Recommendations
Recognize that implementation of telemedicine is challenging Success involves handling complex, heterogeneous criteria which are expressed in controversies and solved through social negotiation (cf. Box 1)
Pay more attention to project management Uncertainty and dilemmas accompanies implementation of telemedicine, and requirements for competence in the discipline should be set for those who are to manage implementation of telemedical applications
Recognize the relationship between development, implementation, and routine use of a telemedical application as vague and incomplete The accomplishment of evaluation studies while the development or implementation of the application is in progress is difficult. A debate should be initiated about whether evaluation results should be the only criterion for making decision about future operation of a telemedical service/introducing telemedicine in routine operation
Encourage studies of implementation processes More research on the complex conditions that arise when technology is introduced is needed
Encourage studies of telemedicine in routine practice More research is needed on characteristics of telemedicine in routine use, on the relationship between development, implementation, and routine use of an application, and between positive outcomes of clinical trials and the will to use the application after the trial