

**ESM 1:** Example search strategy using the Medline database. The search is constructed using PICO, with an additional filter (Method) applied to restrict results to qualitative studies.

Database	Search Term	Results
MEDLINE	Patient[.ti,.ab] AND (Emergency Department[.ti,.ab] OR Emergency Room[.ti,.ab] OR Accident and Emergency Department[.ti,.ab] OR Urgent Care[Title/Abstract] AND (Experience[.ti,.ab] OR Perception[.ti,.ab]) AND (Qualitative[.ti,.ab] OR Interview[.ti,.ab] OR Focus Group[.ti,.ab] OR Phenomenology[.ti,.ab] OR Ethnography[.ti,.ab] OR Grounded Theory[.ti,.ab]))[Limits: Jan 1997 to July 2018]	235

Group	Filter #	Database	Search Term	Results
<u>P</u> opulation	1	MEDLINE	Patient* [.ti,ab]	1514113
<u>P</u> henomenon <u>o</u> f <u>I</u> nterest	2	MEDLINE	Satisfaction [.ti,ab]	101981
	3	MEDLINE	Experience [.ti,ab]	433628
<u>C</u> ontext	4	MEDLINE	Perception [.ti,ab]	
	5	MEDLINE	Emergency Department [.ti,ab]	61531
	6	MEDLINE	Emergency Room [.ti,ab]	12354
	7	MEDLINE	Accident and Emergency Department [.ti,ab]	1125
<u>M</u> ethod	8	MEDLINE	Urgent Care [.ti,ab]	1536
	9	MEDLINE	Qualitative [.ti,ab]	162705
	10	MEDLINE	Interview [.ti,ab]	262633
	11	MEDLINE	Focus Group [.ti,ab]	36435
	12	MEDLINE	Phenomenology [.ti,ab]	6647
	13	MEDLINE	Grounded Theory [.ti,ab]	9255

Example strategy:

**(1 AND (2 OR 3 OR 4 OR 5) AND (7 OR 8 OR 9) AND (10 OR 11 OR 12 OR 13 OR 14))**