

Table 1 - Database search strategies

Ovid MEDLINE: Epub Ahead of Print, In-Process & Other Non-Indexed Citations, Ovid MEDLINE® Daily and Ovid MEDLINE® 1946-2022	
#	Query
1	exp telemedicine/
2	exp internet-based intervention/
3	(remot* adj2 (consult* or interact* or diagnos* or monitor* or treat* or therap* or care)).tw,kf.
4	(telemonitor* or telemedicine* or telecommunication* or telehealth*).tw,kf.
5	(((((remote or online or video* or text message* or telephone* or phone or phones or email* or virtual* or technolog* or iphone* or smartphone* or mobile application* or mobile app* or teleconferenc* or messenger or whatsapp or skype or zoom or instant messag* or tablet* or e-mail* or asynchronous messag* or synchronous messag* or Videoconferenc* or hotline* or helpline* or call center*) adj3 (communicat* or engag* or discuss* or care or interact* or clinical guidance)) and patient*).tw,kf.
6	(((((remote or online or electronic* or video* or text message* or telephone* or phone* or email* or technolog* or virtual* or iphone* or smartphone* or mobile application* or mobile app* or teleconferenc* or messenger or whatsapp or skype or zoom or instant messag* or tablet* or e-mail* or asynchronous messag* or synchronous messag* or Videoconferenc* or hotline* or helpline* or call center*) adj3 (consult* or appointment* or meet or meeting* or visit*)) or virtual tool*).tw,kf.
7	((virtual* or digital*) adj3 (healthcare or health care or health strategy)).tw,kw,kf. or (virtual care or virtual health).tw,kf. or (rapid* adj3 virtual*).tw,kf.
8	((online or digital* or virtual*) adj3 (doctor* or physician* or clinic or clinics or nurse or nurses or nursing or medicine or medical)).tw,kf.
9	(digital health or digital first).tw,kf.
10	("e health*" or ehealth* or evisit* or "e-visit*").tw,kf.
11	(online adj3 (healthcare or health care)).tw,kf.
12	((virtual* or digital*) adj3 (healthcare or health care or health strategy)).tw,kf.
13	(teleassist* or "tele-assist*" or teleaudiolog* or "tele-audiolog*" or telebased or "tele-based" or telecancer or "tele-cancer" or "tele-cardiolo*" or telecardiolog* or teleconsult* or "tele-consult*" or telecounselling or "tele-counselling" or telecounseling or "tele-counseling" or teledental or "tele-dental" or telederm* or "tele-derm*" or telediagnos* or "tele-diagnos*" or teledialysis or "tele-dialysis" or teleecho* or "tele-echo*" or teleemerg* or "tele-emerg*" or teleepileps* or

