saudi Arabia	Narrative review and theoretical framework	7	NA	Healthcare Workers	No	NA	One-to-many communication	Pandemic	Preparedness	To document the preparedness and mitigation measures taken by the Department of Internal Medicine during the COVID-19 outbreak	COVID-19 taskforce at King Saud University Medical City	Establishment of COVID-19 taskforce Telemedicine for outpatients PPE training and fit testing for HCWs Task-shifting and reorganization of workflows Strict triage and admission protocols Infection control reinforcement in endoscopy, dialysis, oncology, immunocompromised patients	Workflow organization, use of telehealth, and interdepartmental coordination
#	10.9734/PR/2021/3341832372	Yemer DB, Desta MA, Workie MB, Wondim GO, Dawud HY, Kululo NW.	Social Media Platforms to Combat COVID-19 Pandemic in Ethiopia	2020	Journal of Pharmaceutical Research International	NA	NA	Ethiopia	Mixed method study	7	255	General population	No	NA	Social media	Pandemic	Response	The aim of this study was to assess social media platforms to combat coronavirus pandemic in Ethiopia for need based communication to address COVID-19 information and to control infodemic/information.	Ministry of Health (MOH) and Ethiopian Public Health Institute (EPHI)	Share of information related to COVID-19 to combat the pandemic	MOH and EPHI used social media platforms such as Facebook, Twitter, YouTube, Telegram and Weibo to combat COVID-19 in Ethiopia. The respondents of this study had a moderate social media usage to grasp COVID-19 information and to interact with their friends. The platforms, which were set by MOH and EPHI, sent medical information to create awareness about COVID-19. Besides, the platforms help to struggle the infodemic and unscientific information that arise from de-central source of information in anonymous source.
29	10.1002/ps.2894	Annareddy RPR, Suresh S, Khanderi V.	Covid-19 communication in emerging markets—Not viral enough?	2023	Journal of Public Affairs	1.8	Q2	India	Mixed method study	3	Round 1: 4590; Round 2: 5006, Round 3: 5200	General population	No	NA	One-to-many communication	Pandemic	Response	This work contributes to the limited literature on the Ecological Model of health promotion and Covid-19 communication. It also adds to the understanding of the less focused rural areas.	Ministry of Health and Family Welfare (MoHFW)	We qualitatively analyzed the information and reference material provided on the website. There were two categories of awareness materials: (1) posters and documents, (2) audio-visual (AV) material.	Analyzing the public awareness content disseminated by the Ministry of Health and Family Welfare we showed that vaccines, masking, distancing, hand hygiene (washing), covering (face), and so forth, were the most frequently communicated messages. The views on these videos ranged from 5000 to 277,000, with average views of 30,000–40,000 views. Videos in the Hindi (local) language typically had more views than those in English. Most of the videos communicated messages addressing stigma/discrimination and measures to prevent Covid.
#	10.4081/ghis.2023.2673	Ogboke John RO, Saratu BO, Adetula OT, Talabi FA, Oyeola IA, Ajakaiye OOP, Ejim EA.	Nigeria Centre for Disease Control, awareness creation and risk communication of Covid-19 pandemic amongst non-literate population in South-West Nigeria: Lessons for future health campaign	2023	Journal of Public Health in Africa	NA	NA	Nigeria	Narrative review and theoretical framework	NA	NA	Minorities	No	NA	Traditional media (newspaper, TV, magazines, etc.)	Pandemic	Response	to spread awareness of COVID-19 disease and safety protocols in rural areas	NCDC (Nigeria Center for Disease Control)	Jingles and flyers	The use of radio and the local idiom ensured that NCDC achieved its goal of making the non-literate population, the study target, aware of COVID-19 disease.
#	10.1057/s41271-020-00247-w	Mheidly N, Fares J.	Leveraging media and health communication strategies to overcome the COVID-19 infodemic	2020	Journal of Public Health Policy	1.9	Q2	Lebanon, US	Narrative review and theoretical framework	NA	NA	General population	No	NA	Traditional media (newspaper, TV, magazines, etc.)	Pandemic	Response	To discuss the implications of the COVID-19 infodemic and explore practical ways to leverage health communication strategies to overcome it	investigators	12-item Infodemic Response Checklist (Recommendations)	the "Infodemic Response Checklist" is proposed as a comprehensive tool to overcome the challenges posed by the current and any future infodemics.
4	10.1109/SSC/550451.2021.9680089	Keyijwal M, Fang G, Zhou Y.	A Feasibility Study of Open-Source Sentiment Analysis and Text Classification Systems on Disaster-Specific Social Media Data	2021	Journal of Risk Research	1.7	Q1	US	Retrospective observational studies (i.e. case control)	NA	NA	General population	No	NA	Social media	Environment (flood, earthquake)	Post-emergence	To understand if technology, especially the augmented AI, is truly useful on real-world crisis datasets to yield useful insights that could be helpful to first-responders.	People after a disaster (Sentiment analysis)	Social media posts	While insights can be obtained with relatively low effort, some caveats and best practices do apply, and sentiment analysis results (in particular) are not always consistent.

#1	10.1080/13668877.2022.2049621	Wang H, Xiong L, Wang C, Chen N.	Understanding Chinese mobile social media users' communication behavior during public health emergencies	2022	Journal of Risk Research	1.7	Q1	China	Cross sectional	6	2074	General population	Yes	NA	Social media	Pandemic	Response	To examine what are the communication behaviors prevalent on social media during the COVID pandemic and how the risk culture and censorship influences it	The investigators	Internet survey	The study points out that Chinese mobile social media users obtain information about the pandemic mainly from TV news (81%), mobile social media (78%), and text message alerts (54%), only 18% of respondents have downloaded an emergency services-related app; this is in line with the expectation of the state-oriented risk culture, wherein citizens' strongly rely on the emergency agencies and the state to provide emergency rescue. Chinese citizens mainly used WeChat, Sina Weibo, TikTok, and QQ; many respondents often utilize mobile social media to communicate with their friends in daily life. With the improvement of citizens' crisis awareness and media literacy, Chinese mobile social media users are inclined to utilize mobile social media and emergency management apps in the future, to exchange emergency-related information during public health emergencies
46	10.17576/JKMIC-2023-3964-07	Musdalifah FS, Nasyaya A, Santoso AD.	Digital Voices in Early Days: Analysing Local Government Social Media Approaches to Risk Communication During the Initial Stages of the COVID-19 Pandemic in Indonesia	2023	Jurnal Komunikasi: Malaysian Journal of Communication	1.0	Q3	Indonesia	Cross sectional	6	NA	General population	No	NA	Small-group communication	Pandemic	Response	To evaluate the communication strategies used by local governments in Indonesia during the early stages of COVID-19 on Twitter, and to analyze their effectiveness in promoting public engagement and disseminating health information.	Local governments (municipal administrations)	Dissemination of COVID-19 information on Twitter: Medical info, symptoms, protocols Case numbers and updates Vaccination/treatment availability Policy and restriction announcements Awareness campaigns, myths vs facts Testimonials from patients/HCWs Aid distribution, emotional support, collaborations	Local governments used varied communication strategies, including educational content, updates, and emotional support. Effective content led to higher public engagement, though gaps in interactivity and consistency were noted.
#1 4		Atarodi A, Dastani M, Ghorbani M, Atarodi A.	The Role of Mass Media and Social Media in Developing Awareness of Self-Care Behavior against the Outbreak of Covid-19	2021	Library Philosophy and Practice (e-journal)	NA	NA	Iran	Cross sectional	0,6	500	General population	Yes	Various age groups, majority between 20-50 years	One-to-many communication	Pandemic	Response	To examine the impact of mass media and social media in raising awareness and promoting self-care behaviors during the COVID-19 outbreak	Health authorities, media organizations, local community leaders	Surveys, digital engagement strategies, mass media campaigns	Mass media had a higher usage rate (5.3 hours/day) than social media (4.8 hours/day), but social media was slightly more effective in disseminating self-care awareness. Women exhibited higher self-care behavior changes than men.
