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REVIEW

Social media in advancing equity and collaboration in rheumatology: the CORDIALITY review

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ABSTRACT

Social media has transformed communication in academia and medicine, offering stakeholders innovative avenues for knowledge exchange and collaboration. The CORDIALITY review (soCial media fOR aDvancing equity And coLlaboration In rheumaTology) examines the impact of social media on education and information dissemination, patient education and empowerment, networking and mentorship, and research collaboration within rheumatology, when effectively used. In this narrative review, we consider the opportunities as well as the challenges related to each of these facets of social media use. With a focus on inequities faced globally, we give particular consideration to disparities by gender as they relate to the rheumatology workforce, and issues pertaining to lower-income and middle-income countries such as limitations of digital access and digital literacy. To maximise the potential of social media in rheumatology, we propose a strategic framework that encourages innovation, responsible practices and support from rheumatology organisations.

INTRODUCTION

Social media has transformed communication in academia and medicine, providing clinicians, educators, researchers and patients with new opportunities to connect, collaborate and disseminate knowledge globally.¹ This digital shift has changed how information is shared, enabling rapid access to research and discussions across disciplines. Social media transcends traditional academic boundaries by facilitating virtual conferences, remote networking and mentorship, and collaborative projects across geographical distances.² Platforms such as X (formerly known as Twitter), Facebook, LinkedIn and specialised forums support both synchronous and asynchronous exchanges. Additionally, it enhances visibility within the academic community, allowing professionals

WHAT IS ALREADY KNOWN ON THIS TOPIC

⇒ Social media is transforming academic medicine, including rheumatology, by enhancing education, patient empowerment, networking, mentorship, and research collaboration. It also plays a critical role in promoting equity, particularly for women in the rheumatology workforce and those in lower-income and middle-income countries.

WHAT THIS STUDY ADDS

⇒ This study highlights both the opportunities and challenges of social media in rheumatology. While it facilitates access to educational resources, remote mentorship, and global research collaboration, barriers such as the digital divide and the need for institutional support remain significant obstacles.

HOW THIS STUDY MIGHT AFFECT RESEARCH, PRACTICE OR POLICY

⇒ To maximize the benefits of social media in rheumatology, organizations and institutions should establish clear guidelines and promote responsible engagement. Ensuring inclusivity and institutional buy-in will be essential for leveraging social media as an effective tool in research, education, and professional development.

to promote their research, collaborate with peers, and mentor trainees and those who are early in their careers.³ For patients, social media offers reliable information, access to support communities and a platform for advocacy, contributing to improved healthcare outcomes.^{1,3}

Despite major global advancements in healthcare, significant inequities have persisted. Women in rheumatology, consistent with other areas of academia and medicine, have reported barriers such as gender bias, lower representation in leadership positions, and challenges in obtaining research funding compared with their male



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counterparts.^{4 5} These disparities can contribute to delayed career advancement and a lack of mentorship opportunities, further perpetuating inequities within the field.⁶ Female researchers and clinicians also often face challenges related to work–life balance. Regarding patient care, under-representation of women and minoritised demographic groups in clinical trials in higher-income countries like the USA and the UK can lead to poorer health outcomes.^{7 8}

In low-income and middle-income countries (LMICs), where healthcare infrastructure is already strained, the combination of these professional barriers and systemic inequities affects both the quality of care provided to patients and the overall advancement of the field.⁷ In low-resource environments, both providers and patients may struggle with reliable internet access, which can impact their ability to find and share information related to rheumatic disease conditions.⁹ Further, digital literacy gaps—the differences in individuals’ ability to effectively use digital technologies, tools and platforms—may further exacerbate this ‘digital divide’.^{10 11}

Social media has the potential to mitigate some of these inequities by improving access to information and amplifying the voices of under-represented groups including women in rheumatology and individuals living in LMICs.¹² When used responsibly, social media could accelerate knowledge dissemination, enhance patient care and support continuous professional development and foster collaboration in rheumatology.

