

DAFTAR PUSTAKA

- Abrar, E. *et al.* (2021) 'Evaluating the Influence of COVID-19 Among Dental Practitioners After Lockdown', *Inquiry (United States)*, 58. doi: 10.1177/00469580211060753.
- Achmad, H., Tanumihardja, M. and Ramadhany, Y. F. (2020) 'Teledentistry as a solution in dentistry during the covid-19 pandemic period: A systematic review', *International Journal of Pharmaceutical Research*, 12(2), pp. 272–278. doi: 10.31838/ijpr/2020.SP2.045.
- Ali, S. A. and Ansari, W. El (2022) 'Is tele-diagnosis of dental conditions reliable during COVID-19 pandemic? Agreement between tentative diagnosis via synchronous audioconferencing and definitive clinical diagnosis', *Journal of Dentistry*. Elsevier Ltd, 122(March), p. 104144. doi: 10.1016/j.jdent.2022.104144.
- Alqahtani, S. S., Alraqi, A. D. and Alageel, A. A. (2022) 'Physicians' satisfaction with telehealth services among family physicians in Cluster 1 hospitals Saad', *Journal of Family Medicine and Primary Care*, 11, pp. 5563–5568. Available at: <http://www.jfmpc.com/article.asp?issn=2249-4863;year=2017;volume=6;issue=1;spage=169;epage=170;aualast=Faizi>.
- American Dental Association (2020) *American Dental Association 2020 Teledentistry Policy Update*, American Teledentistry Association. doi: 10.32388/gzd0mz.
- Amtha, R. *et al.* (2021) 'Satisfaction Level of the Oral Medicine Patients Using Teledentistry During the COVID-19 Pandemic: A Factor Analysis', 11(4), pp. 414–420. doi: 10.4103/jispcd.JISPCD_72_21.
- Andrews, E. *et al.* (2020) 'Satisfaction with the use of telehealth during COVID-19: An integrative review', *International Journal of Nursing Studies Advances*, 2, p. 100008. doi: 10.1016/j.ijnsa.2020.100008.
- Antoniadou, M. (2022) 'Quality of Life and Satisfaction from Career and Work–Life Integration of Greek Dentists before and during the COVID-19 Pandemic', *International Journal of Environmental Research and Public Health*, 19(16). doi: 10.3390/ijerph19169865.
- Ariens, L. F. *et al.* (2017) 'Barriers and Facilitators to eHealth Use in Daily Practice: Perspectives of Patients and Professionals in Dermatology', *Journal of Medical Internet Research*, 19(9), p. e300. doi: 10.2196/jmir.7512.
- Assagaff, S. S. *et al.* (2022) 'Implementation of teledentistry during the COVID-19 pandemic at Bandung community health centers', *Majalah Kedokteran Gigi Indonesia*, 8(3), pp. 1–8.
- Astoeti, T. E. and Widyarman, A. S. (2020) *Teledentistry*. 1st edn. Jakarta: FKG

Universitas Trisakti.

Atherton, H. *et al.* (2018) 'Alternatives to the face-to-face consultation in general practice: focused ethnographic case study', *British Journal of General Practice*, 68(669), pp. e293–e300. doi: 10.3399/bjgp18X694853.

Avula, H. (2015) 'Tele-periodontics - Oral health care at a grass root level', *Journal of Indian Society of Periodontology*, 19(5), p. 589. doi: 10.4103/0972-124X.157875.

Barsom, E. Z. *et al.* (2020) 'Coping with COVID-19: scaling up virtual care to standard practice', *Nature Medicine*. Springer US, 26(5), pp. 632–634. doi: 10.1038/s41591-020-0845-0.

Ben-Omran, M. O. *et al.* (2021) 'The use of teledentistry in facilitating oral health for older adults: A scoping review', *Journal of the American Dental Association*. Elsevier Inc, 152(12), pp. 998–1011.e17. doi: 10.1016/j.adaj.2021.06.005.

Böhm da Costa, C. *et al.* (2021) 'Teledentistry System in Dental Health Public Services: A Mixed-Methods Intervention Study', *International Journal of Medical Informatics*, 153, p. 104533. doi: <https://doi.org/10.1016/j.ijmedinf.2021.104533>.