#1	10.7358/jcm-2022-002-edt	Paganoni MC, Osiejewicz J.	Understanding COVID-19 Communication: Linguistic and Discursive Perspectives	2022	Lingue Culture Mediations / Languages Cultures Mediation	NA	Q4	EU, UK	Narrative review and theoretical framework	10	NA	General population	No	NA	Social media	Pandemic	Preparedness	To analyze linguistic strategies and discursive constructions in COVID-19 communication, identifying challenges and improvements for future crises	Government institutions, public health organizations, media, and global entities	Analysis of communication campaigns, media messaging, legal language, and public health guidelines	Identified critical linguistic patterns, including metaphors, neologisms, and framing effects, with a focus on promoting resilience and addressing challenges like hate speech, misinformation, and legal barriers
72	10.1080/10410236.2024.2343463	Yu X, Wang L.	Framing Celebrity Scientists: How Chinese Media Represented Scientific Authority during the COVID-19 Pandemic	2023	Media, Culture & Society	3.3	Q1	China	Prospective observational study	12	NA	General population	No	NA	Social media	Pandemic	Preparedness	To explore how celebrity scientists were framed by Chinese media to establish scientific authority and trust during the COVID-19 pandemic	Chinese media	Online news articles, media campaigns, and expert interviews	Found that celebrity scientists were portrayed as trustworthy authorities, emphasizing their professional credentials and contributions to COVID-19 prevention. Framing strategies aimed to foster public trust in science.
#1	10.4103/MBLMBL_26_20	Shrivastava SR, Shrivastava PS.	Planning and Implementation of Risk Communication and Community Engagement Action Plan in the Battle against COVID-19 Pandemic	2020	Medical Journal of Babylon	NA	NA	India	Narrative review and theoretical framework	3	NA	General population	No	NA	One-to-many communication	Pandemic	Preparedness	To establish risk communication mechanisms and ensure effective planning, implementation, and monitoring of public health measures	Public health authorities and community representatives	Risk communication strategies, feedback mechanisms, and evaluation of communication outcomes	Emphasized the importance of tailoring communication strategies to the needs of vulnerable groups and ensuring resources for implementation. Improved cooperation and health-seeking behaviors in communities were observed.
36	10.3390/microorganisms10091864	Pediconi O, D'Albenzio S, Gekirizali G, Calisti P, Georgiev M.	Crisis Preparedness Exercise on Rift Valley Fever Introduction into Europe under a One Health Approach	2022	Microorganisms	4.2	Q1	Italy, Spain, Portugal, France, Greece, Albania, Croatia, Montenegro, Turkey	Prospective observational study	12	30	Other professionals	No	NA	Simulation	Outbreak	Response	To strengthen networks for rapid risk assessment, crisis management, and communication during zoonotic outbreaks using the One Health approach	EFSA and IZSAM (teramo)	eLearning courses, fictional case studies, webinars, and interactive group discussions	Highlighted the importance of multisectoral collaboration and data sharing. Participants appreciated the training and provided feedback to improve future exercises. The One Health approach was emphasized for crisis management.
21	10.1038/s41748-020-0280-0	Miner AS, Laranjo L, Kocaballi AB.	Chatbots in the fight against the COVID-19 pandemic	2020	NPI Digital Medicine	15.1	Q1	US, Australia	Narrative review and theoretical framework	NA	NA	General population	No	NA	One-to-many communication	Pandemic	Response	To provide through chatbots reliable and up-to-date information about COVID-19, encouraging desired health impacting behaviors, and lessening the psychological damage caused by fear and isolation	a chatbot	evidence-based information on the pandemic and encouraging desired health impacting behaviors	If designed effectively, chatbots may help prevent misinformation, aid in symptom detection, engender infection-limiting behaviors, and lessen the mental health burden of pandemic response
83	10.1108/OIR-09-2020-0416	Syn SY.	Health information communication during a pandemic crisis: analysis of CDC Facebook Page during COVID-19	2021	Online Information Review	3.5	Q1	US	Cross sectional	6	NA	General population	No	NA	Social media	Pandemic	Response	To investigate the Centers for Disease Control and Prevention (CDC) Facebook Page to examine what kinds of information is shared to public using Facebook and how Facebook users share and engage with information during a health crisis situation with a case of the COVID-19 pandemic.	Centers for Disease Control and Prevention (CDC) Facebook Page	Facebook Posts	The findings show that the type of posts have significant association with COVID-19 situation and the level of users' engagement and reactions differs significantly when COVID-19 related information is shared. The findings show that users become more active during health emergency situation. The results provided an insight into how different types of posts gain users' attention and motivation to interact. From the analysis, it was found that users seek for accurate report of the pandemic situation as well as personalized applicable information for healthy actions.
#1	10.1108/OIR-06-2021-0307	Paul S, Das S.	Investigating information dissemination and citizen engagement through government social media during the COVID-19 crisis	2023	Online Information Review	3.5	Q1	India	Prospective observational study	2	79600	General population	No	NA	Social media	Pandemic	Response	The study aimed to evaluate how effectively the Indian government used Twitter to disseminate COVID-19 information and engage citizens. It explored the roles of media richness and dialogic communication in enhancing engagement.	Ministry of Information and Broadcasting	dissemination of COVID-19 updates, guidelines, and awareness messages	Media richness (use of images/videos) positively influenced citizen engagement. However, dialogic elements (like questions or polls) were underused, leading to limited two-way interaction between government and citizens.
#1 3		Khamis RM, Geng Y.	Social Media Usage in Health Communication and Its Implications on Public Health Security: A Case Study of COVID-19 in Zanzibar	2021	Online Journal of Communication and Media Technologies	2.1	Q1	Tanzania	Mixed method study	2	30	Healthcare Workers	No	NA	Social media	Pandemic	Response	To examine how social media was used in health communication and its effects on public health security in Zanzibar	Zanzibar Ministry of Health, journalists, social media influencers, and health professionals	Social media posts, public health campaigns, digital engagement strategies	Social media played a key role in raising awareness about COVID-19, but misinformation and lack of digital literacy posed risks. Online information strongly influenced offline health behaviors in Zanzibar.
#1	10.2471/j.phrp.2023.0095	Balogun BA, Hogden A, Kemp N, Yang L, Agalotis M.	Public health agencies' use of social media for communication during pandemics: a scoping review of the literature	2023	OSONG PUBLIC HEALTH AND RESEARCH PERSPECTIVES	1.6	Q3	NA	Systematic review and Meta-analysis	NA	NA	General population	No	NA	Social media	Pandemic	Response	To identify factors influencing the effectiveness of pandemic-related health messages shared by PHAs on social media and to report their impact on public engagement as documented in the literature.	Public health agencies (PHAs)	Social media messages	This scoping literature review aimed to identify and synthesize the variables that influence the effectiveness of PHAs health messages on their social media accounts during pandemics. Our review categorized these variables into 6 themes: origin of health information, topical issues discussed, structure and style of messaging, timeliness and relevance, content credibility and reliability, and diversity of platforms and audience profiles. These factors can be considered by PHAs when using their social media accounts for effective pandemic-related health communication. However, we identified a significant research gap in determining the relative importance of these variables.
#1	10.24135/jpr.v26i2.1135	Sadasri LM.	Micro-celebrity participation and risk communication in Indonesia A content analysis of @dr.irta and @racheliwenty Instagram posts during the COVID-19 pandemic	2020	Pacific Journalism Review	0.6	Q3	Indonesia	Mixed method study	1	NA	General population	No	NA	Social media	Pandemic	Response	To analyse the practice of the Indonesian government's agency using micro-celebrity to deploy a risk communication frame and the delivery of the message by a celebrated person.	Two micro-celebrities on Instagram	Information on the pandemic	Dissemination of information about COVID-19 that ran through influencers with different backgrounds offers very different perspectives, even though they are united under one body of BNPB (Badan Nasional Penanggulangan Bencana; officially National Disaster Management Authority)
#1	10.11604/panj.supp.2019.33.2.16877	Sumo J, George G, Weah V, Skrip L, Rude JM, Clement P, Naeime JD, Luwaga L, Okeibunor JC, Talisuna A, Yahaya AA, Rajatonirina S, Fallah M, Nyenswah T, Dahin B, Gasasira A, Fall IS.	Risk communication during disease outbreak response in post-Ebola Liberia: experiences in Sinoe and Grand Kru counties	2019	Pan African Medical Journal	1.0	Q3	Liberia	Retrospective observational studies (i.e. case control)	NA	36,891	Specific communities	No	NA	One-to-many communication	Outbreak	Preparedness	To document risk communication experiences in the post-ebola meningococcal septicemia and meningitis outbreaks in Sinoe and Grand Kru counties, in Liberia.	County Incident Management Systems	Factsheets and audios messages	There was increased trust and adherence to health advice including prompt reporting of sick people to the nearest health facility in the two counties. Risk communication and health promotion encouraged community support and involvement in any response to public threats and events.