NARRATIVE REVIEW AND STRATEGIC FRAMEWORK

While social media presents substantial opportunities for rheumatology, it is essential to recognise and address the associated challenges. The CORDIALITY (‘Social Media in Advancing Equity and Collaboration in Rheumatology’) narrative review investigates the influence of social media on various aspects of the field, including education and information dissemination, patient empowerment, networking and mentorship, and research collaboration. We chose the narrative review format to describe what is currently known about the topic (social media use in rheumatology), one that is relatively under-researched and to provide insights that can move the field forward.^{13 14} We searched PubMed, Scopus and Web of Science from database inception to 2024 for terms including “social media”, “rheumatology,” and keywords relating to education and information dissemination, patient empowerment, networking and mentorship, and research collaboration. Citations were chosen based on considerations of thematic saturation (ie, that references were able to cover relevant themes found in our search) and geographical diversity.

For each topic, we delineated specific applications of social media within rheumatology, providing a comprehensive analysis of both its potential benefits (opportunities) and drawbacks (challenges). We present a strategic

framework, with [table 1](#) outlining various strategies, key actions and their associated benefits.

Understanding cultural context plays a significant role in the effectiveness of these strategies and will permeate the discussions that follow. For instance, in societies with strong communal ties, leveraging communal support may yield better results, while individualistic cultures may respond more favourably to strategies emphasising personal empowerment.^{15 16} Understanding these cultural dynamics is essential for tailoring engagement strategies, including educational materials and research recruitment strategies, that resonate with diverse populations. For example, research has shown that culturally sensitive approaches in health communication can lead to improved health outcomes and greater patient satisfaction.^{15 16} Engaging with the unique cultural backgrounds of patients not only enhances the relevance of the information shared but also fosters trust and encourages participation in their healthcare. Thus, a reflection on appropriate cultural context is important when considering each of the following facets of social media use.

EDUCATION AND INFORMATION DISSEMINATION Opportunities

Social media has become a crucial tool for freely accessible medical education and amplifying research publications, presentations and abstracts presented at rheumatology conferences. Coler-Reilly *et al*¹⁷ previously reviewed the impact of social media in this context, particularly highlighting its relevance for researchers and clinicians in LMICs. Through social media, research can be disseminated to a broader global audience, enabling wider access to new findings and developments. The live posting of conference proceedings further extends this reach, offering those unable to attend due to financial, visa or other constraints the opportunity to engage with content in real-time.

For many rheumatologists working in remote or under-served areas, social media platforms provide a much-needed support system. Often, these professionals are the sole providers in their region, and the ‘virtual consultation’ aspect of social media enables them to seek guidance from colleagues across the globe. This collaborative space enhances patient care by facilitating discussions on complex cases, especially where established guidelines may be absent. These virtual communities not only enrich clinical practice but also serve as platforms for amplifying marginalised voices (ie, those that lack power or privilege and are pushed to the margins of the dominant narrative) and advocating for greater equity within the field.¹⁸

Challenges

Despite its advantages, virtual education through social media also presents significant challenges. While it enables continuous learning, connects professionals globally and ensures rapid dissemination of evolving

Table 1 Effective strategies and actionable steps for implementing best practices in social media engagement in rheumatology