Byrne, E. and Watkinson, S. (2021a) 'Patient and clinician satisfaction with video consultations during the COVID-19 pandemic: an opportunity for a new way of working', *Journal of Orthodontics*, 48(1), pp. 64–73. doi: 10.1177/1465312520973677.

Byrne, E. and Watkinson, S. (2021b) 'Patient and clinician satisfaction with video consultations during the COVID-19 pandemic: an opportunity for a new way of working', *Journal of Orthodontics*, 48(1), pp. 64–73. doi: 10.1177/1465312520973677.

Center for Disease Control and Prevention (2022) *Telehealth during COVID-19 in Low Resources Non-U.S. Settings*. Available at: <https://www.cdc.gov/coronavirus/2019-ncov/global-covid-19/telehealth-covid19-nonUS.html> (Accessed: 7 January 2023).

Chen, J.-W. *et al.* (2003) 'Teledentistry and its use in dental education', *The Journal of the American Dental Association*, 134(3), pp. 342–346. doi: 10.14219/jada.archive.2003.0164.

Choi, J. S. *et al.* (2022) 'Physician satisfaction with telemedicine and in-person visits in otolaryngology', *American Journal of Otolaryngology - Head and Neck Medicine and Surgery*. Elsevier Inc., 43(5), p. 103596. doi: 10.1016/j.amjoto.2022.103596.

Crosson, F. J. and Casalino, L. (2013) *Physician Practice Satisfaction: Why We*

Should Care. Available at:

<https://www.healthaffairs.org/doi/10.1377/forefront.20130509.031046>.

Dalessandri, D. *et al.* (2021) 'Attitude towards telemonitoring in orthodontists and orthodontic patients', *Dentistry Journal*. Department of Medical and Surgical Specialties, School of Dentistry, Radiological Sciences, and Public Health, University of Brescia, Piazzale Spedali Civili 1, Brescia, 25123, Italy: MDPI AG, 9(5). doi: 10.3390/dj9050047.

Daniel, S. J. and Kumar, S. (2014) 'Teledentistry: A key component in access to care', *Journal of Evidence-Based Dental Practice*. Elsevier Inc, 14(SUPPL.), pp. 201–208. doi: 10.1016/j.jebdp.2014.02.008.

Daniel, S. J., Wu, L. and Kumar, S. (2013) 'Teledentistry: A Systematic Review of Clinical Outcomes, Utilization and Costs', *The Journal of Dental Hygiene*, 87(6), pp. 345–352. doi: 10.1111/j.1524-4725.1989.tb03631.x.

DiMatteo, M. R. *et al.* (1993) 'Physicians' characteristics influence patients' adherence to medical treatment: Results from the Medical Outcomes Study.', *Health Psychology*, 12(2), pp. 93–102. doi: 10.1037/0278-6133.12.2.93.

Emami, E. *et al.* (2022) 'Patient satisfaction with e-oral health care in rural and remote settings: a systematic review', *Systematic Reviews*. BioMed Central, 11(1), pp. 1–22. doi: 10.1186/s13643-022-02103-2.

Estai, M. *et al.* (2016) 'Diagnostic accuracy of teledentistry in the detection of dental caries: a systematic review', *Journal of Evidence-Based Dental Practice*. Elsevier Inc, 16(3), pp. 161–172. doi: 10.1016/j.jebdp.2016.08.003.

Estai, M. *et al.* (2017) 'End-user acceptance of a cloud-based teledentistry system and Android phone app for remote screening for oral diseases', *Journal of Telemedicine and Telecare*, 23(1), pp. 44–52. doi: 10.1177/1357633X15621847.

Estai, M., Kruger, E. and Tennant, M. (2016) 'Perceptions of Australian dental practitioners about using telemedicine in dental practice.', *British dental journal*. England, 220(1), pp. 25–29. doi: 10.1038/sj.bdj.2016.25.

Fahim, A. *et al.* (2022) 'Exploring challenges and mitigation strategies towards practicing Teledentistry', *BMC Oral Health*. BioMed Central, 22(1), pp. 1–9. doi: 10.1186/s12903-022-02685-2.

Fahim, A. E. (2013) 'Predictors of job satisfaction among practicing dentists at hospitals in Suez Canal Area, Egypt', *International Journal of Occupational Medicine and Environmental Health*, 26(1), pp. 49–57. doi: 10.2478/s13382-013-0072-8.