#	10.1016/j.pcc.2023.107813	Rubineti S, Hüfner C, Fiordelli M, Ott A, Dvlnani N.	Institutional crisis communication during the COVID-19 pandemic in Switzerland. A qualitative study of the experiences of representatives of public health organizations	2023	Patient Education and Counseling	3.1	Q1	Switzerland	Mixed method study	8	25	Policy maker	Yes	49.5	Small-group communication	Pandemic	Response	To identify the main challenges faced by individuals involved in public communication in key Swiss health organizations	Swiss public health institutions at federal and cantonal level (health departments, cantonal doctors, communication officers, national COVID-19 task force)	Institutional crisis communication: interviews reveal challenges (organizational, public-related, environmental) and facilitators (collaboration, improved messaging, infodemic management, media partnerships)	The study found that although lack of resources to adequately deal with the extraordinary situation was an issue, the main obstacle to public communication seems to have been related to the lack of specific skills needed to make the institutions' voices heard in the information landscape of the time and organizational rigidity that failed to adapt quickly to the evolving situation. Low levels of trust in institutions and their limited health and scientific literacy, sometimes leading to unrealistic expectations and reduced compliance with recommendations were the main problems in dealing with the public. Environmental problems were information from other cantons and countries creating confusion among the public and the media coverage that can help spreading misinformation.
23	10.1371/journal.pone.0256708	Sinclair AH, Taylor ME, Brandel-Tanis F, Davidson A, Chande AT, Rishshaw L, Andris C, Adcock RA, Wetzl JS, Samanez-Larkin GR, Beckett SJ.	Communicating COVID-19 exposure risk with an interactive website counteracts risk misestimation	2023	PLoS ONE	2.6	Q1	US	Prospective observational study	4	170000	General population	Yes	18-88	One-to-many communication	Pandemic	Response	To evaluate if an interactive website providing localized COVID-19 exposure risk information can reduce risk misestimation and promote safer behaviors during the pandemic.	Duke University and Georgia Institute of Technology, supported by the Centers for Disease Control and Prevention (CDC)	Interactive online tools: Risk map by county and event size Risk context scenarios Risk quiz with accuracy feedback Demographics + political engagement analysis	The intervention successfully reduced participants' willingness to attend risky events, especially among those who underestimated risk. The tool improved risk awareness and highlighted political differences in engagement and response to risk information.
#	10.1371/journal.pone.0257995	Bernardin A, Martinez AJ, Perez-Acote T.	On the effectiveness of communication strategies as non-pharmaceutical interventions to tackle epidemics	2021	PLoS ONE	2.6	Q1	West Africa	Experimental studies including RCTs	24	NA	General population	No	NA	One-to-many communication	Outbreak	Response	To investigate how different communication strategies, extending from local to global ones, may produce a quantifiable effect in the outcome of the spreading of an infectious disease.	Central entity corresponding to a global source of information, individual interaction, which is a local source and when agents get infected and hence, they become informed	Strategy I: Daily info to a fraction of the population Strategy II: Info to all population every 1 days Strategy III: Daily info to all population but starting with delay 5 days Comparison with only local communication	Our results show a remarkable difference in the impact of the epidemic when we compare a population not informed at all against a small fraction of informed population. Our results show that it is preferable to have a communication strategy delivering daily messages than the delivery of prompt information, as soon as possible. Considering the dynamics of local communication, we show that the initial number of informed agents is irrelevant to the output of an epidemic when new information is not entering frequently into the system. Moreover, for some societies, local communication between agents plays an important role when the information entering into the system is scarce, becoming irrelevant when a large portion of information is regularly coming from a central entity.
#	10.1371/journal.pone.0256113	Scholz J, Wetzler W, Licht A, Heintzmann R, Scherag A, Weis S, Patz M, Betsch C, Bauer M, Dickmann P, CoNAN study group.	The role of risk communication in public health interventions. An analysis of risk communication for a community quarantine in Germany to curb the SARS-CoV-2 pandemic	2021	PLoS ONE	2.6	Q1	Germany	Cross sectional	0.5	289	General population	Yes	56	Small-group communication	Pandemic	Response	To investigate risk communication during a community quarantine, identify factors influencing acceptance/compliance, and understand how information channels shaped behavior	Public health authorities	Only unidirectional communication channels (loudspeakers, flyers) were used Higher information level correlated with higher acceptance and compliance TV remained main info source; limited direct contact with authorities Concerns focused on family health (86.2%) and personal health (64%) Many avoided certain places/people even after quarantine lifted	73% reported good information level 73.4% approved of quarantine 75.1% reported compliance Higher information level correlated with higher acceptance and compliance TV remained main info source; limited direct contact with authorities Concerns focused on family health (86.2%) and personal health (64%) Many avoided certain places/people even after quarantine lifted
32	10.1515/potc-2023-0012	Kassen M.	Covid-19 Pandemic and Digital Public Awareness Platforms: Strategies, Solutions, and Tools of Communication and e-Government Data Management	2023	Perservation, Digital Technology and Culture	0.9	Q1	UAE, UK, South Korea, Singapore, Germany, New Zealand	Systematic review and Meta-analysis	NA	NA	General population	No	NA	One-to-many communication	Pandemic	Response	To analyze how national governments utilized digital public awareness platforms and strategies to increase public knowledge and participation during the Covid-19 pandemic, enhancing transparency, data sharing, and crisis communication	Government Agencies of different Countries	Digital platforms offering Precaution guidelines Symptom checkers & testing info Financial support tools Psychological help resources Fake news/disinformation alerts Lockdown measures info Data dashboards, APIs, open datasets	The effectiveness of digital platforms in spreading accurate information and supporting crisis response, including improved access to preventive guidelines, symptom tracking tools, financial/psychological aid, and counter-disinformation mechanisms.
58	10.5888/potc17.200408	Brewer LC, Asiedu GB, Jones C, Richard M, Erickson J, Weis J, Abbenyi A, Brockman TA, Sia IG, Wieland ML, White RO, Doubeni CA.	Emergency Preparedness and Risk Communication Among African American Churches: Leveraging a Community-Based Participatory Research Partnership COVID-19 Initiative	2020	Preventing Chronic Disease	3.9	Q1	US	Narrative review and theoretical framework	2	12000 through email, 6539 through Facebook posts	Specific communities	No	NA	One-to-many communication	Pandemic	Response	The purpose of the COVID-19 response project was to promote emergency preparedness during the pandemic among African American churches	Mayo Clinic, Rochester, Minnesota	Information on the pandemic through emergency preparedness manuals, emails, and social media	The study lacks measures of effect on individual behavior change in COVID-19 preventive measures as a direct result of viewing the intervention materials. 6,539 persons viewed content of Facebook posts and 1,260 interventions were found.
96	10.2151/jppm.19(1).2021.21	Herman A.	Indonesian government's public communication management during a pandemic	2021	Problems and Perspectives in Management	NA	Q2	Indonesia	Prospective observational study	5	268	General population	No	NA	One-to-many communication	Pandemic	Response	To evaluate the effectiveness of the Indonesian government's public communication during the COVID-19 pandemic, focusing on message coherence, public trust, and media influence.	Indonesian Government	Press briefings, statements by officials, use of mass/electronic/social media	The study found ineffective public communication by the Indonesian government during COVID-19, with inconsistent messaging, low trust, and misinformation spread via social media. It recommends centralized communication, a spokesperson, and better media regulation to improve crisis response.
