The book offers a broad overview of how the communication technology revolution affects individuals coping with end-of-life issues, death-related and non-death loss and grief, and implications of the "digital divide" between those who are knowledgeable about and have access to modern technology, and those who are not. It describes the proliferation of online support groups and social network sites to cope with loss, and mechanisms for the memorialization and commemoration of loss.

It also highlights blogging as a mechanism for storytelling and SKYPE as a communication tool during times of loss and grief. The unique issue of disenfranchised grief experienced by online community members is also explored along with ethical issues. Appendices provide guidance regarding the online availability of different types of informational support, tools to evaluate the integrity of online resources, and ethical standards.