	"tele-epileps*" or telefollow* or "tele-follow*" or teleguidance or "tele-guidance" or "tele-health*" or telehome* or "tele-home*" or teleICU or "tele-ICU" or teleintervention* or "tele-intervention*" or telemanag* or "tele-manag*" or telemedicine or "tele-medicine" or telemental* or "tele-mental*" or telemonitor* or "tele-monitor*" or telenurs* or "tele-nurs*" or teleoncolo* or "tele-oncolo*" or teleophthalm* or "tele-ophthalm*" or telepalliat* or "tele-palliat*" or "tele-patholog*" or teleprocedu* or "tele-procedu*" or telepsych* or "tele-psych*" or teleradiol* or "tele-radiol*" or telerefer* or "tele-refer*" or telerehab* or "tele-rehab*" or telesurger* or "tele-surger*" or telesurgic* or "tele-surgic*" or teletherap* or "tele-therap*" or teletreat* or "tele-treat*" or teletriage or "tele-triage").tw,kf.
14	(tele adj (care or counselling or counseling or diagnos* or health* or intervention* or manag* or therap* or treat* or medicine or medical or nursing)).tw,kf.
15	("e-care" or ecare or "e-consult*" or econsult* or "e-diagnos*" or ediagnosis* or "e-medicine" or emedicine or "e-nurse*" or enurse* or "e-nursing" or enursing or "e-physician*" or ephysician* or "e-psych*" or epsych* or "e-therapy" or etherapy or mhEALTH or "M-HEALTH").tw,kf.
16	((online or video* or text message* or telephone* or phon* or email* or virtual* or technolog* or iphone* or smartphone* or mobile application* or mobile app* or teleconferenc* or messenger or instant messag* or whatsapp or skype or zoom or tablet* or e-mail* or asynchronous messag* or synchronous messag* or Videoconferenc* or hotline* or helpline* or call center*) adj2 (care or counselling or Counseling or diagnos* or health* or intervention* or manag* or therap* or treat* or medicine or medical or nursing)).tw,kf.
17	(virtual* adj3 monitor*).tw,kf.
18	((implant* sensor* or body sensor*) adj4 (diagnost* or monitor* or report*)).tw,kf.
19	mobile health monitor*.tw,kf.
20	1 or 2 or 3 or 4 or 5 or 6 or 7 or 8 or 9 or 10 or 11 or 12 or 13 or 14 or 15 or 16 or 17 or 18 or 19
21	"Outcome and Process Assessment, Health Care"/
22	Quality Assurance, Health Care/
23	Benchmarking/
24	Total Quality Management/
25	Quality Improvement/
26	Quality Indicators, Health Care/
27	"Utilization Review"/
28	Patient Outcome Assessment/

29	(quality indicat* or quality metric or quality standard* or quality measure* or quality report* or performance measure* or metric or performance metric or usability or care evaluation or benchmark* or scorecard or balanced scorecard or logic model).tw,kf.
30	(quality adj3 (indicat* or metric* or standard* or measure*)).tw,kf.
31	21 or 22 or 23 or 24 or 25 or 26 or 27 or 28 or 29 or 30 or 31
32	20 and 32
33	limit 33 to (english language and yr="2015 -Current")
Embase Classic+Embase 1947 to 2022	
1	telecommunication/
2	(remot* adj2 (consult* or interact* or diagnos* or monitor* or treat* or therap* or care)).tw,kw.
3	(telemonitor* or telemedicine* or telecommunication* or telehealth*).tw,kw.
4	((remote or online or video* or text message* or telephone* or phone or phones or email* or virtual* or technolog* or iphone* or smartphone* or mobile application* or mobile app* or teleconferenc* or messenger or whatsapp or skype or zoom or instant messag* or tablet* or e-mail* or asynchronous messag* or synchronous messag* or Videoconferenc* or hotline* or helpline* or call center*) adj3 (communicat* or engag* or discuss* or care or interact* or clinical guidance)).tw,kw. and patient*.tw, kw.
5	((remote or online or electronic* or video* or text message* or telephone* or phone* or email* or technolog* or virtual* or iphone* or smartphone* or mobile application* or mobile app* or teleconferenc* or messenger or whatsapp or skype or zoom or instant messag* or tablet* or e-mail* or asynchronous messag* or synchronous messag* or Videoconferenc* or hotline* or helpline* or call center*) adj3 (consult* or appointment* or meet or meeting* or visit*)) or virtual tool*).tw,kw.
6	((virtual* or digital*) adj3 (healthcare or health care or health strategy)) or (virtual care or virtual health) or (rapid* adj3 virtual*).tw,kw.
7	((online or digital* or virtual*) adj3 (doctor* or physician* or clinic or clinics or nurse or nurses or nursing or medicine or medical)).tw,kw.
8	(digital health or digital first).tw,kw.
9	("e health*" or ehealth* or evisit* or "e-visit").tw,kw.
10	(online adj3 (healthcare or health care)).tw,kw.
11	((virtual* or digital*) adj3 (healthcare or health care or health strategy)).tw,kw.