#	10.1590/0103-6513.20220034	de Oliveira FN, Eckhardt D, Leiras A, Gonçalves P, de Brito I, Yoshizaki HTY, Pedrosa FF.	Toward the development of a Preparedness and Response Protocol for epidemics and pandemics	2023	Production	NA	Q3	Brazil	Mixed method study	3	19	Other professionals	No	NA	One-to-many communication	Pandemic	Response	To analyze preparedness and response for epidemics and pandemics, taking as reference the COVID-19 pandemic, to provide a foundation for developing a preparedness and response protocol to guide Civil Defenses fighting against health threats.	Brazilian Civil Defenses,	Awareness and training (campaigns, hygiene practices, volunteer management) Surveillance (monitoring systems, information about infected people) Information and communication (dissemination of accurate information, media coordination) Logistics and supplies (storage, distribution of PPE, food, medicines, transport, shelters)	In the case of infectious diseases, critical information that should be shared with the population includes: • Disease statistics (total infected, deaths, and recovered); • Restrictive measures (social distancing, lockdown policies); • Preventive measures (use of personal protective equipment, hygiene, and health procedures); • Rapid testing sites; • Vaccination (target population, vaccination centers).

35	10.1016/j.pdisas.2020.100109	Chatterjee R, Bajwa S, Dwivedi D, Kanji R, Ahmed M, Shaw R.	COVID-19 Risk Assessment Tool: Dual application of risk communication and risk governance	2020	Progress in Disaster Science	3.8	Q1	India	Cross sectional	1	1293	General population	No	0-4: 5 :10-39: 853; 40-49: 202; 50-59: 126; 60-69: 62; 70-79: 38; 80 & above: 7	Social media	Pandemic	Response	The paper discusses the importance of the Risk Assessment Tool for awareness generation and decision making. Further, the datasets generated through the tool have been analysed to understand the key intervention areas for COVID-19 response and management. The COVID-19 Risk Assessment Tool is a simple online tool which can be used to assess the risk based on multiple linked factors. The main features of the tool are that it is simple and free to use. The tool preliminarily includes questions related to awareness behaviour of the user in order to inculcate awareness. Key questions on whether social distancing is being maintained reiterate the importance of such measures. The tool ensures the implementation of risk communication to the end users. Further, the tool presents the analysis of risk in a visual format which is more appealing to the people. The tool assesses the prevalence of co-morbidities in the users which might increase their risk.	RKA India (Indian based social entrepreneurship start up, which works on disaster risk reduction, environmental management and sustainable development)	The assessment tool allows the users to take adequate measures with respect to the risk outcomes of high, moderate and low. The assessment tool also allows the measurement of risk perception through the level of anxiety shown by the user in the current scenario. The Risk Assessment Tool fights the infodemic. It shares the personalized risk assessment information. The data analysis can also provide insights into how many people are taking hand-washing seriously. It can detect the need for mental health risk assessment through anxiety level. The tool is a low-cost technology-based solution to provide assessment of individual risk as well as increase community awareness. The tool is customizable in various	The COVID-19 Risk Assessment tool is aimed at awareness generation, risk communication and aiding in decision-making. Most respondents were aged 10-39, reflecting the high accessibility of mobile devices among younger individuals. 12 respondents were in the high-risk category, primarily older males with comorbidities; females were at lower risk overall. High compliance with mask use (88%) and sanitization (87%), though only 63% sanitized before face-touching. Social distancing compliance was at 88%, but further improvement is needed. Higher anxiety was reported in high-risk groups.
15	10.1016/j.puhe.2023.12.023	Coombs NM, Porter JE, Barbaggio M.	An exploration of the influencing factors for effective public health messaging during disasters: a scoping review	2024	Public Health	3.2	Q1	NA	Systematic review and Meta-analysis	1	NA	General population	No	NA	NA	Environment (flood, earthquake)	Response	Explore the literature in relation to any influencing factors in how public health messages are being provided or perceived during disaster.	People in authority/government, health experts	Alignment of visual, audio, and printed information	Evidence suggests that communication strategies, such as audience collaboration, trusted sources, quality and quantity of information, and a multi-modal approach, are required to influence compliance whilst avoiding public panic and confusion.
#	10.1016/j.puhe.2023.10.024	Cardwell K, Cyne B, Broderick N, Tyner B, Masukume G, Lakin L, McManus L, Carrigan M, Sharp M, Smith SM, Harrington P, Connolly M, Ryan M, O'Neill M.	Lessons learnt from the COVID-19 pandemic in selected countries to inform strengthening of public health systems: a qualitative study	2023	Public Health	3.2	Q1	Australia, Canada, Denmark, Finland, Netherlands, New Zealand, Norway, Sweden, UK	Systematic review and Meta-analysis	2	NA	General population	No	NA	Traditional media (newspaper, TV, magazines, etc.)	Pandemic	Response	dissemination of public health information during the covid-19 pandemic through information campaigns and websites dedicated to COVID-19 in order to provide up-to-date information	Communication officers within public health agencies	information campaigns and dedicated COVID-19 websites	Key areas of consideration for effective communication are the importance of clear communication strategies and monitoring systems to manage infodemics that is related to increased risk-taking, uncertainty, and mistrust of health authorities and governments.
#	10.1016/j.puhe.2021.01.028	Zhang T, Robin C, Cai S, Sawyer C, Rice W, Smith LE, Amiot R, Rubin GI, Reynolds R, Yardley L, Hickman M, Oliver I, Lambert H.	Public health information on COVID-19 for international travellers: lessons learned from a mixed-method evaluation	2021	Public Health	3.2	Q1	UK	Mixed method study	0,25	117	General population	No	Mean = 53	One-to-many communication	Pandemic	Response	We aimed to rapidly evaluate the impact and effectiveness of these communication materials for passengers in the early stages of the pandemic.	The Airport Public Health Monitoring Operations Centre	Message, poster and leaflets	Most could identify the recommended actions and found the advice understandable and trustworthy. Interviews revealed that passengers shared concerns about the lack of wider official action, and that passengers' knowledge had been acquired elsewhere as much from PHE. PHE COVID-19 public health information was perceived as clear and acceptable, but we found that passengers acquired knowledge from various sources and they saw the provision of information alone on arrival as an insufficient official response.
#	10.1016/j.puhe.2023.03.019	Heuss SC, Zachlod C, Miller BT.	Social media? How Swiss hospitals used social media platforms during the early months of the COVID-19 pandemic crisis	2023	Public Health	3.2	Q1	Switzerland	Retrospective observational studies (i.e. case control)	5	NA	General population	No	NA	Social media	Pandemic	Response	to share information on the illness, the vaccination, children and COVID-19.	Swiss Hospitals	tweets/facebook posts	University hospitals published much more on Twitter than on the other platforms, regional hospitals relied mainly on Facebook. This could be because of usage habits or differently defined target groups.
39	10.1016/j.puph.2023.100394	Kant R, Gupta ED, Sharma LK, Nair S, Bose K, Beg MS, Pal S, Sodhi S, Singh B, Srivastava N, Bhargava B.	Dealing with infodemic during COVID-19 pandemic: Role of effective health communication in facilitating outbreak response & actions – An ICMR experience	2023	Public Health in Practice	1.9	Q2	India	Narrative review and theoretical framework	24	NA	General population	No	NA	One-to-many communication	Pandemic	Response	To recount the communication strategy of the Indian Council of Medical Research, in particular surrounding the fight against misinformation and the vaccination campaign	ICMR	Social media, Printed newsletter, Newspapers	The study relays that the ICMR used an effective strategy through social media and the involvement of personnel specifically dedicated to communication with the general public
#	10.1016/j.puph.2022.100257	Aidekhyet RN, Binkhedr S, Aidekhyet SN, Alhumaid N, Hassounah M, AlMogbel A, Jamal AA.	The Saudi Ministries Twitter communication strategies during the COVID-19 pandemic: A qualitative content analysis study	2022	Public Health in Practice	1.9	Q2	Kingdom of Saudi Arabia	Narrative review and theoretical framework	NA	NA	General population	No	NA	Social media	Pandemic	Response	To examine topics related to COVID-19 posted by Saudi governmental ministries on Twitter, and to understand mechanisms by which the use of Twitter for governmental communication was expected to guide appropriate coordinated actions	KSIA Ministry of Health, Ministry of Interior, Ministry of Education, and the Ministry of Foreign Affairs	Twitter posts	The most common disease related content categories are "Awareness" and "Reports", while the most common categories of non disease-related content are "online learning" and "empowerment", while "symptom" and "treatment" categories were far less common. The prevalence of posts related to disease awareness, disease reports, and empowerment seems to indicate the decision to stimulate public action. The higher consideration for the "online learning" category, along with "empowerment" shows the increased interest in the introduction to the general public of online platforms, and in the mitigation of its psychological effects of the lockdown. Findings indicate that a substantial amount of Tweets, especially in the "empowerment" category, were linked to constructs related to key health behavior theories such as the Health Belief Model, the Social Cognitive Theory, and the Theory of Planned Behavior
62	10.17061/php3022010	Ratzan SC, Sommariva S, Rauh L.	Enhancing global health communication during a crisis: lessons from the COVID-19 pandemic	2020	Public Health Research and Practice	3.4	Q1	US	Narrative review and theoretical framework	NA	NA	General population	No	NA	One-to-many communication	Pandemic	Response	To adapt the checklist for health communication challenges and public health practices 'Addressing Ebola and other outbreaks' created from the WHO in response to mad cow to COVID-19 pandemic.	Public health authorities	Evidence-based information on the pandemic to avoid mis/disinformation	Principles discussed in this article and check-list provided will help build preparedness capacity and offer communication strategies for moving from the acute phase to the "next normal" with likely prevention and societal COVID-19 resilience.
