

**Appendix 1:****Electronic search strategy in Medline used to conduct a comprehensive literature search.**

<b>Part 1: Setting</b>	
1	*health care/
2	(health adj5 care).ti,ab,de.
3	*health service/
4	(health adj5 service\$).ti,ab,de.
5	*hospital/
6	hospital\$.ti,ab,de.
7	*ambulatory care/
8	(ambulatory care adj5 facilit\$).ti,ab,de.
9	*outpatient/
10	outpatient\$.ti,ab,de.
11	*outpatient department/
12	(outpatient adj2 department).ti,ab,de.
14	*outpatient department/
15	(outpatient adj2 clinic\$).ti,ab,de.
16	primary medical care/
17	(primary adj2 care).ti,ab,de.
18	*general practice/
19	(general adj practi\$).ti,ab,de.
20	family practice.mp.
21	(family adj practi\$).ti,ab,de.
22	gp.mp.
23	gps.ti,ab,de
24	family physician.mp.
25	family physic\$.ti,ab,de.
26	*emergency health service/
27	emergency service\$.ti,ab,de.
28	(emergency adj2 service\$).ti,ab,de.
29	emergency department.mp. or *emergency ward/
30	emergency department\$.ti,ab,de.
31	(emergency adj5 department\$).ti,ab,de.
32	*medical service/
33	(medical adj5 service).ti,ab,de.
34	exp delivery of health care/
35	exp health service\$/
36	exp ambulatory care facilities/
37	exp ambulatory care information systems/
38	exp primary care/
39	exp physicians, family/
40	exp primary health care/

<b>Part 2: Cost/service utilisation</b>	
41	high cost.mp.
42	high cost\$.ti,ab,de.
43	high?cost\$.ti,ab,de.
44	(high adj5 cost\$.ti,ab,de.
45	frequent cost.mp.
46	frequent cost\$.ti,ab,de.
47	(frequent adj5 cost\$.ti,ab,de.
48	high expenditure.mp.
49	high expenditure.ti,ab,de.
50	(high adj5 expenditure).ti,ab,de.
51	high expense.mp.
52	high expense.ti,ab,de.
53	(high adj5 expense).ti,ab,de.
54	frequent user.mp.
55	frequent user.ti,ab,de.
56	(frequent adj5 user).ti,ab,de.
57	high user.mp.
58	high user.ti,ab,de.
59	(high adj5 user).ti,ab,de.
60	high utiliser.mp.
61	high utiliser\$.ti,ab,de.
62	high utilizer.mp.
63	high utilizer\$.ti,ab,de.
64	(high adj5 utiliser\$.ti,ab,de.
65	(high adj5 utilizer\$.ti,ab,de.
66	frequent utiliser.mp.
67	frequent utilizer.mp.
68	frequent utilizer\$.ti,ab,de.
69	frequent utiliser\$.ti,ab,de.
70	(frequent adj5 utilizer\$.ti,ab,de.
71	(frequent adj5 utiliser\$.ti,ab,de.
72	high utilisation.mp.
73	high utilization.mp.
74	high utilization.ti,ab,de.
75	high utilisation.ti,ab,de.
76	(high adj5 utilization).ti,ab,de.
77	(high adj5 utilisation).ti,ab,de.
78	frequent utilisation.mp.
79	frequent utilization.mp.
80	frequent utilisation.ti,ab,de.
81	frequent utilization.ti,ab,de.
82	(frequent adj5 utilisation).ti,ab,de.

83	(frequent adj5 utilization).ti,ab,de.
84	high need.mp.
85	high need.ti,ab,de.
86	(high adj5 need).ti,ab,de.
87	high attend.mp.
88	high attend\$.ti,ab,de.
89	(high adj5 attend\$).ti,ab,de.
90	superutilizer.mp.
91	superutilizer.ti,ab,de.
92	exp health expenditures/
93	exp patient acceptance of health care/
94	exp health care costs/
95	exp health services accessibility/
96	exp cost benefit analysis/
97	exp practice patterns physicians/
98	exp efficiency organizational/
99	exp health services misuse/
100	exp patient care team/
101	exp case management/
102	exp office visits/
103	exp referral/
<b>Part 3: Anxiety/Depression terms</b>	
104	exp anxiety/
105	(anxiety adj5 disorder\$.tw
106	exp panic disorder/
107	(panic adj5 disorder\$.tw
108	panic.tw
109	(panic adj5 attack\$.tw
110	fear.tw
111	exp depression/
112	(depressive adj5 disorder\$.tw