Area	Strategy	Key actions and key actors	Benefits
Education	Educational webinars	<ul style="list-style-type: none"> ▶ Schedule monthly webinars on relevant topics, ensuring cultural sensitivity in content. (Clinicians) ▶ Invite guest speakers to enhance content and represent diverse perspectives, including speakers of marginalised identities. (Clinicians) ▶ Ensure support, funding and infrastructure for these activities. (Institutions, organisations) 	Enhances knowledge sharing and engagement across diverse populations.
	Use social media analytics	<ul style="list-style-type: none"> ▶ Consider use of tools like Google Analytics and Hootsuite to assess engagement across different cultural demographics. (Researchers) ▶ Tailor content based on audience preferences and feedback to ensure relevance. (Researchers) 	Improves reach and effectiveness of communications tailored to various cultural contexts.
Patient education	Create structured online campaigns	<ul style="list-style-type: none"> ▶ Launch themed months focusing on culturally relevant topics, including access to care. (Organisations) ▶ Use consistent messaging across platforms that reflects the cultural needs of target populations. (Organisations) ▶ Ensure support, funding and infrastructure to enhance outreach. (Organisations) 	Amplifies messages, extends reach and resonates with diverse patient populations.
Networking	Online networking or mentorship groups	<ul style="list-style-type: none"> ▶ Establish virtual mentorship programmes connecting experienced professionals with emerging rheumatologists from diverse backgrounds. (Clinicians, researchers, institutions, organisations) ▶ Provide tailored support to clinicians and researchers of marginalised identities. (Clinicians, researchers, institutions, organisations) ▶ Use social media to promote these opportunities, emphasising inclusivity. (Clinicians, researchers, institutions, organisations) 	Fosters collaboration, mentorship and professional development among diverse groups.
	Mentorship directory	<ul style="list-style-type: none"> ▶ Create an online directory of mentors and mentees, including cultural competency as a selection criterion. (Clinicians, researchers, institutions, organisations) ▶ Regularly update and promote the directory through online and in-person channels. (Clinicians, researchers, institutions, organisations) 	Streamlines the process of connecting mentors and mentees while promoting cultural sensitivity.
Research	Social media for research collaboration	<ul style="list-style-type: none"> ▶ Use platforms like X, Facebook and LinkedIn to share culturally relevant research projects and findings. (Researchers) ▶ Engage researchers in discussions about trends and innovations that reflect diverse community needs. (Institutions, organisations) 	Enhances visibility of research and facilitates culturally informed collaboration.
	Social media for surveys, study recruitment	<ul style="list-style-type: none"> ▶ Employ targeted ads and culturally tailored posts to recruit participants for studies from diverse backgrounds. (Researchers) ▶ Create engaging content that informs potential participants about the research's relevance to their communities. (Researchers) 	Increases participant engagement and diversity in studies, ensuring broader representation.
	Social media analysis as research	<ul style="list-style-type: none"> ▶ Analyse social media interactions related to culturally significant rheumatology topics for research insights. (Researchers) ▶ Publish findings to contribute to the literature on cultural influences in healthcare engagement. (Researchers) 	Provides new insights into public perception and cultural engagement with rheumatology.

Continued

Table 1 Continued

Area	Strategy	Key actions and key actors	Benefits
	Discussion of the current literature	<ul style="list-style-type: none"> ▶ Organise online discussions or forums to review and critique current literature, focusing on culturally relevant issues in rheumatology. (Researchers) ▶ Facilitate interdisciplinary dialogue through social media that includes diverse voices. (Researchers) 	Promotes collaborative learning and keeps professionals updated on culturally relevant advancements.

medical knowledge, it also exacerbates existing disparities. While a hybrid or virtual approach to conference attendance is valuable, it does not fully substitute the experience of attending conferences in person. Rheumatologists in low-resource settings or older demographics may lack access to reliable internet or digital proficiency and may face restrictions in their participation in online professional networks, access to educational materials and engagement in collaborative discussions.¹⁸

Actions

While social media offers opportunities for knowledge sharing, it also highlights the ongoing need to address digital inequities to ensure equal access to these resources. Employing diverse tactics can significantly enhance education and the dissemination of information. For example, organising regular educational webinars and live question-and-answer sessions promotes real-time interaction and facilitates the exchange of ideas. Webinar organisations should be cognisant of whom they invite to speak, ensuring that there are a diversity of speakers by gender and geographic location. Additionally, using social media analytics allows organisations to gain insights into audience preferences, enabling them to tailor content effectively, thereby improving both reach and engagement.¹⁹

Rheumatology organisations play a crucial role in disseminating reliable information about rheumatologic conditions, sharing research updates and promoting best practices. Dedicated social media teams can help standardise healthcare practices globally while strengthening collaborative networks across the rheumatology community. The European Alliance of Associations for Rheumatology (EULAR) and the Emerging EULAR NETWORK (EMEUNET) have led efforts in this area.²⁰ Similarly, the Asia Pacific League of Associations for Rheumatology (APLAR) has shared strategic insights on social media use across Asia, Oceania and the Middle East.²¹

Support and buy-in from major rheumatology organisations is also important in terms of expanding access to their annual congresses in an equitable way. Recent decisions by major organisations such as the American College of Rheumatology (ACR) and EULAR to cut hybrid options from their annual congresses highlight the need for solid financial and logistical backing to adapt to changing environments effectively.¹⁷ Without this support, initiatives may

struggle to achieve their full potential and may not be sustainable in the long term.