30	10.2147/RMHP.S278234	Zikargie MH.	COVID-19 in Ethiopia: Assessment of How the Ethiopian Government has Executed Administrative Actions and Managed Risk Communications and Community Engagement	2020	Risk Management and Healthcare Policy	2.0	Q2	Ethiopia	Mixed method study	5	NA	General population	No	NA	One-to-many communication	Pandemic	Response	To investigate the Ethiopian government COVID-19 response, particularly the implementation of administrative actions, risk communication, and community engagement	Ethiopian government, Ministry of Health, Ethiopian Public Health Institute (EPHI) and other stakeholders	Risk Communication and Community Engagement (RCCE) strategies, public health responses, quarantine and isolation centers, state of emergency measures	The Ethiopian government employed multiple approaches to tackle COVID-19, including a state of emergency and communication strategies targeting vulnerable groups. However, challenges such as inadequate public knowledge, attitudes, and practices (KAPs) were noted. Despite various efforts, new cases and deaths continue to rise, indicating the need for strengthened communication and engagement strategies.
89	10.2147/RMHP.S317517	Gesser-Edelsburg A.	How to make health and risk communication on social media more "social" during covid-19	2021	Risk Management and Healthcare Policy	2.0	Q2	Israel	Narrative review and theoretical framework	12	NA	General population	No	NA	Social media	Pandemic	Response	To propose strategies for making health organizations' use of social media more "social" by fostering inclusive, transparent, and participatory communication during health emergencies.	Health organizations and government authorities	NA	The paper highlights that current communication practices are often one-way and top-down. It proposes integrative strategies—including citizen science, narrative engagement, and expert diversity—to improve public trust and participation in future health crises.
#	10.2147/RMHP.S265610	O'Sullivan B, Leader J, Couch D, Purnell J.	Rural Pandemic Preparedness: The Risk, Resilience and Response Required of Primary Healthcare	2020	Risk Management and Healthcare Policy	2.0	Q2	Australia, Canada,	Narrative review and theoretical framework	NA	NA	Specific communities	No	NA	Small-group communication	Pandemic	Response	To highlight risks, resilience, and response strategies for rural primary healthcare during pandemics and provide tailored recommendations	Primary healthcare teams, local government, policymakers	Discussion of risk assessment, resilience-building, tailored response models, and support for primary healthcare in rural settings	Recommendations focus on ensuring proper communication, resource allocation, and resilience of healthcare teams
19	10.1177/2056312119859726	Cáceres VM, Goodell I, Shaffner J, Turner A, Jacobs-Wingo J, Koirala S, Molina M, Leding R, Celaya M, McGinnis Pilote K, Garrett Cherry T, Carney J, Johnson K, Daley WR.	Centers for Disease Control and Prevention's Temporary Epidemiology Field Assignment program: Supporting state and local preparedness in the wake of Ebola	2019	SAGE Open Medicine	2.1	Q2	US	Retrospective observational studies (i.e. case control)	24	NA	General population	No	NA	One-to-many communication	Outbreak	Preparedness	To enhance local and state epidemiologic surge capacity during high-consequence events like Ebola and Zika. The program aimed to improve preparedness in surveillance, communication, and health systems through short-term field assignments.	TEFA program to strengthen: Epidemiology & surveillance CDC (Centers for Disease Control and Prevention) Health communications Health systems preparedness Incident management	The TEFA program improved surveillance, communication, and emergency response coordination at the local level. It enabled better preparedness and fostered collaboration between public health and emergency teams during critical outbreaks.	
#	5	Azudi N, Hussin R, Rahman SHA.	Social media approach to crisis communication during the COVID-19 pandemic: A case study of Saudi Arabia	2023	SEARCH Journal of Media and Communication Research	1.1	Q1	Kingdom of Saudi Arabia	Cross sectional	1	5900000	General population	No	NA	Social media	Pandemic	Response	Using the COVID-19 pandemic as a case study, it is important to learn how social media is used to manage crises through communication.	Ministry of Health of the Kingdom of Saudi Arabia	Tweets with Public health messages	The use of Twitter by @SaudiMOH can be considered a wise strategy to communicate news and updates to the public. Accordingly, our results revealed the frequency and reliability with which news and updates were disseminated through social media such as Twitter since the beginning of the pandemic.

10	10.1080/26410397.2023.2260174	Footman K, Page P, Boydell V, McLaren M, Mathune S.	Adapting to a global pandemic: A qualitative assessment of programmatic responses to COVID-19 in the multi-county Women's Integrated Sexual Health (WISH) programme	2023	Sexual and Reproductive Health Matters	2.6	Q1	Sierra Leone, Ethiopia	Mixed method study	8	22	Minorities	No	NA	Social media	Pandemic	Response	To document rapid programmatic changes in response to the COVID-19 pandemic, assess deviations from original plans, and identify lessons learned	WSH program implementing partners, governments, community leaders, and international organizations	Adapted outreach strategies	Achieved high service delivery rates despite challenges, developed innovative approaches, but faced difficulties reaching equity goals and encountered staff burnout
#1	10.7196/SAMJ.2020.v1109.14838	Reddy SP, Senejad R, Mabaso M, Parker S, Naidoo I, Jooste S, Mokhele T, Sifunda S, Zuma K.	South Africans' understanding of and response to the COVID-19 outbreak: An online survey	2020	South African Medical Journal	1.2	Q3	South Africa	Prospective observational study	0.1	55823	General population	Yes	Participants aged 18 and above, most common group: 30-39 years (25.9%)	Social media	Pandemic	Response	To assess South Africans' knowledge, attitudes, and behaviors regarding COVID-19 during the first week of the national lockdown	Human Sciences Research Council (HSRC), South African government	Online survey, government public health announcements, media reports	High knowledge of symptoms (83.4% correctly identified them); 92.9% knew the incubation period; 24.9% perceived themselves at high risk. Trust in government sources was high (72.5%), but misinformation was a concern.