Fricton, J. and Chen, H. (2009) 'Using Teledentistry to Improve Access to Dental Care for the Underserved', *Dental Clinics of North America*, 53(3), pp. 537–548.

doi: <https://doi.org/10.1016/j.cden.2009.03.005>.

Ftouni, R. *et al.* (2022) 'Challenges of Telemedicine during the COVID-19 pandemic: a systematic review', *BMC Medical Informatics and Decision Making*, 22(1), pp. 1–21. doi: 10.1186/s12911-022-01952-0.

Ghai, S. (2020) 'Teledentistry during COVID-19 pandemic', *Diabetes and Metabolic Syndrome: Clinical Research and Reviews*. Elsevier Ltd, 14(5), pp. 933–935. doi: 10.1016/j.dsx.2020.06.029.

Golder, D. T. and Brennan, K. A. (2000) 'Practicing Dentistry in the Age of Telemedicine', *The Journal of the American Dental Association*, 131(6), pp. 734–744. doi: 10.14219/jada.archive.2000.0272.

Gomes, M. S. *et al.* (2017) 'Development of a mobile application for oral cancer screening', *Technology and Health Care*, 25(2), pp. 187–195. doi: 10.3233/THC-161259.

Gopalakrishnan, S. and Ganeshkumar, P. (2013) 'Systematic reviews and meta-analysis: Understanding the best evidence in primary healthcare', *Journal of Family Medicine and Primary Care*, 2(1), p. 9. doi: 10.4103/2249-4863.109934.

Gough, D., Thomas, J. and Oliver, S. (2019) 'Clarifying differences between reviews within evidence ecosystems', *Systematic Reviews*. Systematic Reviews, 8(1), pp. 1–15. doi: 10.1186/s13643-019-1089-2.

Greenhalgh, T. *et al.* (2016) 'Virtual online consultations: Advantages and limitations (VOCAL) study', *BMJ Open*, 6(1), pp. 1–13. doi: 10.1136/bmjopen-2015-009388.

Hoff, T. and Lee, D.-R. (2022) 'Physician Satisfaction With Telehealth: A Systematic Review and Agenda for Future Research', *Quality Management in Health Care*, 31(3), pp. 160–169. doi: 10.1097/QMH.0000000000000359.

Hong, Q. N. *et al.* (2018) 'Mixed Methods Appraisal Tool (MMAT), version 2018', *McGill*, pp. 1–11.

Howell, S. E. I. and Fukuoka, B. (2022) 'Teledentistry for Patient-centered Screening and Assessment', *Dental Clinics of North America*, 66(2), pp. 195–208. doi: 10.1016/j.cden.2022.01.002.

Institute of Medicine (2011) *Improving access to oral health care for vulnerable and underserved populations*. Washington, DC: The National Academies Press.

Available at:

https://books.google.co.id/books?hl=en&lr=&id=Uyl8jcuhs8IC&oi=fnd&pg=PR1&ots=9Z3rywnHkE&sig=DE0Sfxbggq1qjFgmVrzli1asXys&redir_esc=y#v=onepage&q&f=false.

Islam, M. R. R. *et al.* (2022) 'Teledentistry as an Effective Tool for the Communication Improvement between Dentists and Patients: An Overview', *Healthcare (Switzerland)*, 10(8). doi: 10.3390/healthcare10081586.

Jampani, N. D. *et al.* (2011) 'Applications of teledentistry: A literature review and update', *Journal of International Society of Preventive and Community Dentistry*, 1(2), pp. 37–44. doi: 10.4103/2231-0762.97695.

Joshi, V. *et al.* (2021) 'A Scoping review of challenges, scope and assessment approaches of teledentistry: an Indian perspective', *Indian Journal of Community Health*, 33(4), pp. 559–567. doi: 10.47203/IJCH.2021.v33i04.004.

Kamath, S. and Jawdekar, A. M. (2023) 'A Comparison of Innovative App-Based Prescriptions With Conventional Prescriptions for Children by General Dentists: A Mixed Methods Study.', *Cureus*. United States, 15(1), p. e33583. doi: 10.7759/cureus.33583.

Kementerian Kesehatan Republik Indonesia (2021a) *Cetak Biru Strategi Transformasi Digital Kesehatan 2024*. Jakarta: Kementerian Kesehatan RI.