PATIENT EDUCATION AND EMPOWERMENT

Opportunities

Social media has increasingly been recognised as a viable tool for patient education and empowerment. Zamora¹⁹ has previously outlined the specific opportunities and challenges of using social media in rheumatology. Patients benefit from greater access to information on rare diseases and the ability to connect with supportive online communities of peers and caregivers. As an example, La Bella *et al* analysed over a thousand TikTok videos related to paediatric rheumatology and found that, although only a small portion was created by rheumatologists, the overall content quality was rated highly, with minimal misinformation present.²² While we have a paucity of data on patient education through other platforms,²³ this study highlighted an opportunity for professionals in rheumatology to contribute more actively to patient education through social media, particularly for a platform that is frequently used by the intended patient population.²⁴ To bridge this gap, since 2020 the Arab League of Associations for Rheumatology (ArLAR) has organised regular educational webinars for rheumatologists and for patients with rheumatic diseases in Arabic through the activities of its special interest group (Arab Adult Arthritis Awareness group).²⁵

Challenges

Risks remain in terms of patient education through social media, such as the spread of misinformation. Women, particularly those in caregiver roles, may rely on medical information obtained through social media to reduce healthcare costs, yet they, like other tech-savvy patients, remain vulnerable to deceptive marketing by influencers on platforms like YouTube, Instagram and TikTok, who may promote products misaligned with cultural values or medical needs.¹² In LMICs, patients face additional barriers. Studies have shown that despite the rapid adoption of social media among some indigenous youth, cultural and socioeconomic challenges remain substantial obstacles, particularly in remote areas where access to technology is scarce.^{10 15 26} Additionally, the way

healthcare is traditionally delivered may not align with the cultural values and communal practices of these populations, further limiting the reach and effectiveness of digital health solutions.^{9 12}

Actions

Despite the challenges particularly facing patients with rheumatic disease living in LMICs, there is potential for patient education and empowerment using social media. Options include webinars and other live sessions, and the development of interactive tools such as online forums or support groups where patients can share experiences and receive peer support.²⁷ Regularly featuring patient stories and testimonials on social media validates their experiences and encourages community involvement. Creating culturally sensitive educational resources available in multiple languages can significantly boost patient engagement and satisfaction, fostering a sense of belonging and community.²⁸

Rheumatology organisations should consider developing structured online campaigns to raise awareness and provide education about the conditions that fall under the umbrella of rheumatology, targeted for patients. As these are trusted organisations, patients may look to them for information; there should be policies to manage misinformation in order to maintain content credibility. It is imperative that rheumatology organisations provide adequate infrastructure and funding to support these efforts sustainably, particularly as they may require the volunteer work of rheumatology clinicians.

NETWORKING AND MENTORSHIP

Opportunities

The COVID-19 pandemic accelerated the shift of scientific activities like conferences, collaborations and networking to digital platforms, enabling healthcare professionals to overcome geographical barriers and expand their professional networks. In rheumatology, social media has become crucial for global collaboration and mentorship, providing greater access to scientific discussions and resources.¹⁹ Platforms like X have proven effective for building support networks, facilitating mentorship and promoting collaboration. Organisations such as the ACR, EULAR and EMEUNET, APLAR, ArLAR and Pan-American League of Associations for Rheumatology (PANLAR) Young have leveraged these platforms to enhance professional development and foster inclusivity across the field. These digital spaces also support under-represented groups, helping them navigate challenges in male-dominated and Global North-dominated fields by flattening hierarchies and promoting equitable participation.^{29–31} The PANLAR Young group has engaged not only in academic endeavours but also in addressing gender-specific challenges through social media. One of their initiatives has focused on identifying and reducing barriers faced by women rheumatologists within PANLAR.³² This effort enriches scientific

knowledge and improves both patient care and professional development.

Challenges

Despite the ease of connecting likeminded individuals within rheumatology through social media, this type of mentorship has limitations, including inconsistent quality and informal interactions that often lack the depth of traditional programmes. In terms of networking, while social media promotes collaboration and healthcare equity, it also exposes professionals to risks such as cyberbullying, harassment and the politicisation of science.^{33 34} The anonymity of these platforms can lead to stress and reluctance to engage publicly, which undermines efforts to foster open scientific discourse.³⁵ Such concerns may be more strongly felt by women, those earlier in their careers and others of under-represented demographic groups.