12	10.4102/sajid.v38i1.571	Tumbo JM, Govender I, Nzuavwila DK.	After Action Review of the COVID-19 Pandemic Response in North West Province, South Africa	2023	Southern African Journal of Infectious Diseases	1.3	Q4	South Africa	Mixed method study	26	51	Healthcare Workers	No	NA	Social media	Pandemic	Preparedness	To review and improve the North West Province's COVID-19 response strategies and preparedness for future public health emergencies	North West Department of Health, WHO, NGOs like Right to Care and Aurum Institute	Coordination structures, risk communication strategies, vaccination campaigns, laboratory and case management protocols	Established best practices in coordination, communication, and resource mobilization; identified gaps such as lack of Emergency Operation Centres and delays in vaccine transport and communication tools
13	10.3390/su13052500	Cemicova-Buca M, Palea A.	An Appraisal of Communication Practices Demonstrated by Romanian District Public Health Authorities at the Outbreak of the COVID-19 Pandemic	2021	Sustainability	3.3	Q1	Romania	Narrative review and theoretical framework	2	NA	General population	No	NA	One-to-many communication	Pandemic	Preparedness	To analyse the communicative approach adopted by the Romanian District Public Health Authorities in the first 2 months of the COVID-19 pandemic	15 district of the Romanian Public Health Authorities	Information shared through press and social media about the pandemic	There was no clear communication strategy valid for all the DPHAs and implemented at a national level. A professional training is needed. A strategic approach on behalf of the public health sector is crucial to enhance the preparedness of appropriate institutions to act during emergencies
92	10.1177/20420986231159752	Zuluaga-Arias HP, Alkhakany M, Younus MM, Seltani H, Cano-Rojas A, Al-Zubiedei S, Albalawi WF, Alshammari TM.	Impact of risk communication on patient's safety during the pandemic	2023	Therapeutic Advances in Drug Safety	3.4	Q2	NA	Narrative review and theoretical framework	NA	NA	General population	No	NA	One-to-many communication	Pandemic	Response	To revise the WHO pandemic risk communication strategy, offering new insights and a framework capable of overcoming the challenge faced	WHO	Information on COVID-19, treatments and vaccines	The study shows that one of the most important aspects of any health-related issue is communicating information about both risks and benefits, and that this pandemic has highlighted the importance of PV and how it can be the backbone of risk communication and risk management, allowing Society to obtain information that needs to support evidence-based decision-making
90	10.1177/03611981231168120	Mamin KA, Kayf HM, Sadr AM.	Identifying Crisis Response Communities in Online Social Networks for Compound Disasters: The Case of Hurricane Laura and COVID-19	2023	Transportation Research Record Journal of the Transportation Research Board	1.8	Q2	US	Narrative review and theoretical framework	0.6	NA	General population	No	NA	Social media	Environment (flood, earthquake)	Response	To examine the Twitter information flow by the general public, focusing on the community networks emerging from the engagement records in the context of the double emergency of Hurricane Laura and the COVID pandemic	General Public	Twitter posts	The communities discussed utility outages, seeking assistance, compound disaster, water captivity, fundraising, and returning home; one of the communities that primarily comprised of health and utility systems along with some news media (KATC TV) was found to be the most connected; Sports channels, university clubs, utility systems, weather channels, social organizations, health systems, and online news portals are the most connected and influential nodes in their communities; although emergency management and law enforcement agencies play a critical role in responding to such emergencies, other organizations like academic and sports organization were found more engaged in the network, the most common topic of conversation in each community is utility disruption
#1	10.1016/j.tcr.2021.05.002	Yu J, Liu J, Choi Y.	Review and prospects of strategies and measures for typhoon-related disaster risk reduction under public emergencies in TC region	2021	Tropical Cyclone Research and Review	4.1	Q1	Cambodia, China, Hong Kong, Japan, Lao People's Democratic Republic, Macao, Malaysia, Philippines, Korea, Singapore, Thailand, US, Vietnam	Narrative review and theoretical framework	NA	NA	Other professionals	No	NA	One-to-many communication	Environment (flood, earthquake)	Preparedness	To share the information of the measures dealing with COVID-19 pandemic in TC Members, and the consideration on the future strategy for typhoon-related disaster risk reduction under special onland emergency public situations from not only TC region but also all over the world.	Members of Typhoon Committee	NA	With the development of the situation of outbreak of COVID-19 pandemic and the accumulation of experience, there were numerous practical measures on typhoon-related disaster risk reduction gradually implemented in TC Members and other regional/international agencies. The above-mentioned hydro-meteorological services to COVID-19 pandemic were regarded as one of the most active measures. Most of TC Members have been obeying social distancing rules by engaging workplace, and formulated the guidelines against COVID-19 pandemic and assisted in typhoon refuge based on the new guidelines. And it is recognized that from the practice, the early warning system utilizing home-based observation, community-based modeling system could be alternative instead of dispatching professionals from out of the local community to reduce the possibility of infection; for disseminating typhoon information, the mobile-based reporting system is an efficient way. The concept of multi-hazard impact based forecasting and warning service and the technology of big-data and artificial intelligent (AI) should be applied in NMHS of TC Members to promote the capacity of typhoon-related disaster risk reduction.
37	10.1016/j.vaccine.2024.04.001	Lee N, Hong Y, Kirkpatrick CE, Hu S, Lee S, Hinnant A.	COVID-19 vaccination communication: Effects of vaccine conspiracy beliefs and message framing among black and white participants	2024	Vaccine	3.5	Q1	US	Experimental studies including RCTs	2	821	General population	No	M = 42.48, SD = 13.23	Social media	Pandemic	Response	The aim of this study was (1) to understand how one's vaccine conspiracy beliefs would influence their public health news processing, (2) to examine how specific public health news features (i.e., news frame) would influence message processing, and (3) to examine if there were any differences between Black and White participants in their message processing.	Researchers	Gain- and loss-framed message. The gain frame messages stressed the benefits of receiving a COVID-19 vaccine, including economic and personal financial recovery in America, quarantine exemption, return to normal life, and preservation of personal health. The loss frame messages stressed the negative consequences of not receiving a COVID-19 vaccine, including America's poor economic recovery, quarantine regulations, a delayed return to normal societal activities, and an increased risk of death or long-lasting bad health impacts.	The study analysed how conspiracy beliefs about vaccines influence the response to COVID-19 vaccination communication messages. The results show that, regardless of the level of belief in conspiracy theories, participants responded more favourably to messages with gain frames (i.e. emphasising the benefits of vaccination). Loss frames (i.e. emphasising the negative consequences of not vaccinating, on the other hand, seem to have generated more resistance, especially among those who believe more in conspiracy theories. This could be due to the perception that such messages threaten individual freedom, a particularly sensitive issue in the US during the period of vaccination mandates.
17	10.3390/vaccines9070757	Jin Q, Raza SH, Yousaf M, Zaman U, Siang JMD.	Can Communication Strategies Combat COVID-19 Vaccine Hesitancy with Trade-Off between Public Service Messages and Public Skepticism? Experimental Evidence from Pakistan	2021	Vaccines	3.4	Q1	Pakistan	Cross sectional	NA	320	General population	Yes	41.7	Traditional media (newspaper, TV, magazines, etc.)	Pandemic	Response	To explore the effects of communication strategies, including fear appraisal and safety benefits, on combating vaccine hesitancy	Researchers and public health communication teams	Four fictitious vaccination campaigns using public service messages with varying message frames (fear appraisal vs. safety benefits) across traditional and digital media	Fear appraisal messages were found to be more effective in combating vaccine hesitancy, and public skepticism negatively moderated the impact of communication strategies on willingness to vaccinate.
#4	10.17510/wacana.v22i2.1006	Lauder AF, Laudor MRM, Kitisawati K.	Preserving and empowering local languages amidst the Covid-19 pandemic: Lessons from East Kalimantan	2021	WACANA-JURNAL ILMU PENGETAHUAN BUDAYA-JOURNAL OF THE HUMANITIES OF INDONESIA	NA	Delisted	Indonesia	Prospective observational study	NA	880300	Specific communities	No	NA	Social media	Pandemic	Response	To show that local languages can play an important role in improving the communicative clarity and impact of messages for dealing with Covid-19, since it helps the public understand messages intended to shape positive behaviour	The government to the province of East Kalimantan	Suggestions on how to deal with COVID-19 delivered in local languages	Out of all the responses and comments which came in, around 90.91 percent were positive. Local languages are a medium to communicate healthcare protocols with more success. It is important to recall that Indonesian is a second language for most Indonesians.

87	10.1029/2021WR030669	Hyman A, Arisikati S, Huang SK, Lindell MK, Mumpower J, Prater CS, Wu HC.	How Do Perceptions of Risk Communicator Attributes Affect Emergency Response? An Examination of a Water Contamination Emergency in Boston, USA	2022	Water Resources Research	5	Q1	US	Cross sectional	NA	110	Specific communities	No	NA	Traditional media (newspaper, TV, magazines, etc.)	Environment (flood, earthquake)	Response	Informing and guiding the population during the water contamination emergency in Boston.	Authorities, public intermediate sources, and private intermediate sources	Traditional media, social media, peer to peer communication, government website, press conferences	The comparable levels of perceived expertise, trustworthiness, and protection responsibility of authorities from agencies such as water utilities, public health, and emergency management means that they need to communicate the same message—or at least compatible messages. Additionally, these findings suggest that using public intermediate sources to support warning message dissemination will also increase compliance. Since people are prone to seek additional information after receiving a message, especially if there is ambiguity, a larger number of sources disseminating the same message—or clearly compatible messages—will confirm the initial message and influence those at risk to comply with PARs more rapidly. Authorities need to plan, long before an incident occurs, how to warn people about water contamination through multiple channels to increase PAR compliance. They are undoubtedly familiar with disseminating warnings through conventional channels such route alert, broadcast media, social media, and emergency notification systems. However, another possibility is to inject food grade dye into the water main systems to alert the population to stop drinking tap water and trigger an appropriate response action. The advantage of food dye is that it would provide an immediately recognizable environmental cue that a household's tap water is unsafe to drink.