12	(teleassist* or "tele-assist*" or teleaudiolog* or "tele-audiolog*" or telebased or "tele-based" or telecancer or "tele-cancer" or "tele-cardiolo*" or telecardiolog* or teleconsult* or "tele-consult*" or telecounselling or "tele-counselling" or telecounseling or "tele-counseling" or teledental or "tele-dental" or telederm* or "tele-derm*" or telediagnos* or "tele-diagnos*" or teledialysis or "tele-dialysis" or teleecho* or "tele-echo*" or teleemerg* or "tele-emerg*" or teleepileps* or "tele-epileps*" or telefollow* or "tele-follow*" or teleguidance or "tele-guidance" or "tele-health*" or telehome* or "tele-home*" or tel ICU or "tele-ICU" or teleintervention* or "tele-intervention*" or telemanag* or "tele-manag*" or telemedicine or "tele-medicine" or telemental* or "tele-mental*" or telemonitor* or "tele-monitor*" or telenurs* or "tele-nurs*" or teleoncolo* or "tele-oncolo*" or teleophthalm* or "tele-ophthalm*" or telepalliat* or "tele-palliat*" or telepatholog* or teleprocedu* or "tele-procedu*" or telepsych* or "tele-psych*" or teleradiol* or "tele-radiol*" or telerefer* or "tele-refer*" or telerehab* or "tele-rehab*" or telesurger* or "tele-surger*" or telesurgic* or "tele-surgic*" or teletherap* or "tele-therap*" or teletreat* or "tele-treat*" or teletriage or "tele-triage").tw,kw.
13	(tele adj (care or counselling or counseling or diagnos* or health* or intervention* or manag* or therap* or treat* or medicine or medical or nursing)).tw,kw.
14	("e-care" or ecare or "e-consult*" or econsult* or "e-diagnos*" or ediagnosis* or "e-medicine" or emedicine or "e-nurse*" or enurse* or "e-nursing" or enursing or "e-physician*" or ephysician* or "e-psych*" or epsych* or "e-therapy" or etherapy or mhEALTH or "M-HEALTH").tw,kw.
15	((online or video* or text message* or telephone* or phon* or email* or virtual* or technolog* or iphone* or smartphone* or mobile application* or mobile app* or teleconferenc* or messenger or instant messag* or whatsapp or skype or zoom or tablet* or e-mail* or asynchronous messag* or synchronous messag* or Videoconferenc* or hotline* or helpline* or call center*) adj2 (care or counselling or Counseling or diagnos* or health* or intervention* or manag* or therap* or treat* or medicine or medical or nursing)).tw,kw.
16	(virtual* adj3 monitor*).tw,kw.
17	((implant* sensor* or body sensor*) adj4 (diagnost* or monitor* or report*)).tw,kw.
18	mobile health monitor*.tw,kw.
19	wearable computer/
20	or/1-19
21	Health care quality/
22	Benchmarking/
23	Total quality management/
24	"utilization review" /

