

Appendix 2: Search terms used for databases

Medline search

Category	Search terms
Primary care clinician	family physician*.mp. or exp Physicians, Family/ OR family practitioner*.mp. OR exp General Practitioners/ or general practitioner*.mp. OR clinician*.mp. OR family clinician*.mp. OR family doctor*.mp.
Online tool	telemedicine.mp. or exp Telemedicine/ OR telehealth.mp. OR exp Digital Technology/ or digital.mp. OR electronic.mp. OR exp Mobile Applications/ or mobile.mp. OR app.mp. OR software.mp. OR (online adj4 tool*).mp. OR patient portal*.mp. or exp Patient Portals/ OR online portal.mp. OR web portal.mp. OR (eConsult or webGP or askmygp or accurx or Egton Online Triage or patchs or AskFirst or AskNHS or klinik or HealthHero or My Health or Doctorlink or Ada or Apotheka Patient).mp.
Triage	exp Triage/ or triag*.mp. OR (digital adj2 assessment).mp. OR (electronic adj2 assessment).mp. OR (online adj2 assessment).mp. OR exp Remote Consultation/ or (remote adj2 assessment).mp. OR (digital adj2 diagnosis).mp. OR (electronic adj2 diagnosis).mp. OR (online adj2 diagnosis).mp. OR (remote adj2 diagnosis).mp. OR (digital adj3 consultation).mp. OR (electronic adj3 consultation).mp. OR (online adj6 consultation).mp. OR (remote adj3 consultation).mp. OR (digital adj2 access).mp. OR (electronic adj2 access).mp. OR (online adj2 access).mp. OR (remote adj2 access).mp.
Setting	GP.mp. or exp Family Practice/ or exp General Practice/ OR exp Primary Health Care/ or general practice*.mp. OR (primary adj2 care).mp. OR family medicine.mp. OR family practice.mp. or Family Practice/

Embase search

Category	Search terms
Primary care clinician	exp general practitioner/ or family physician*.mp. OR family practitioner*.mp. OR general practitioner*.mp. OR exp clinician/ or exp physician/ or clinician*.mp. OR family clinician*.mp. OR family doctor*.mp.
Online tool	telemedicine.mp. or exp telemedicine/ OR telehealth.mp. or exp telehealth/ OR digital.mp. or exp digital technology/ or exp digital divide/ OR electronic.mp. OR mobile.mp. or exp mobile application/ OR app.mp. OR software.mp. OR (online adj4 tool*).mp. [mp=title, abstract, heading word, drug trade name, original title, device manufacturer, drug manufacturer, device trade name, keyword heading word, floating subheading word, candidate term word] OR patient portal*.mp. OR online portal.mp. OR web portal.mp. OR (eConsult or webGP or askmygp or accurx or Egton Online Triage or patchs or AskFirst or AskNHS or klinik or HealthHero or My Health or Doctorlink or Ada or Apotheka Patient).mp. [mp=title, abstract, heading word, drug trade name, original title, device

	manufacturer, drug manufacturer, device trade name, keyword heading word, floating subheading word, candidate term word]
Triage	triag*.mp. OR (digital adj2 assessment).mp. [mp=title, abstract, heading word, drug trade name, original title, device manufacturer, drug manufacturer, device trade name, keyword heading word, floating subheading word, candidate term word] OR (electronic adj2 assessment).mp. [mp=title, abstract, heading word, drug trade name, original title, device manufacturer, drug manufacturer, device trade name, keyword heading word, floating subheading word, candidate term word] OR (online adj2 assessment).mp. [mp=title, abstract, heading word, drug trade name, original title, device manufacturer, drug manufacturer, device trade name, keyword heading word, floating subheading word, candidate term word] OR (remote adj2 assessment).mp. [mp=title, abstract, heading word, drug trade name, original title, device manufacturer, drug manufacturer, device trade name, keyword heading word, floating subheading word, candidate term word] OR (digital adj2 diagnosis).mp. [mp=title, abstract, heading word, drug trade name, original title, device manufacturer, drug manufacturer, device trade name, keyword heading word, floating subheading word, candidate term word] OR (electronic adj2 diagnosis).mp. [mp=title, abstract, heading word, drug trade name, original title, device manufacturer, drug manufacturer, device trade name, keyword heading word, floating subheading word, candidate term word] OR (online adj2 diagnosis).mp. [mp=title, abstract, heading word, drug trade name, original title, device manufacturer, drug manufacturer, device trade name, keyword heading word, floating subheading word, candidate term word] OR (remote adj2 diagnosis).mp. [mp=title, abstract, heading word, drug trade name, original title, device manufacturer, drug manufacturer, device trade name, keyword heading word, floating subheading word, candidate term word] OR (digital adj3 consultation).mp. [mp=title, abstract, heading word, drug trade name, original title, device manufacturer, drug manufacturer, device trade name, keyword heading word, floating subheading word, candidate term word] OR (electronic adj3 consultation).mp. [mp=title, abstract, heading word, drug trade name, original title, device manufacturer, drug manufacturer, device trade name, keyword heading word, floating subheading word, candidate term word] OR (online adj6 consultation).mp. [mp=title, abstract, heading word, drug trade name, original title, device manufacturer, drug manufacturer, device trade name, keyword heading word, floating subheading word, candidate term word] OR (remote adj3 consultation).mp. [mp=title, abstract, heading word, drug trade name, original title, device manufacturer, drug manufacturer, device trade name, keyword heading word, floating subheading word, candidate term word] OR (digital adj2 access).mp. [mp=title, abstract, heading word, drug trade name, original title, device manufacturer, drug manufacturer, device trade name, keyword heading word, floating subheading word, candidate term word] OR (electronic adj2 access).mp. [mp=title, abstract, heading word, drug trade

