

Supplementary Material 1: Research Strategy

- S7 S1 AND S4 AND S5 AND S6
- S6 TI (qualitative or interview* or "focus group*") OR SU (qualitative or interview* or "focus group*") OR AB (qualitative or interview* or "focus group*")
- S5 TI ("Health Care System" OR "Healthcare System" OR emergency OR "primary care" OR "primary health care" OR "family practice" OR "family medicine" OR "general practice" OR "walk-in clinic*") OR SU ("Health Care System" OR "Healthcare System" OR emergency OR "primary care" OR "primary health care" OR "family practice" OR "family medicine" OR "general practice" OR "walk-in clinic*") OR AB ("Health Care System" OR "Healthcare System" OR emergency OR "primary care" OR "primary health care" OR "family practice" OR "family medicine" OR "general practice" OR "walk-in clinic*")
- S4 S2 OR S3
- S3 TI ((frequen* OR high OR heavy OR repeat* OR over) N2 (utili* OR attend* OR consult* OR visit* OR flyer* OR use* OR patient* OR return*)) OR SU ((frequen* OR high OR heavy OR repeat* OR over) N2 (utili* OR attend* OR consult* OR visit* OR flyer* OR use* OR patient* OR return*)) OR AB ((frequen* OR high OR heavy OR repeat* OR over) N2 (utili* OR attend* OR consult* OR visit* OR flyer* OR use* OR patient* OR return*))
- S2 TI ("revolving door" OR recidivist* OR misuse* OR overuse*) OR SU ("revolving door" OR recidivist* OR misuse* OR overuse*) OR AB ("revolving door" OR recidivist* OR misuse* OR overuse*)
- S1 AB ((patient* OR user* OR visitor* OR attender* OR flyer*) N2 (experienc* OR satisfaction OR "view point" OR opinion* OR perspective* OR attitude*)) OR SU ((patient* OR user* OR visitor* OR attender* OR flyer*) N2 (experienc* OR satisfaction OR "view point" OR opinion* OR perspective* OR attitude*)) OR TI ((patient* OR user* OR visitor* OR attender* OR flyer*) N2 (experienc* OR satisfaction OR "view point" OR opinion* OR perspective* OR attitude*))