25	(quality indicat* or quality metric or quality standard* or quality measure* or quality report* or performance measure* or metric or performance metric or usability or care evaluation or benchmark* or scorecard or balanced scorecard or logic model).tw,kw
26	(quality adj2 (indicat* or metric* or standard* or measure*)).tw,kw.
27	Or/21-26
28	20 and 27
29	limit 28 to (english language and yr="2015 - 2021")
PsycInfo	
1	exp telemedicine/
2	(remot* adj2 (consult* or interact* or diagnos* or monitor* or treat* or therap* or care)).tw,sh.
3	(telemonitor* or telemedicine* or telecommunication* or telehealth*).tw,sh.
4	((((remote or online or video* or text message* or telephone* or phone or phones or email* or virtual* or technolog* or iphone* or smartphone* or mobile application* or mobile app* or teleconferenc* or messenger or whatsapp or skype or zoom or instant messag* or tablet* or e-mail* or asynchronous messag* or synchronous messag* or Videoconferenc* or hotline* or helpline* or call center*) adj3 (communicat* or engag* or discuss* or care or interact* or clinical guidance)) and patient*).tw,sh.
5	((((remote or online or electronic* or video* or text message* or telephone* or phone* or email* or technolog* or virtual* or iphone* or smartphone* or mobile application* or mobile app* or teleconferenc* or messenger or whatsapp or skype or zoom or instant messag* or tablet* or e-mail* or asynchronous messag* or synchronous messag* or Videoconferenc* or hotline* or helpline* or call center*) adj3 (consult* or appointment* or meet or meeting* or visit*)) or virtual tool*).tw,sh.
6	((((virtual* or digital*) adj3 (healthcare or health care or health strategy)) or (virtual care or virtual health) or (rapid* adj3 virtual*)).tw,sh.
7	((online or digital* or virtual*) adj3 (doctor* or physician* or clinic or clinics or nurse or nurses or nursing or medicine or medical)).tw,sh.
8	(digital health or digital first).tw,sh.
9	("e health*" or ehealth* or evisit* or "e-visit*").tw,sh.
10	((virtual* or digital*) adj3 (healthcare or health care or health strategy)).tw,sh.
11	(teleassist* or "tele-assist*" or teleaudiolog* or "tele-audiolog*" or telebased or "tele-based" or telecancer or "tele-cancer" or "tele-cardiolo*" or telecardiolog* or teleconsult* or "tele-consult*" or telecounselling or "tele-counselling" or telecounseling or "tele-counseling" or teledental or

	"tele-dental" or telederm* or "tele-derm*" or telediagnos* or "tele-diagnos*" or teledialysis or "tele-dialysis" or teleecho* or "tele-echo*" or teleemerg* or "tele-emerg*" or teleepileps* or "tele-epileps*" or telefollow* or "tele-follow*" or teleguidance or "tele-guidance" or "tele-health*" or telehome* or "tele-home*" or teleICU or "tele-ICU" or teleintervention* or "tele-intervention*" or telemanag* or "tele-manag*" or telemedicine or "tele-medicine" or telemental* or "tele-mental*" or telemonitor* or "tele-monitor*" or telenurs* or "tele-nurs*" or teleoncolo* or "tele-oncolo*" or teleophthalm* or "tele-ophthalm*" or telepalliat* or "tele-palliat*" or "tele-patholog*" or teleprocedu* or "tele-procedu*" or telepsych* or "tele-psych*" or teleradiol* or "tele-radiol*" or telerefer* or "tele-refer*" or telerehab* or "tele-rehab*" or telesurger* or "tele-surger*" or telesurgic* or "tele-surgic*" or teletherap* or "tele-therap*" or teletreat* or "tele-treat*" or teletriage or "tele-triage").tw,sh.
12	(tele adj (care or counselling or counseling or diagnos* or health* or intervention* or manag* or therap* or treat* or medicine or medical or nursing)).tw,sh.
13	("e-care" or ecare or "e-consult*" or econsult* or "e-diagnos*" or edagnosis* or "e-medicine" or emedicine or "e-nurse*" or enurse* or "e-nursing" or enursing or "e-physician*" or ephysician* or "e-psych*" or epsych* or "e-therapy" or etherapy or mhEALTH or "M-HEALTH").tw,sh.
14	((online or video* or text message* or telephone* or phon* or email* or virtual* or technolog* or iphone* or smartphone* or mobile application* or mobile app* or teleconferenc* or messenger or instant messag* or whatsapp or skype or zoom or tablet* or e-mail* or asynchronous messag* or synchronous messag* or Videoconferenc* or hotline* or helpline* or call center*) adj2 (care or counselling or Counseling or diagnos* or health* or intervention* or manag* or therap* or treat* or medicine or medical or nursing)).tw,sh.
15	(virtual* adj3 monitor*).tw,sh.
16	((implant* sensor* or body sensor*) adj4 (diagnost* or monitor* or report*)).tw,sh.
17	mobile health monitor*.tw,sh.
18	(online adj3 (healthcare or health care)).tw,sh.
19	1 or 2 or 3 or 4 or 5 or 6 or 7 or 8 or 9 or 10 or 11 or 12 or 13 or 14 or 15 or 16 or 17 or 18 (quality
20	indicat* or quality metric or quality standard* or quality measure* or quality report* or performance measure* or metric or performance metric or usability or care evaluation or benchmark* or scorecard or balanced scorecard or logic model).tw,sh.
21	(quality adj3 (indicat* or metric* or standard* or measure*)).tw,sh.
22	exp "quality of services"/
23	exp "Quality of Care"/
24	exp Program Evaluation/

