Appendix: Search strategy for Medline/Ovid

1. exp "appointments and schedules"
2. "referral and consultation"
3. office visits
4. appointment?.tw.
5. consult*.tw.
6. or/1-5
7. exp time factors
8. time management
9. quality of health care
10. (time or length or duration or short or lengthen or longer or interval*).tw.
11. or/7-10
12. family practice
13. general practice
14. physicians, family
15. physicians, primary care
16. general practitioners
17. primary health care
18. ((general or family) adj practi*).tw.
19. family physic*.tw.
20. primary care.tw.
21. primary health care.tw.
22. or/12-21
23. 6 and 11 and 22