Kementerian Kesehatan Republik Indonesia (2021b) *Petunjuk Teknis Pelayanan Kesehatan Gigi dan Mulut di Fasilitas Kesehatan Tingkat Pertama pada Masa Adaptasi Kebiasaan Baru*. Jakarta: Kementerian Kesehatan RI.

Konsil Kedokteran Indonesia (2020) *Peraturan Konsil Kedokteran Indonesia Nomor 74 Tahun 2020 tentang Kewenangan Klinis dan Praktik Kedokteran Melalui Telemedicine pada Masa Pandemi Corona Virus Disease 2019 (COVID-19) di Indonesia*. Jakarta.

Koonin, L. M. *et al.* (2020) 'Trends in the Use of Telehealth During the Emergence of the COVID-19 Pandemic — United States, January–March 2020', *MMWR. Morbidity and Mortality Weekly Report*, 69(43), pp. 1595–1599. doi: 10.15585/mmwr.mm6943a3.

Kui, A. *et al.* (2022) 'Is Teledentistry a Method for Optimizing Dental Practice, Even in the Post-Pandemic Period? An Integrative Review', *International Journal of Environmental Research and Public Health*, 19(13). doi: 10.3390/ijerph19137609.

Kumar, S. and Mohammadnezhad, M. (2022) 'Perceptions of dental health professionals (DHPs) on job satisfaction in Fiji: a qualitative study', *BMC Health Services Research*, 22(1), pp. 1–11. doi: 10.1186/s12913-022-08620-z.

Law, T. *et al.* (2019) 'Conceptual framework to evaluate health care professionals' satisfaction in utilizing telemedicine', *Journal of the American Osteopathic Association*, 119(7), pp. 435–445. doi: 10.7556/jaoa.2019.080.

Longhini, J., Rossettini, G. and Palese, A. (2022) 'Digital Health Competencies

Among Health Care Professionals: Systematic Review', *Journal of Medical Internet Research*, 24(8). doi: 10.2196/36414.

Maqsood, A. *et al.* (2021) 'The Teledentistry, Impact, Current Trends, and Application in Dentistry: A Global Study', *BioMed Research International*, 2021. doi: 10.1155/2021/5437237.

Mariño, R. *et al.* (2016) 'Cost-analysis of teledentistry in residential aged care facilities', *Journal of Telemedicine and Telecare*, 22(6), pp. 326–332. doi: 10.1177/1357633X15608991.

Mascitti, M. and Campisi, G. (2020) 'Dental public health landscape: Challenges, technological innovation and opportunities in the 21st century and COVID-19 pandemic', *International Journal of Environmental Research and Public Health*. Department of Clinical Specialistic and Dental Sciences, Marche Polytechnic University, Ancona, 60126, Italy: MDPI AG, 17(10). doi: 10.3390/ijerph17103636.

McFarland, K. K. *et al.* (2018) 'Formative evaluation of a teledentistry training programme for oral health professionals', *European Journal of Dental Education*, 22(2), pp. 109–114. doi: 10.1111/eje.12265.

Menhadji, P. *et al.* (2021) 'Patients' and dentists' perceptions of tele-dentistry at the time of COVID-19. A questionnaire-based study', *Journal of Dentistry*. Elsevier Ltd, 113(April), p. 103782. doi: 10.1016/j.jdent.2021.103782.

Minervini, G. *et al.* (2022) 'Teledentistry in the Management of Patients with Dental and Temporomandibular Disorders', *BioMed Research International*, 2022. doi: 10.1155/2022/7091153.

Nesbitt, T. S. *et al.* (2005) 'Perceptions of Local Health Care Quality in 7 Rural Communities with Telemedicine', *The Journal of Rural Health*, 21(1), pp. 79–85. doi: 10.1111/j.1748-0361.2005.tb00066.x.

Nguyen, M. *et al.* (2020) 'A Review of Patient and Provider Satisfaction with Telemedicine', *Current Allergy and Asthma Reports*. Current Allergy and Asthma Reports, 20(11). doi: 10.1007/s11882-020-00969-7.

Northridge, M. E. *et al.* (2022) 'A feasibility and acceptability study of using an intra-oral camera and an asynchronous tele-mentoring protocol to detect and identify oral lesions', *Journal of Public Health Research*. Department of Dental Medicine, NYU Langone Health, New York, NY, United States: SAGE Publications Ltd, 11(3). doi: 10.1177/22799036221115778.

