

Ref list #	Author	Year	Title	Language	Study Design	Method 1	Method 2	Method 3	Method 4	Country 1	Country 2	Country 3	Reason for Seeking Treatment 1	Telehealth	Indigenous values	Rural/remote	Climate Change
15	Hiratsuka, et al.	2013	Patient and provider perspectives on using telemedicine for chronic disease management among Native Hawaiian and Alaska Native people.	English	Qualitative	Focus groups				USA			PHC	TRUE	TRUE	TRUE	FALSE
16	Boman, et al.	2014	Robot-assisted remote echocardiographic examination and teleconsultation: A randomized comparison of time to diagnosis with standard of care referral approach	English	Quantitative	Survey				Sweden			PHC	TRUE	FALSE	TRUE	FALSE
24	O'Neil	1989	The Cultural and Political Context of Patient Dissatisfaction in Cross Cultural Clinical Encounters: A Canadian Inuit Study	English	Qualitative	Participant observation	Text analysis	Focus groups	Interview	Canada			General	FALSE	TRUE	TRUE	FALSE
25	Sigurhardottir	1996	Satisfaction among ambulatory surgery patients in two hospitals in Iceland.	English	Quantitative	Survey				Iceland			Surgery	FALSE	FALSE	FALSE	FALSE
26	Bragadóttir	1999	A descriptive study of the extent to which self-perceived needs of parents are met in paediatric units in Iceland.	English	Quantitative	Survey				Iceland			Pediatrics	FALSE	FALSE	FALSE	FALSE
27	Gottfredsdóttir, et al.	2016	Content of antenatal care: Does it prepare women for birth?	English	Quantitative	Survey				Iceland			Maternal Health	FALSE	FALSE	FALSE	FALSE
28	Jonsdóttir, et al.	2015	Chronic pain-related patient-provider communication: The significance of health related quality of life and satisfaction	English	Quantitative	Survey				Iceland			Pain	FALSE	FALSE	FALSE	FALSE
29	Snorraddóttir, et al.	2014	[Patient satisfaction with care and interaction with staff in the Acute Cardiac Unit at Landsþítill - The National University Hospital of Iceland]	Icelandic	Quantitative	Survey				Iceland			Emergency	FALSE	FALSE	FALSE	FALSE
30	Jonsdóttir, et al.	2016	Patients' Perception of Chronic-Pain-Related Patient-Provider Communication in Relation to Sociodemographic and Pain-Related Variables: A Cross-Sectional Nationwide Study.	English	Quantitative	Survey				Iceland			Pain	FALSE	FALSE	FALSE	FALSE
31	Zoëga, et al.	2015	Quality Pain Management in the Hospital Setting from the Patient's Perspective	English	Quantitative	Survey				Iceland			Pain	FALSE	FALSE	FALSE	FALSE
32	Sigurdardóttir, et al.	2017	The predictive role of support in the birth experience: A longitudinal cohort study	English	Quantitative	Survey				Iceland			Maternal Health	FALSE	FALSE	FALSE	FALSE
33	Hjorleifsdóttir, et al.	2010	Satisfaction with care in oncology outpatient clinics: Psychometric characteristics of the	English	Quantitative	Survey				Iceland			Cancer	FALSE	FALSE	FALSE	FALSE
34	Baldursdóttir & Jonsdóttir	2002	The importance of nurse caring behaviors as perceived by patients receiving care at an emergency department.	English	Quantitative	Survey				Iceland			Emergency	FALSE	FALSE	FALSE	FALSE
35	Sigurdardóttir, et al.	2017	The importance of family support in pediatrics and its impact on healthcare satisfaction.	English	Quantitative	Survey				Iceland			PHC	FALSE	FALSE	FALSE	FALSE
36	Haldorsdóttir & Karlsdóttir	1996	Empowerment or discouragement: women's experience of caring and uncaring encounters during childbirth	English	Qualitative	Interview				Iceland			Maternal Health	FALSE	FALSE	FALSE	FALSE
37	Hjorleifsdóttir, et al.	2008	Living with cancer and perception of care: Icelandic oncology outpatients, a qualitative study.	English	Qualitative	Interview				Iceland			Cancer	FALSE	FALSE	FALSE	FALSE
38	Hjorleifsdóttir	1997	Icelandic women's identifications of stressors and social support during the diagnostic phase of breast cancer	English	Qualitative	Interview				Iceland			Cancer	FALSE	FALSE	FALSE	FALSE