#1	10.4103/WHO-SEAPH.WHO-SEAPH_163_22	Dendup T, Tshering U, Yangrom D, Wangda S.	Lessons and Best Practices on Risk Communication and Infodemic Management during the COVID-19 Pandemic in Bhutan	2023	WHO South-East Asia Journal of Public Health	NA	Q3	Bhutan	Narrative review and theoretical framework	24	NA	General population	No	NA	Social media	Pandemic	Preparedness	To evaluate and share the best practices and challenges in risk communication and infodemic management to ensure effective pandemic response	Ministry of Health, Bhutan; National COVID-19 Media and Risk Communication Team (NCRMT)	Social media posts, press briefings, infographics, video messages, written announcements, and fake news debunking campaigns	Successfully implemented risk communication strategies, engaged communities, and mitigated misinformation. Highlights the role of leadership, pre-established plans, and community engagement in effective communication
9	2	Love EA, Degen SC, Craig JE, Heimers RA.	Activating the Hospital Incident Command System Response in a Community Specialty Practice: The Mayo Clinic Experience	2021	Wisconsin Medical Journal	0.5	Q4	US	Narrative review and theoretical framework	18	NA	Healthcare Workers	No	NA	One-to-many communication	Pandemic	Response	To manage the response to the COVID-19 pandemic across a multisite integrated healthcare system	Mayo Clinic leadership and the Hospital Incident Command System	HICS structure, communication forums, policy adjustments, labor pool management, and patient care adjustments	Effective incident command system activation allowed rapid response to pandemic challenges, including resource allocation, patient care adjustments, and staff communication. Identified areas for improvement in preparedness.
99	10.1002/wmh3.428	Myers N.	Information Sharing and Community Resilience: Toward a Whole Community Approach to Surveillance and Combating the "Infodemic"	2021	World Medical and Health Policy	1.3	Q3	NA	Narrative review and theoretical framework	NA	NA	General population	No	NA	NA	Pandemic	Response	Developing and strengthening information-sharing systems by effectively detecting and addressing misinformation.	Public health authorities, community groups, and civil organizations	NA	Involving citizens, civic organizations, and public health sectors in the dissemination of accurate information and the mitigation of misinformation, communities can bolster their preparedness and response to public health emergencies.

ID	DOI	Quotes	Practical or Theoretical	Already done?	Timeliness	Transparency	Coordination	Consistency/Accountability	Health not Political	Responsiveness	Equity	Trustworthiness	Agent	Message	Interpreter
2	10.1136/bmjgh-2022-009389	Citizen science, defined here as a practice of public participation	Theoretical	No		1			1		1		1	1	1
6	10.1093/heapro/daab152	Only community-led and people-centered approaches can combat	Theoretical	No			1		1		1	1	1		1
11	10.1016/j.earscirev.2024.104677	By appreciating who their intended public is, and what their conc	Practical	Yes		1		1			1		1	1	1
11	10.1016/j.earscirev.2024.104677	In the context of disaster risk, citizen science blends with partici	Practical	Yes			1		1		1		1	1	1
13	10.3390/su13052500	Our research aims to enhance knowledge about agenda building	Theoretical	Yes	1	1	1	1				1	1		1
13	10.3390/su13052500	Taking the rules of crisis communication as mandatory, the cent	Practical	Yes		1	1		1		1		1	1	1
15	10.1016/j.puhe.2023.12.023	General mass messaging in its current form has been recognisec	Theoretical	Yes		1		1			1	1	1	1	1
15	10.1016/j.puhe.2023.12.023	The findings suggest that there is a fine balance between providi	Theoretical	Yes	1		1	1		1		1	1	1	1
18	10.1111/1468-5973.12452	First, the early failure of CMTs' communication with the public c	Practical	Yes					1				1		
18	10.1111/1468-5973.12452	Second, the two cases illustrate organizational dysfunctions we	Practical	Yes			1								
18	10.1111/1468-5973.12452	Third, Chinese authorities activated various mechanisms tofacili	Practical	Yes				1							
21	10.1038/s41746-020-0280-0	Reliable information sources are crucial to prevent a “misinfode	Practical	Yes	1	1		1			1		1	1	
24	10.1089/hs.2019.0073	One participant told us that when a health outbreak occurs, info	Practical	No	1	1					1		1	1	
24	10.1089/hs.2019.0073	Participants asserted that information transmitted by public hea	Practical	No				1	1		1		1	1	1
24	10.1089/hs.2019.0073	Public health agencies are often responsible for communicating	Practical	No				1			1	1	1	1	
25	10.3389/fpubh.2023.1038989	Our analysis shows that ERC is often not given the same resourc	Theoretical	No		1	1		1		1		1		1
27	10.1002/14651858.CD015144	Recognising the key role of public trust is essential. Working to b	Theoretical	Yes		1		1	1			1	1	1	
27	10.1002/14651858.CD015144	Two-way communication (engagement) with the public is neede	Theoretical	Yes	1	1	1				1	1	1	1	1
27	10.1002/14651858.CD015144	Communication and information must be tailored to reach all gr	Theoretical	Yes				1	1		1	1	1	1	1
27	10.1002/14651858.CD015144	Public communication needs to be based on clear, consistent, a	Practical	Yes	1	1	1	1				1	1	1	
27	10.1002/14651858.CD015144	Supporting implementation of public health measures with pract	Practical	Yes			1		1		1	1	1	1	1
27	10.1002/14651858.CD015144	Efforts to foster and sustain public receptiveness and responsiv	Theoretical	Yes	1	1		1			1	1	1	1	1
28	10.1177/1010539520927261	COVID-19 public health awareness is the most effective tool to p	Theoretical	Yes	1	1		1			1	1	1	1	1
29	10.1002/pa.2894	We find that the content of the campaign did not change with tim	Practical	Yes							1				
30	10.2147/RMHP.S278234	Risk Communication and Community Engagement (RCCE) effort	Theoretical	Yes		1	1	1			1		1	1	
30	10.2147/RMHP.S278234	The government needs to revise and strengthen policy implemen	Theoretical	Yes		1	1	1			1		1	1	1
30	10.2147/RMHP.S278234	To enhance and promote the implementation of recommended s	Theoretical	Yes					1			1	1	1	
31	10.1108/IJDRBE-07-2020-0080	Vietnam is a socialist republic country with a one-party system; t	Practical	Yes	1		1	1	1			1	1	1	
33	10.5922/2079-8555-2022-3-5	However, after analyzing the available data, one key trend that c	Theoretical	Yes		1		1			1	1	1	1	
34	10.4103/jnsnm.jnsnm_109_20	Despite the rapid increase in COVID-19 cases in our region, strin	Practical	Yes			1		1		1	1	1	1	
36	10.1186/s12889-022-14563-1	The study showed that lack of knowledge increases pandemic-re	Theoretical	Yes		1			1		1	1	1	1	1
37	10.4102/jamba.v13i1.1130	respondents' social-economic status can help understand why t	Practical	Yes				1							
39	10.1016/j.puhip.2023.100394	This highlights the importance of evidence-based, crisp, timely a	Theoretical	Yes	1	1		1			1	1	1	1	1
40	10.4103/bjoa.bjoa_14_21	Preparedness for pandemic readiness requires a concerted mult	Theoretical	Yes			1	1	1		1	1	1	1	1
41	10.1136/bmjgh-2023-011885	Fighting the infodemic should be intense. It is important to agree	Practical	Yes		1		1			1	1	1	1	
47	10.1017/dmp.2018.171	The GCS will send a notification to mobile network operators as :	Practical	Yes	1			1	1		1	1	1	1	1
48	10.1007/s10111-023-00736-4	Communicating incident information is increasingly important, t	Theoretical	No			1								
48	10.1007/s10111-023-00736-4	In addition to the communication across responding organizatio	Theoretical	No				1		1					1