Actions

Despite these challenges, social media continues to offer valuable opportunities for mentorship and sponsorship, particularly for professionals in LMICs, providing access to resources that may otherwise be unavailable. Networking and mentorship can be strengthened through organised virtual events, such as online conferences and mentorship programmes, connecting experienced professionals with emerging rheumatologists. Such events can be organised by individual clinicians and researchers, or by institutions or professional organisations. Creating online directories of experts can streamline the process of finding and engaging suitable contacts. The development and maintenance of such directories may be supported by rheumatology organisations. On a larger scale, offering hybrid conferences can facilitate access for clinicians, researchers and trainees in LMICs or other under-represented groups, ensuring they have opportunities for professional development and networking.^{36–38}

RESEARCH COLLABORATION

Opportunities

Global research digital collaborations that were built up primarily through social media are exemplified by COVID-19-related research initiatives. In March 2020, the COVID-19 Global Rheumatology Alliance (GRA) was formed following a single X (then called Twitter) post. Researchers, clinicians and patient advocates from around the world came together to build a registry of COVID-19 cases among individuals with rheumatic diseases.³⁹ Within 2 weeks, the registry was launched, and in a month, the first 100 cases were published. These initial studies were crucial in identifying risk factors associated with severe COVID-19 outcomes, including hospitalisation and death. Notably, the GRA provided the first evidence linking B-cell depleting agents, such as rituximab, to poor COVID-19 outcomes, which informed future rheumatology guidelines. The GRA also demonstrated that research could be conducted entirely

remotely while maintaining high standards of rigour and reproducibility. It supported researchers in LMICs by facilitating regional data collection efforts⁴⁰ and offering small grants for researchers to attend international conferences, such as the ACR Convergence in 2022. As another example, the COVID-19 Vaccination in Auto-immune Diseases (COVAD) study leveraged the global rheumatology patient community to gather insights from individuals worldwide³⁹ to explore vaccine safety and hesitancy, and the impact of COVID-19 on patients with rheumatic diseases, including postvaccination flares, post-COVID conditions and other outcomes. By focusing on patient-reported outcomes, COVAD offered new perspectives on pain, fatigue and global disparities in treatment, especially for autoimmune and rare diseases. Finally, regional organisations developed multinational studies investigating the impact of the pandemic on patients with rheumatic diseases and on rheumatologists.^{41–44}

In LMICs, rheumatology organisations have also used social media for region-specific or country-specific research initiatives. Even before the pandemic, initiatives like ‘Let’s Talk About Lupus’ (Hablemos de Lupus/Falando de Lupus), launched in 2017, aimed to educate Latin Americans about lupus. Led by the Latin American Lupus Study Group (GLADEL), this project began on Facebook but expanded to other platforms and a dedicated website.⁴² In Africa, PAFLAR began as a WhatsApp group of 40 members and has since grown into a global community with over 700 participants. This impressive mobilisation has been largely facilitated through effective use of social media platforms.⁴⁴ As an example with a focus on gender, the REACT study (Gender Distribution of Rheumatologists across Africa) provided a comprehensive assessment of gender disparities within rheumatology. The study used virtual networking to survey the number of rheumatologists across the continent, examining gender distribution in both public and private sectors, as well as participation in academia and leadership roles.⁴⁵ The findings emphasised the importance of addressing regional gender disparities to meet the unique needs of African healthcare systems. In Arab countries under the umbrella of the ArLAR research group (ARCH), using a researchers’ network built on social media without a single face-to-face meeting, research projects have been committed to addressing the unmet needs in the Arab countries, such as evaluating the workforce, producing telehealth guidelines, validating key patient-reported outcomes questionnaires and implementing tailored referral strategies in rheumatology.^{31 46} Issues that were previously not tackled were also addressed by this social media-formed network, such as the rise of women within the rheumatology workforce, as well as strategies for better recruitment for online surveys.⁴⁷

Challenges

The use of social media for research collaboration presents several challenges. Again, disparities in digital literacy and access can lead to uneven participation across

regions and demographics. Since 2023, there has been a notable migration of researchers away from X, with many seeking alternative platforms for professional engagement, reflecting concerns over the evolving dynamics of social media and its implications for academic discourse.⁴⁸ The fragmented nature of social media platforms also complicates the integration of collaborative efforts, as researchers must navigate multiple channels and manage different communication styles.²¹