39	Thorsteinsson	2002	The quality of nursing care as perceived by individuals with chronic illnesses: The magical touch of nursing	English	Qualitative	Interview				Iceland			PHC	FALSE	FALSE	FALSE	FALSE
40	Biering & Jensen	2011	The concept of patient satisfaction in adolescent psychiatric care: A qualitative study	English	Qualitative	Interview				Iceland			Mental Health/Addiction	FALSE	FALSE	FALSE	FALSE
41	Löve, et al.	2018	Trading autonomy for services: Perceptions of users and providers of services for disabled people in Iceland	English	Qualitative	Interview				Iceland			Disability	FALSE	FALSE	FALSE	FALSE
42	Jóhannesdóttir & Hjorleifsdóttir	2018	Communication is more than just a conversation: family members' satisfaction with end-of-life care	English	Qualitative	Interview				Iceland			Geriatric Health	FALSE	FALSE	FALSE	FALSE
43	Traulsen, et al.	2002	The lay user perspective on the quality of pharmaceuticals, drug therapy and pharmacy services—results of focus group discussions.	English	Qualitative	Focus groups				Iceland			Pharmacy	FALSE	FALSE	TRUE	FALSE
44	Arnadóttir, et al.	2012	Evaluation of therapy services with the Measure of Processes of Care (MPOC-20): The perspectives of Icelandic parents of children with physical disability	English	Mixed-Methods	Focus groups	Survey			Iceland			Disability	FALSE	FALSE	TRUE	FALSE
45	Svavarsdóttir, et al.	2013	A Holistic View in Psychiatric Rehabilitation: The Effects of Structure in Psychiatric Institutions	English	Mixed-Methods	Survey	Interview			Iceland			Mental Health/Addiction	FALSE	FALSE	FALSE	FALSE
46	Ingadóttir, et al.	2014	The fulfillment of knowledge expectations during the perioperative period of patients undergoing knee arthroplasty – a Nordic perspective.	English	Quantitative	Survey				Finland	Iceland	Sweden	Surgery	FALSE	FALSE	FALSE	FALSE
47	Lundgren, et al.	2009	Long-term memories and experiences of childbirth in a Nordic context-A secondary analysis.	English	Qualitative	Interview				Finland	Iceland	Sweden	Maternal Health	FALSE	FALSE	FALSE	FALSE
48	Sjöblom, et al.	2014	Creating a safe haven-women's experiences of the midwife's professional skills during planned home birth in four Nordic countries.	English	Mixed-Methods	Survey	Text analysis			Norway	Iceland	Sweden	Maternal Health	FALSE	FALSE	FALSE	FALSE
49	Risberg, et al.	1997	Communicating with and treating cancer patients: how does the use of non-proven therapies and patients' feeling of mental distress influence the interaction between the patient and the hospital staff?	English	Quantitative	Survey				Norway			Cancer	FALSE	FALSE	FALSE	FALSE
50	Bekkelund, et al.	2014	Patient satisfaction with conventional, complementary, and alternative treatment for cluster headache in a Norwegian cohort.	English	Quantitative	Survey				Norway			Headache	FALSE	FALSE	FALSE	FALSE
51	Wahlberg, et al.	2016	Impact of referral templates on patient experience of the referral and care process: a cluster randomised trial.	English	Quantitative	Survey				Norway			Surgery	FALSE	FALSE	FALSE	FALSE
52	Bekkelund & Salvesen	2006	Patient satisfaction with assessment of headache in specialist centres	Norwegian	Quantitative	Survey				Norway			Headache	FALSE	FALSE	FALSE	FALSE
53	Garratt, et al.	2010	The Patient Experiences Questionnaire for Out-of-Hours Care (PEQ-OHC): data quality, reliability, and validity.	English	Quantitative	Survey				Norway			PHC	FALSE	FALSE	FALSE	FALSE
54	Olsen & Fykesnes	1993	The health survey in Finnmark—satisfaction with hospital services	Norwegian	Quantitative	Survey				Norway			General	FALSE	FALSE	TRUE	FALSE
55	Lian & Wilsaard	2004	Patient satisfaction in general practice before and after the introduction of a list patient	Norwegian	Quantitative	Survey				Norway			PHC	FALSE	FALSE	TRUE	FALSE
56	Olsen & Fykesnes	1991	The health survey in Finnmark—how is the population satisfied with community health services?	Norwegian	Quantitative	Survey				Norway			General	FALSE	FALSE	TRUE	FALSE
