

# Factors Influencing Health-Related Help-Seeking Behavior in Patients with Chronic Diseases: A Scoping Review

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## Abstract

**Background** In previous studies, help-seeking behavior has been regarded as a proactive health-seeking response to changes in health status. It is a planned behavior centered on health problems, involving interaction with healthcare professionals. In the health management of patients with chronic diseases, help-seeking behavior is influenced by numerous factors. **Objective** This study aims to identify and summarize the factors influencing the help-seeking behavior of patients with chronic diseases regarding health-related issues, thereby informing strategies to enhance their health management capabilities. **Methods** Between October and December 2024, we conducted a comprehensive search of multiple databases. English databases searched included PubMed, Web of Science, Cochrane Library, CINAHL, and Embase. Chinese databases searched included China Biomedical Literature Database, CNKI, Wanfang Database, and Weipu Chinese Journal Database. The search aimed to identify studies on health-related help-seeking behaviors of patients with chronic diseases. The retrieval period ranges from the database establishment to December 20, 2024. Based on inclusion and exclusion criteria, factors influencing the health-seeking behavior of patients with chronic diseases were reviewed, summarized, and analyzed using the Anderson Health Service Utilization Model. **Results** Nineteen relevant studies were identified and included in the review. The analysis yielded five key factors influencing health-related help-seeking behavior in patients with chronic diseases: demographic characteristics, disease-related factors, social-psychological influences, healthcare service availability, and access to health information. **Conclusion** The help-seeking behavior of patients with chronic diseases is influenced by multiple factors across different dimensions. To enhance their help-seeking ability, a comprehensive consideration of these factors and the adoption of multi-faceted intervention strategies are essential. By integrating digital health information resources, strengthening health education, and implementing other collaborative measures, we can improve patients' help-seeking behavior. This, in turn, enhances the quality and efficiency of health management services, leading to better health outcomes, delayed disease progression, and improved quality of life for patients with chronic diseases.

## Keywords

Chronic Disease, Help-seeking Behavior, Influencing Factor, Scope Review