Appendices

Appendix 1. Search Strategy

Search items		Concepts
1	Accident and emergency* or emergency care or urgent care*	Emergency department
2	Emergency medical services/ or emergency service, hospital/	
3	**1 or 2**	
4	Self-service check-in or (electronic triage or digital triage or etriage or e-triage) or (electronic adj2 check-in) or self-triage or self-assess* or tele-triage	Kiosks
5	Triage/ or diagnostic self-evaluation/ or self-assessment/	
6	**4 or 5**	
7	Clinical outcomes or clinical safety or misdiagnos* or error* or near miss*	Safety
8	Patient safety/ or patient harm/ or medical errors/ or treatment outcome/	
9	Safety management/ or risk management/	
10	**7 or 8 or 9**	
11	Patient flow or (wait* list* or wait* time*) or triage time or (efficiency or triage efficiency)	Efficacy
12	Efficacy, efficiency, organisational/ or efficiency/ or workflow/ or workload/	
13	Waiting lists/ or time-to-treatment/	
14	**11 or 12 or 13**	
15	**3 and 6 and 10 and 14**	