57	Sorlie & Nergard	2005	Treatment satisfaction and recovery in Saami and Norwegian patients following psychiatric hospital treatment: a comparative study.	English	Quantitative	Survey				Norway			Mental Health/Addiction	FALSE	TRUE	FALSE	FALSE
58	Nystad, et al.	2008	Sami speakers are less satisfied with general practitioners' services.	English	Quantitative	Survey				Norway			PHC	FALSE	TRUE	TRUE	FALSE
59	Pedersen & Holand	1995	Tele-endoscopic otorhinolaryngological examination: preliminary study of patient satisfaction.	English	Quantitative	Survey				Norway			Surgery	TRUE	FALSE	TRUE	FALSE
60	Muller, et al.	2017	Headache patients' satisfaction with telemedicine: a 12-month follow-up randomized non-inferiority trial.	English	Quantitative	Survey				Norway			Headache	TRUE	FALSE	TRUE	FALSE
61	Moseng	2000	Teledermatology - The north Norwegian experience	Norwegian	Quantitative	Survey				Norway			Dermatology	TRUE	FALSE	TRUE	FALSE
62	Garcia, et al.	2014	A pharmacist-led follow-up program for patients with coronary heart disease in North Norway—a qualitative study exploring patient experiences.	English	Qualitative	Interview				Norway			Pharmacy	FALSE	FALSE	FALSE	FALSE
63	Hagensen, et al.	2018	The struggle against perceived negligence. A qualitative study of patients' experiences of adverse events in Norwegian hospitals.	English	Qualitative	Interview				Norway			General	FALSE	FALSE	FALSE	FALSE
64	Trumpy	2002	Should hospital patients get copies of their medical reports?	Norwegian	Qualitative	Interview				Norway			Surgery	FALSE	FALSE	FALSE	FALSE
65	Klausen, et al.	2017	Shared decision making from the service users' perspective: A narrative study from community mental health centers in northern Norway.	English	Qualitative	Interview				Norway			Mental Health/Addiction	FALSE	FALSE	TRUE	FALSE
66	Dagsvold, et al.	2015	What can we talk about, in which language, in what way and with whom? Sami patients' experiences of language choice and cultural norms in mental health treatment	English	Qualitative	Interview				Norway			Mental Health/Addiction	FALSE	TRUE	FALSE	FALSE
67	Hanssen & Kuven	2016	Moments of joy and delight: the meaning of traditional food in dementia care.	English	Qualitative	Interview				Norway			Geriatric Health	FALSE	TRUE	FALSE	FALSE
68	Hanssen	2013	The influence of cultural background in intercultural dementia care: Exemplified by Sami	English	Qualitative	Interview				Norway			Geriatric Health	FALSE	TRUE	FALSE	FALSE
69	Holtan	1998	Patient reactions to specialist telemedicine consultations—a sociological approach.	English	Qualitative	Interview				Norway			Surgery	TRUE	FALSE	FALSE	FALSE

70	Blx & Hamran	2017	"They take care of their own": healthcare professionals' constructions of Sami persons with dementia and their families' reluctance to seek and accept help through attributions to multiple contexts	English	Qualitative	Focus groups	Norway	Geriatric Health	FALSE	TRUE	TRUE	FALSE
71	Rotvold, et al.	2003	Telemedicine screening for diabetic retinopathy: staff and patient satisfaction.	English	Mixed-Methods	Interview	Norway	Diabetes	TRUE	FALSE	TRUE	FALSE
72	Lovren, et al.	1998	The view of caring among patients and personnel.	English	Quantitative	Survey	Sweden	General	FALSE	FALSE	FALSE	FALSE
73	Lovren, et al.	2002	Effects of an implemented care policy on patient and personnel experiences of care.	English	Quantitative	Survey	Sweden	PHC	FALSE	FALSE	FALSE	FALSE
74	Franzen, et al.	2008	Injured road users' experience of care in the emergency department.	English	Quantitative	Survey	Sweden	Emergency	FALSE	FALSE	FALSE	FALSE
75	Hodberg, et al.	2008	Cesarean by choice? Empirical study of public attitudes.	English	Quantitative	Survey	Sweden	Maternal Health	FALSE	FALSE	FALSE	FALSE
76	Anden, et al.	2010	What happened? GPs' perceptions of consultation outcomes and a comparison with the experiences of their patients.	English	Quantitative	Survey	Sweden	PHC	FALSE	FALSE	FALSE	FALSE