	name, original title, device manufacturer, drug manufacturer, device trade name, keyword heading word, floating subheading word, candidate term word] OR (online adj2 access).mp. [mp=title, abstract, heading word, drug trade name, original title, device manufacturer, drug manufacturer, device trade name, keyword heading word, floating subheading word, candidate term word] OR (remote adj2 access).mp. [mp=title, abstract, heading word, drug trade name, original title, device manufacturer, drug manufacturer, device trade name, keyword heading word, floating subheading word, candidate term word]
Setting	GP.mp. OR exp primary medical care/ or exp general practice/ or general practice*.mp. OR (primary adj2 care).mp. [mp=title, abstract, heading word, drug trade name, original title, device manufacturer, drug manufacturer, device trade name, keyword heading word, floating subheading word, candidate term word] OR family medicine.mp. or exp family medicine/ OR family practice.mp.

Web of Science search

Category	Search terms
Primary care clinician	ALL=("GP") OR ALL=("general practice*") OR ALL=("primary NEAR/1 care") OR ALL=("family medicine") OR ALL=("family practice")
Online tool	ALL=("telemedicine") OR ALL=("telehealth") OR ALL=("digital") OR ALL=("electronic") OR ALL=("mobile") OR ALL=("app") OR ALL=("software") OR ALL=("online NEAR/3 tool*") OR ALL=("patient portal*") OR ALL=("online portal") OR ALL=("web portal") OR ALL=("eConsult or webGP or askmygp or accurx or Egton Online Triage or patchs or AskFirst or AskNHS or klinik or HealthHero or My Health or Doctorlink or Ada or Apotheka Patient")
Triage	ALL=("triag*") OR ALL=("electronic NEAR/1 assessment") OR ALL=("online NEAR/1 assessment") OR ALL=("remote NEAR/1 assessment") OR ALL=("digital NEAR/1 diagnosis") OR ALL=("electronic NEAR/1 diagnosis") OR ALL=("online NEAR/1 diagnosis") OR ALL=("remote NEAR/1 diagnosis") OR ALL=("digital NEAR/2 consultation") OR ALL=("electronic NEAR/2 consultation") OR ALL=("online NEAR/5 consultation") OR ALL=("remote NEAR/2 consultation") OR ALL=("digital NEAR/1 access") OR ALL=("electronic NEAR/1 access") OR ALL=("online NEAR/1 access") OR ALL=("remote NEAR/1 access")
Setting	ALL=("family physician*") OR ALL=("family practitioner*") OR ALL=("general practitioner*") OR ALL=("clinician*") OR ALL=("family clinician*") OR ALL=("family doctor*")

CINAHL search

Category	Search terms
Primary care clinician	(MM "Physicians, Family/AM/EC/OG") OR ""family physician"" OR ""family practitioner"" OR ""general

	practitioner* OR "clinician*" OR "family clinician*" OR "family doctor"
Online tool	(MH "Telemedicine/AM/ST/UT") OR "telemedicine" OR (MH "Telehealth/AM/SN/UT") OR "telehealth" OR (MH "Digital Technology/AM/UT") OR (MH "Digital Health/UT") OR "digital" OR "electronic" OR "mobile" OR "app" OR "software" OR "online N3 tool*" OR (MH "Patient Portals/AM/UT/SN") OR "patient portal*" OR "online portal*" OR "web portal*" OR "eConsult or webGP or askmygp or accurx or Egton Online Triage or patchs or AskFirst or AskNHS or klinik or HealthHero or My Health or Doctorlink or Ada or Apotheke Patient"
Triage	(MH "Triage/AM/SN/UT") OR "triag*" OR "digital N1 assessment*" OR "electronic N1 assessment*" OR "online N1 assessment*" OR "remote N1 assessment*" OR "digital N1 diagnosis*" OR "electronic N1 diagnosis*" OR "online N1 diagnosis*" OR (MH "Remote Consultation/AM/SN/UT") OR "remote N1 diagnosis*" OR "digital N2 consultation*" OR "electronic N2 consultation*" OR "online N5 consultation*" OR "remote N2 consultation*" OR "digital N1 access*" OR "electronic N1 access*" OR "online N1 access*" OR "remote N1 access"
Setting	"GP" OR (MH "Family Practice/OG/SN/UT") OR "general practice*" OR (MH "Primary Health Care/AM/UT/SN") OR "primary N1 care*" OR "family medicine*" OR "family practice"

SCOPUS search

Category	Search terms
Primary care clinician	("family physician*" OR "family practitioner*" OR "general practitioner*" OR clinician* OR "family clinician*" OR "family doctor*" OR gp)
Online tool	(telehealth OR digital OR electronic OR mobile OR app OR software OR "online pre/3 tool*" OR "patient portal*" OR "online portal" OR "web portal" OR econsult OR webgp OR askmygp OR accurx OR "egton online triage" OR patchs OR askfirst OR asknhs OR klinik OR healthhero OR "my health" OR doctorlink OR ada OR "apotheka patient")
Triage	(triag* OR "digital pre/1 assessment" OR "electronic pre/1 assessment" OR "online pre/1 assessment" OR "remote pre/1 assessment" OR "digital pre/1 diagnosis" OR "electronic pre/1 diagnosis" OR "online pre/1 diagnosis" OR "remote pre/1 diagnosis" OR "digital pre/2 consultation" OR "electronic pre/2 consultation" OR "online adj5 consultation" OR "remote pre/2 consultation" OR "digital pre/1 access" OR "electronic pre/1 access" OR "online pre/1 access" OR "remote pre/1 access")
Setting	("general practice*" OR "primary pre/1 care" OR "family medicine" OR "family practice")