48	10.1007/s10111-023-00736-4	Common challenges to the disaster information and communic	Theoretical	No											
49	10.1017/dmp.2023.241	For many Clarkston residents, responding to everyday stressors,	Practical	No			1		1		1	1	1	1	1
49	10.1017/dmp.2023.241	Refugees in the Clarkston community come from all over the wo	Practical	No				1			1	1	1	1	
51	10.3389/fpubh.2022.807459	First, the positive effect of the number of followers and followee	Practical	Yes	1		1	1			1	1	1	1	1
53	10.1140/epjp/s13360-021-01997-6	media can play a vital role at the initial stage of epidemic outbre	Theoretical	No				1							
54	10.1016/j.glohj.2021.02.009	According to our findings, the current pandemic crisis highlights	Theoretical	Yes		1		1	1			1	1	1	1
54	10.1016/j.glohj.2021.02.009	A unified, rapid, and effective release of trusted information and	Theoretical	Yes	1	1		1				1	1	1	1
54	10.1016/j.glohj.2021.02.009	We documented that the spread and reach of official communic	Practical	Yes	1	1	1				1	1	1	1	1
56	10.5334/aogh.3696	This massive – and successful – undertaking was possible becau	Theoretical	Yes					1			1	1	1	1
59	10.17269/s41997-024-00879-5	Infodemic management strategies should include three core pri	Theoretical	Yes		1	1				1	1	1	1	1
61	10.2471/BLT.20.263202	Trust is an essential component of effective risk communication	Theoretical	Yes								1	1	1	1
62	10.17061/phrp3022010	When uncertainties are not acknowledged clearly, benign, or unf	Theoretical	Yes	1	1		1	1			1	1	1	1
62	10.17061/phrp3022010	Having a clear voice within government helps avoid a 'talking hea	Practical	Yes			1								
63	10.1080/10410236.2020.1847451	Research indicates trust is particularly important in times of fear	Practical	Yes		1	1	1			1	1	1	1	1
64	10.1186/s12913-023-09148-6	According to the results of this study, the adoption and impleme	Practical	Yes	1		1		1		1		1	1	
65	10.17269/s41997-023-00783-4	Social media serves as a pivotal communication tool as it connec	Practical	Yes	1										
65	10.17269/s41997-023-00783-4	This result [public health official not having a Twitter account at t	Practical	No	1	1	1				1	1	1	1	1
65	10.17269/s41997-023-00783-4	By not communicating specific interventions, public health auth	Practical	No		1	1	1			1	1	1	1	1
65	10.17269/s41997-023-00783-4	The territories heavily oriented their Twitter communications ab	Practical	No			1				1	1	1	1	1
67	10.3390/ijerph17165663	This search result confirms that the WHO has a social responsib	Theoretical	Yes		1			1		1	1	1	1	1
69	10.1016/j.ijdr.2022.102808	Based on our study results, our major findings are as follows: (i) ;	Theoretical	Yes			1	1			1	1	1	1	1
73	10.1177/0972063420983091	The UAE government used many strategies to inform and convinc	Practical	Yes		1	1	1			1	1	1	1	1

76	10.4314/ejhs.v3i1i.22	Effective and innovative COVID-19 health information communic	Theoretical	No		1	1			1	1	1			1	1
79	10.1080/10810730.2020.1864520	The best channel(s) for reaching the target population will depen	Practical	Yes	1		1			1	1	1				1
79	10.1080/10810730.2020.1864520	The messages about vaccine clinical trials can be targeted, tailor	Practical	Yes			1		1		1	1			1	
79	10.1080/10810730.2020.1864520	Health professionals should also be mindful of the media, health	Theoretical	Yes		1				1	1	1			1	
79	10.1080/10810730.2020.1864520	However, gain and loss-framed messages performed better over	Practical	Yes		1	1	1		1		1		1		
81	10.3390/ijerph19i06159	Unpleasant emotions, despite their negative effects, have the po	Theoretical	Yes				1		1		1			1	
82	10.1017/dmp.2024.46	It is essential to consider food security indicators, livelihood nee	Practical	Yes			1		1		1	1			1	
82	10.1017/dmp.2024.46	Providing quick and timely warnings to the whole society, using c	Practical	Yes	1	1	1	1				1		1	1	
84	10.2196/35014	It is vital that during infectious disease pandemics, such as the c	Practical	Yes	1			1		1		1			1	
91	10.1186/s12889-022-13213-w	Therefore, as a rhetorical strategy, information style should be v	Practical	Yes	1			1		1		1		1	1	
94	10.1136/bmjgh-2022-008846	The #TakeResponsibility campaign sustained awareness about C	Practical	Yes			1		1		1	1		1	1	
95	10.3389/tpubh.2022.894958	The evidence showed that an increase in knowledge, transparen	Practical	Yes		1			1		1	1		1	1	
99	10.1002/wmh3.428	Developing and strengthening systems for information sharing a	Theoretical	Yes		1	1	1		1		1		1		1
99	10.1002/wmh3.428	More actively involving citizens in the government's collection an	Theoretical	Yes		1	1	1		1		1				1
99	10.1002/wmh3.428	Such an approach may have the added the benefit of creating str	Theoretical	Yes			1		1		1		1			1
100	10.1016/j.heliyon.2023.e15562	They should also consider the effectiveness of plain, coherent m	Practical	Yes	1			1		1		1		1		
101	10.1016/j.pec.2023.107813	We also identified ways to overcome challenges. Institutions kno	Theoretical	No			1		1		1		1		1	
103	10.1108/OIR-06-2021-0307	Government agencies/organisations should continue to monitor	Practical	Yes	1				1							
106	10.4103/WHO-SEAJPH.WHO-SEAJPH_163_22	Community engagement, and infodemic management, hencefor	Theoretical	Yes		1	1	1	1		1		1		1	1
107	10.1016/j.puhe.2023.10.024	Clear, consistent and regular communication of scientific evide	Practical	Yes		1										
109	10.1016/j.giq.2021.101620	Less transfer-dependent municipalities have an increased commu	Theoretical	No	1											
112	10.1089/hs.2021.0115	Interviewees described the importance of assuring that essentia	Practical	Yes		1		1	1		1		1			1
114	10.4081/jphia.2023.2673	Jingles in Yoruba Language and flyers designed for Covid-19 dise	Practical	Yes								1				
123	10.4103/MJBL.MJBL_26_20	In conclusion, risk communication and community engagement	Theoretical	Yes		1		1		1		1		1		1
124	10.1016/j.hopen.2023.100113	Pandemic response planning with a gender lens, including throu	Theoretical	No			1	1		1		1		1	1	1
127	10.1186/s12889-019-6778-1	Rumours, misinformation, or misperceptions can plague commu	Practical	Yes		1	1	1	1		1		1			1
127	10.1186/s12889-019-6778-1	The NHC addressed internal and external coordination issues by	Practical	Yes		1	1	1	1		1			1		
131	10.24171/j.phrp.2023.0095	Incongruence can lead to varying levels of public emotional diffu	Practical	Yes	1	1	1	1				1		1	1	
133	10.1177/00178969231160952	IEC materials should be easy to read, with accurate scientific co	Practical	Yes				1								
137	10.5334/aogh.3084	As public health systems are the first line of defense during pand	Theoretical	Yes			1		1		1		1		1	
154	10.1017/dmp.2020.3	If emergency management agencies can detect social media me	Practical	No	1	1	1			1		1				1
155	10.1016/j.puhe.2023.03.019	Social networks have become established and represent importan	Practical	Yes						1						
158	10.1177/0972063421994943	Members of the public were not mere passive recipients of inform	Theoretical	Yes		1		1		1		1		1	1	
159	10.34172/hpp.2022.05	Edutainment interventions may be useful in segmentation proce	Practical	No				1		1		1		1	1	1
168	10.7358/lcm-2022-002-edit	COVID-19 communication started as a response to the trauma g	Theoretical	Yes		1	1			1		1		1	1	1
169	10.4103/jehp.jehp_21_21	it remains critical to acknowledge structural inequalities that ma	Practical	No					1							
170	10.1136/bmjopen-2021-048750	Increasing knowledge and awareness of health risks alone is unli	Theoretical	Yes		1		1		1		1		1	1	