77	Hildingsson, et al.	2011	Fathers' birth experience in relation to midwifery care.	English	Quantitative	Survey	Sweden	Maternal Health	FALSE	FALSE	FALSE	FALSE
78	Haines, et al.	2013	The role of women's attitudinal profiles in satisfaction with the quality of their antenatal and intrapartum care.	English	Quantitative	Survey	Sweden	Maternal Health	FALSE	FALSE	FALSE	FALSE
79	Sandlund & Hansson	1999	Patient satisfaction in a comprehensive sectorized psychiatric service: Study of a 1-year-treated incidence cohort	English	Quantitative	Survey	Sweden	Mental Health/Addiction	FALSE	FALSE	FALSE	FALSE
80	Gáfvels & Lithner	1996	Insulin-treated diabetic patients: Use of, experience of and attitudes to diabetes care	English	Quantitative	Survey	Sweden	Diabetes	FALSE	FALSE	TRUE	FALSE
81	Daerga, et al.	2012	The confidence in health care and social services in northern Sweden-A comparison between reindeer-herding Sami and the non-Sami majority population.	English	Quantitative	Survey	Sweden	PHC	FALSE	TRUE	TRUE	FALSE
82	Gustafsson, et al.	2016	Influence of self-care advice on patient satisfaction and healthcare utilization.	English	Quantitative	Survey	Sweden	PHC	TRUE	FALSE	FALSE	FALSE
83	Ljung, et al.	2013	Patient experiences of a theory-based lifestyle-focused group treatment in the prevention of cardiovascular diseases and type 2 diabetes.	English	Qualitative	Interview	Sweden	Diabetes	FALSE	FALSE	FALSE	FALSE
84	Aléx, et al.	2013	Being cold when injured in a cold environment - Patients' experiences	English	Qualitative	Interview	Sweden	Emergency	FALSE	FALSE	FALSE	FALSE
85	Wiklund, et al.	2016	Access to rehabilitation: patient perceptions of inequalities in access to specialty pain rehabilitation from a gender and intersectional perspective.	English	Qualitative	Interview	Sweden	Pain	FALSE	FALSE	FALSE	FALSE
86	Gustafsson, et al.	2019	Patient Satisfaction With Telephone Nursing: A Call for Calm, Clarity, and Competence.	English	Qualitative	Text analysis	Sweden	General	TRUE	FALSE	FALSE	FALSE
87	Alex, et al.	2013	Patients' experiences of cold exposure during ambulance care.	English	Qualitative	Participant observation	Sweden	Emergency	FALSE	FALSE	FALSE	FALSE
88	Skår & Söderberg	2018	Patients' complaints regarding healthcare encounters and communication	English	Mixed-Methods	Survey	Sweden	General	FALSE	FALSE	FALSE	FALSE
89	Lindberg, et al.	2009	Parents' experiences of using videoconferencing as a support in early discharge after childbirth.	English	Mixed-Methods	Interview	Sweden	Maternal Health	TRUE	FALSE	TRUE	FALSE
90	Afifi, et al.	2005	Perceived need and help-seeking for mental health problems among Canadian provinces	English	Quantitative	Survey	Canada	Mental Health/Addiction	FALSE	FALSE	TRUE	FALSE
91	Worthington, et al.	2010	HIV testing experiences of Aboriginal youth in Canada: service implications.	English	Quantitative	Survey	Canada	Communicable Disease	FALSE	TRUE	FALSE	FALSE
92	Cano & Foster	2016	"They made me go through like weeks of appointments and everything": Documenting women's experiences seeking abortion care in Yukon territory, Canada.	English	Qualitative	Interview	Canada	Maternal Health	FALSE	FALSE	TRUE	FALSE
93	Arnaert & Schaack	2006	Cultural awareness of Inuit patients' experiences with emergency nursing care.	English	Qualitative	Interview	Canada	Emergency	FALSE	TRUE	TRUE	FALSE
94	Oosterveer & Young	2015	Primary health care accessibility challenges in remote indigenous communities in Canada's North.	English	Qualitative	Interview	Canada	PHC	FALSE	TRUE	TRUE	TRUE
95	Bird, et al.	2008	Living with diabetes on Baffin Island: Inuit storytellers share their experiences	English	Qualitative	Interview	Canada	Diabetes	FALSE	TRUE	TRUE	TRUE
96	Fraser & Nadeau	2015	Experience and representations of health and social services in a community of Nunavik	English	Qualitative	Interview	Canada	General	FALSE	TRUE	TRUE	FALSE
