

Appendix 2: Search terms used for Medline search

Concept	Search terms
Care setting	Primary care.mp OR Primary Health Care/ OR After-Hours Care/ OR Out of hours.mp OR Emergency care.mp OR Emergency Medical Services/ OR Urgent care OR Ambulatory Care AND
Triage	Triage.mp OR Triage/ OR Telephone consultation.mp AND
Digital	Digital OR Computer OR Software OR Online OR Internet OR Web OR Computerised OR Computerized OR electronic OR ECDS* OR CCDS* OR Decision Support Systems, Clinical/ OR Decision support*