Paixão, L. C. *et al.* (2022) 'National analysis of dental teleconsulting of the Brazilian Telehealth Program', *Brazilian oral research*, 36, p. e110. doi: 10.1590/1807-3107bor-2022.vol36.0110.

Parker, K. and Chia, M. (2021) 'Patient and clinician satisfaction with video consultations in dentistry - part two: clinician satisfaction.', *British dental journal*. England, pp. 1–5. doi: 10.1038/s41415-021-3009-9.

Peeters, J. M. *et al.* (2016) 'Use and Uptake of eHealth in General Practice: A Cross-Sectional Survey and Focus Group Study Among Health Care Users and General Practitioners', *JMIR Medical Informatics*, 4(2), p. e11. doi: 10.2196/medinform.4515.

Perdoncini, N. N. *et al.* (2021) 'Use of smartphone video calls in the diagnosis of oral lesions: Teleconsultations between a specialist and patients assisted by a general dentist', *Journal of the American Dental Association*. Elsevier Inc, 152(2), pp. 127–135. doi: 10.1016/j.adaj.2020.10.013.

Prasetyo, Y. T. *et al.* (2021) 'Factors influencing job satisfaction among dentists during the new normal of the COVID-19 pandemic in Indonesia: A structural equation modeling approach', *Work*, 70(2), pp. 365–376. doi: 10.3233/WOR-210479.

Rahman, N., Nathwani, S. and Kandiah, T. (2020) 'Teledentistry from a patient perspective during the coronavirus pandemic', *British Dental Journal*. Consultant Oral Surgeon, East Surrey Hospital, Canada Avenue, Redhill, RH1 5RH, United Kingdom: Springer Nature. doi: 10.1038/s41415-020-1919-6.

Richman, B. D. and Schulman, K. A. (2022) 'Are Patient Satisfaction Instruments Harming Both Patients and Physicians?', *JAMA*, 328(22), p. 2209. doi: 10.1001/jama.2022.21677.

Roxo-Gonçalves, M. *et al.* (2017) 'Teledentistry: A Tool to Promote Continuing Education Actions on Oral Medicine for Primary Healthcare Professionals', *Telemedicine and e-Health*, 23(4), pp. 327–333. doi: 10.1089/tmj.2016.0101.

Roxo-Gonçalves, M. *et al.* (2020) 'Perceived usability of a store and forward telehealth platform for diagnosis and management of oral mucosal lesions: A cross-sectional study', *PLoS ONE*. Oral Pathology Department, School of Dentistry, Universidade Federal do Rio Grande do Sul, Porto Alegre, Rio Grande do Sul, Brazil: Public Library of Science, 15(6 June). doi: 10.1371/journal.pone.0233572.

Sabino-silva, R. *et al.* (2020) 'Coronavirus COVID-19 impacts to dentistry and potential salivary diagnosis', *Clinical Oral Investigations*, 24, pp. 1619–1621.

Schneider, B. J. *et al.* (2021) 'The effect of patient satisfaction scores on physician job satisfaction and burnout', *Future Science OA*, 7(1). doi: 10.2144/fsoa-2020-0136.

Sivaraman, K. *et al.* (2021) 'A five-step risk management process for geriatric

dental practice during SARS-CoV-2 pandemic', *Gerodontology*, 38(1), pp. 17–26. doi: 10.1111/ger.12499.

Smith, A. C. *et al.* (2020) 'Telehealth for global emergencies: Implications for coronavirus disease 2019 (COVID-19)', *Journal of Telemedicine and Telecare*, 26(5), pp. 309–313. doi: 10.1177/1357633X20916567.

Soegyanto, A. I. *et al.* (2022) 'Indonesian Dentists' Perception of the Use of Teledentistry', *International Dental Journal*. Department of Oral Medicine, Faculty of Dentistry, Universitas Indonesia, Jakarta, Indonesia: Elsevier Inc., 72(5), pp. 674–681. doi: 10.1016/j.identj.2022.04.001.

Soegyanto, A. I. *et al.* (2022) 'Indonesian Dentists' Perception of the Use of Teledentistry', *International Dental Journal*. Elsevier Inc., 72(5), pp. 674–681. doi: 10.1016/j.identj.2022.04.001.

