

Are online patient reviews associated with health care outcomes? A systematic review of the literature.

June 23, 2021

Placona AM, Rathert C. Are online patient reviews associated with health care outcomes? A systematic review of the literature. *Med Care Res Rev.* 2022;79(1):3-16. doi:10.1177/10775587211014534.

<https://psnet.ahrq.gov/issue/are-online-patient-reviews-associated-health-care-outcomes-systematic-review-literature>

This systematic review analyzed results of 32 studies comparing online patient [reviews](#) (OPRs) and measures of patient outcomes. While OPRs did have positive associations with patient experience, associations between OPRs and quality measures were mixed. Due to the weight that patients give OPRs, future research should focus on associations between OPRs and encounter [setting](#), [specialty](#), and specific quality measures.