

Supplementary Box 1. MEDLINE search strategy.

If not qualified with .tw (textword), all terms are MeSH (Medical Subject Headings).

1. appointments and schedules

2. referral and consultation

3. office visits

4. appointment*.tw

5. consultation*.tw

6. OR/1-5

7. time factors

8. quality of health care

9. (time OR length OR duration OR shorter* OR lengthen OR longer).tw

10. OR/7-9

11. family practice

12. physicians, family

13. primary health care

14. general practice.tw

15. general practitioner*.tw

16. primary care.tw

17. primary health care.tw

18. OR/11-17

19. 6 AND 10 AND 18 {subject records}