Cultural dynamics can affect perceptions of medical research, leading to hesitancy in sharing health information. Understanding the values and beliefs of diverse populations is essential for effective engagement and obtaining informed consent.²⁶ Additionally, privacy and data security concerns present challenges on social media, particularly regarding sensitive data and research results. Risks of data breaches can deter both researchers and patients from sharing unpublished findings. The lack of transparency in privacy policies on social media further exacerbates these issues, highlighting the need for clear guidelines that balance collaboration with data protection.¹⁹

Actions

Research collaboration in rheumatology can continue to benefit from the use of social media. First, social media has been successfully used by researchers to organise themselves and launch international research collaborations, like the COVID-19 GRA and COVAD. Second, platforms like X and Facebook have been used to disseminate research surveys, as well as facilitate recruitment for studies. Third, social media searches and discussions can be analysed to understand topics of concern pertaining to individuals living with rheumatic disease. Platforms like Reddit, X and similar emerging platforms enable discussions on research trends and findings.⁴⁹ Beyond online journal clubs, establishing dedicated groups for researchers to share updates and seek feedback can enhance cross-institutional partnerships and accelerate progress.

RESEARCH NEEDS

The potential for social media to improve communication and knowledge sharing has been acknowledged in this review. However, a critical gap exists in our understanding of how social media platforms influence access to information and collaboration within rheumatology, as well as how social media impacts inequities that exist for rheumatology professionals and patients living with rheumatic disease. We can generate knowledge and inform evidence-based practices that promote more inclusive participation and mutual support among healthcare professionals and patients. Furthermore, current research in rheumatology in general often suffers from fragmentation, focusing predominantly on specific demographic or geographic subsets and characterised by small sample sizes and localised scope.^{3 17 18} This segmented approach

limits the generalisability and scalability of findings, impeding broader application across varied healthcare settings and populations. Embracing a global outlook in research would enable the development of tailored interventions suited to different populations. As we have presented in this review, there is a role for social media in facilitating such global collaborative research.

There is also a critical need for rigorous empirical studies to assess how social media interventions impact knowledge dissemination both for professionals and patients, as well as their impact on patient-oriented outcomes and clinical practice among rheumatologists. Key research questions include evaluating the influence of social media on patient empowerment and engagement, comparing the effectiveness of different platforms across diverse healthcare contexts and understanding the barriers and facilitators to effective collaboration. Methodologically, studies should employ quantitative surveys, content analysis, network analysis and qualitative approaches to fully capture the complexities of social media dynamics in healthcare. Longitudinal and comparative studies are essential to track changes over time and across regions, providing insights into cultural and structural factors influencing social media's efficacy. Large-scale studies could better assess the impact of social media interventions, explore variations in usage patterns among diverse groups and identify best practices applicable globally to enhance professional networking and patient care in rheumatology. Ethical considerations, such as patient privacy and data accuracy, must also be carefully addressed to ensure the integrity and relevance of findings.^{1 18 33}

Finally, the dynamic nature of social media platforms poses a challenge. New platforms emerge, features are updated and user behaviours evolve over time, necessitating ongoing research to keep abreast of these changes. Addressing disparities in the use of these platforms remains an unmet priority for the rheumatology community, although tackling this issue comes with various considerations related to access, digital literacy and cultural differences among different populations.

CONCLUSIONS

Social media has emerged as an essential tool in rheumatology, enabling the rapid sharing of educational content, research findings and best practices, especially in remote or resource-limited areas. It amplifies the voices of under-represented groups by gender and geography, advocating for greater equity in care and research. Nonetheless, challenges remain, such as limited access to digital technologies, lack of language or culturally specific resources for patient education or conduct of research, and lack of institutional or organisational support for developing and maintaining social media-based resources. Future efforts should prioritise responsible, evidence-based use of social media, bridging technological gaps and fostering equitable

participation in online communities. Addressing these issues will allow us to fully harness social media's potential for creating an inclusive and collaborative future in rheumatology that also improves clinical outcomes for people living with rheumatic disease worldwide.

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