Suter, N. (2022) 'Benefit Design and Reimbursement Considerations for Teledentistry', *Journal of the California Dental Association*, 50(7), pp. 415–420. doi: 10.1080/19424396.2022.12220735.

Sycinska-Dziarnowska, M. and Paradowska-Stankiewicz, I. (2020) 'Dental challenges and the needs of the population during the covid-19 pandemic period. Real-time surveillance using google trends', *International Journal of Environmental Research and Public Health*, 17(23), pp. 1–11. doi: 10.3390/ijerph17238999.

Talla, P. K. *et al.* (2020) 'Delivering dental care as we emerge from the initial phase of the COVID-19 pandemic: teledentistry and face-to-face consultations in a new clinical world', *Quintessence Int.*, 51(8), pp. 672–677. doi: 10.3290/j.qi.a44920.

Tella, A. J., Olanloye, O. M. and Ibiyemi, O. (2019) 'Potential of Teledentistry in the Delivery of Oral Health Services in Developing Countries', *Annals of Ibadan Postgraduate Medicine*, 17(2), pp. 115–123.

Teoh, J. *et al.* (2018) 'Economic Evaluation of Teledentistry in Cleft Lip and Palate Patients', *Telemedicine and e-Health*, 24(6), pp. 449–456. doi: 10.1089/tmj.2017.0138.

The Joanna Briggs Institute, Aromataris, E. and Munn, Z. (2020) *JBIM Manual for Evidence Synthesis*. JBI. doi: 10.46658/JBIMES-20-01.

Thimbleby, H. (2013) 'Technology and the Future of Healthcare', *Journal of Public Health Research*, 2(3), p. jphr.2013.e28. doi: 10.4081/jphr.2013.e28.

Tiwari, T. *et al.* (2022) 'Dentist perceptions about the value of teledentistry', *BMC Oral Health*. BioMed Central, 22(1), pp. 1–9. doi: 10.1186/s12903-022-02208-z.

Tynan, A., Deeth, L. and McKenzie, D. (2018) 'An integrated oral health program for rural residential aged care facilities: A mixed methods comparative study', *BMC Health Services Research*. BMC Health Services Research, 18(1), pp. 1–12. doi: 10.1186/s12913-018-3321-5.

Villa, A. *et al.* (2022) 'Patient and providers' satisfaction with tele(oral)medicine during the COVID-19 pandemic', *Oral Diseases*. Department of Orofacial Sciences, School of Dentistry, University of California San Francisco, San Francisco, CA, United States: John Wiley and Sons Inc, 28(S1), pp. 929–932. doi: 10.1111/odi.13678.

Wijayanti, Z., Amalliah Badruddin, I. and Adiatman, M. (2022) 'Telaah Naratif: Perbandingan Penerapan Teledentistry Pada Masa Pandemi COVID-19 Di Beberapa Negara Maju Dan Berkembang', *B-Dent: Jurnal Kedokteran Gigi Universitas Baiturrahmah*, 9(1), pp. 53–65. doi: 10.33854/jbd.v9i1.987.

Wijayanti, Z., Bahar, A. and Adiatman, M. (2022) 'Kepuasan masyarakat dalam menggunakan teledentistry pada masa Pandemi COVID-19 di Indonesia : Studi Cross Sectional', *Padjadjaran Journal of Dental Reserachers and Students*, 6(3), pp. 263–275. doi: 10.24198/pjdrs.v6i3.40330.

Wolf, T. G. *et al.* (2022) 'Effectiveness of Telemedicine and Teledentistry after the COVID-19 Pandemic', *International Journal of Environmental Research and Public Health*, 19(21), p. 13857. doi: 10.3390/ijerph192113857.

Wood, E. W. *et al.* (2016) 'Telemedicine Consultations in Oral and Maxillofacial Surgery: A Follow-Up Study', *Journal of Oral and Maxillofacial Surgery*, 74(2), pp. 262–268. doi: 10.1016/j.joms.2015.09.026.

World Health Organization (2019) *WHO Guideline: Recommendations on Digital Interventions for Health System Strengthening. Executive Summary*. Geneva.

World Health Organization and International Telecommunication Union (2021) *Mobile technologies for oral health: an implementation guide*. Geneva. Available at: <https://apps.who.int/iris/bitstream/handle/10665/345255/9789240035225-eng.pdf?sequence=1>.