97	Hanrahan	2002	Identifying the needs of Innu and Inuit patients in urban health settings in Newfoundland and Labrador.	English	Qualitative	Focus groups	Canada	General	FALSE	TRUE	TRUE	FALSE
98	Mendez, et al.	2013	The use of remote presence for health care delivery in a northern Inuit community: a feasibility study.	English	Mixed-Methods	Interview	Canada	General	TRUE	TRUE	TRUE	FALSE
99	Quick & Bashshur	1991	Three perspectives on community health aides: surveys of health aides, consumers and providers in western Alaska.	English	Quantitative	Survey	USA	General	FALSE	FALSE	TRUE	FALSE
100	Hagopian, et al.	2000	The use of community surveys for health planning: the experience of 56 northwest rural communities.	English	Quantitative	Survey	USA	General	FALSE	FALSE	TRUE	FALSE
101	DeCourtney	1998	Alaska Native community assessment: health care services, knowledge of health issues, and health education.	English	Quantitative	Survey	USA	General	FALSE	FALSE	TRUE	FALSE
102	Lanier, et al.	1999	Pap prevalence and cervical cancer prevention among Alaska Native women.	English	Qualitative	Interview	USA	Cancer	FALSE	FALSE	FALSE	FALSE
103	Discoil, et al.	2010	Assessing the influence of health on rural outmigration in Alaska	English	Qualitative	Interview	USA	General	FALSE	FALSE	TRUE	FALSE
104	DeMay	2003	The experience of being a client in an Alaska public health nursing home visitation program.	English	Qualitative	Text analysis	USA	Maternal Health	FALSE	FALSE	FALSE	FALSE
105	Panet	2012	Meeting the needs of breast cancer survivors in Alaska: Survivors' and healthcare providers' perspectives.	English	Mixed-Methods	Interview	USA	Cancer	FALSE	FALSE	TRUE	FALSE
106	Wetherhall, et al.	2011	Cultural context in the effort to improve oral health among Alaska Native people: the dental health aide therapist model.	English	Mixed-Methods	Interview	USA	Dental	FALSE	TRUE	TRUE	TRUE
107	Pelikka, et al.	2003	Patients' views of good nursing care in an emergency unit	Finnish	Quantitative	Survey	Finland	Emergency	FALSE	FALSE	FALSE	FALSE
108	Olkarinen, et al.	2000	Patient satisfaction with health care services via videoconferencing	English	Quantitative	Survey	Finland	General	TRUE	FALSE	FALSE	FALSE
109	Mielonen, et al.	2000	Psychiatric inpatient care planning via telemedicine	English	Quantitative	Survey	Finland	Mental Health/Addiction	TRUE	FALSE	TRUE	FALSE
110	Elsass, et al.	1994	Greenlanders in hospital. An interview study of communication between patients and therapists, satisfaction and therapeutic preferences.	Danish	Qualitative	Interview	Greenland	General	FALSE	TRUE	TRUE	FALSE
111	Montgomery-Andersen, et al.	2010	There was no other way things could have been.' Greenlandic women's experiences of referral and transfer during pregnancy.	English	Qualitative	Interview	Greenland	Maternal Health	FALSE	TRUE	TRUE	FALSE
112	Hounsgaard, et al.	2013	Women's perspectives on illness when being screened for cervical cancer.	English	Qualitative	Focus groups	Greenland	Cancer	FALSE	TRUE	FALSE	FALSE
113	Aagaard	2017	Patient involvement in healthcare professional practice - a question about knowledge.	English	Qualitative	Participant observation	Greenland	Cancer	FALSE	TRUE	TRUE	FALSE
114	Fotaki	2006	Users' perceptions of health care reforms: Quality of care and patient rights in four regions in the Russian Federation	English	Quantitative	Survey	Russia	General	FALSE	FALSE	FALSE	FALSE
115	Heiberg & Skurtveit	2005	Voices of women in North-West Russia - About maternity care	Norwegian	Quantitative	Survey	Russia	Maternal Health	FALSE	FALSE	FALSE	FALSE
116	Kuznetsov, et al.	2013	Hopelessness as a basis for tuberculosis diagnostic delay in the Arkhangelsk region: A grounded theory study	English	Qualitative	Focus groups	Russia	Communicable Disease	FALSE	FALSE	TRUE	FALSE
117	Askham, et al.	2010	The information and support needs of Faroese women hospitalised with an acute coronary syndrome	English	Qualitative	Interview	Faroe Islands	Emergency	FALSE	FALSE	FALSE	FALSE