25	20 or 21 or 22 or 23 or 24
26	19 and 25
27	limit 26 to (english language and yr="2015 - 2021")
	Cochrane Library
#1	MeSH descriptor: [Telemedicine] explode all trees
#2	MeSH descriptor: [Internet-Based Intervention] explode all trees
#3	(remote consult*) or (remote interact*) pr (remote diagnos*) or (remote monitor*) or (remote treat*) or (remote therap*) or (remote care):ti,ab,kw
#4	(virtual health*) or (digital health*) or (online health*) or (ehealth*) or (mobile health*):ti,ab, kw
#5	#1 or #2 or #3 or #4
#6	MeSH descriptor: [Quality of Health Care] this term only
#7	MeSH descriptor: [Outcome and Process Assessment, Health Care] this term only
#8	MeSH descriptor: [Quality Assurance, Health Care] this term only
#9	MeSH descriptor: [Benchmarking] this term only
#10	MeSH descriptor: [Total Quality Management] this term only
#11	MeSH descriptor: [Quality Improvement] this term only
#12	MeSH descriptor: [Quality Indicators, Health Care] this term only
#13	MeSH descriptor: [Utilization Review] this term only
#14	MeSH descriptor: [Patient Outcome Assessment] this term only
#15	(quality indicat*) or (quailty metric*) or (quality standard*) or (quality measure*) or (quality report*) or (performance measure*) or (performance metric*) or (usability) or (care evaluation) or (scorecard) or (balanced scorecard) or (logic model):ti,ab,kw
#16	#6 or #7 or #8 or #9 or #10 or #11 or #12 or #13 or #14 or #15
#17	#5 and #16 with Cochrane Library publication date Between Jan 2015 and Present

Table 2 - Grey Literature Search

Targeted Website Searches

<i>Organization name & website URL</i>	<i>Search strategy(s)/ terms searched</i>
McMaster Health Forum www.healthsystemevidence.org	1. (virtual care OR digital health) AND quality 2. Telemedicine AND quality indicators
Publications Canada https://publications.gc.ca	1. Virtual care 2. Telemedicine 3. eHealth
Health Quality Ontario http://www.hqontario.ca/Evidence-to-Improve-Care/Health-Technology-Assessment	1. Virtual care 2. Telemedicine 3. Telehealth
NICE www.nice.org.uk	1. Virtual care 2. Telemedicine 3. Telehealth 4. Digital care
AHRQ - EPC http://www.ahrq.gov/research/findings/evidence-based-reports/search.html	1. Virtual care 2. Telemedicine 3. Telehealth
AHRQ – EHC https://effectivehealthcare.ahrq.gov/products-tools/	1. Virtual care 2. Telemedicine 3. Telehealth
Canadian Medical Association www.cma.ca	1. Virtual care 2. Telemedicine 3. Telehealth
Institute for Healthcare Improvement – White Papers www.ihl.org	N/A – no search function, reviewed ‘Publications’ and ‘White Papers’ section of site
Health Quality Council of Alberta http://hqca.ca/studies-and-reviews/completed-reviews/	1. Virtual care 2. Telemedicine 3. Telehealth
INATHA Secretariat http://www.inahta.org/publications	1. Virtual care 2. Telemedicine 3. Telehealth
WHO Health Evidence Network http://www.euro.who.int/en/what-we-do/data-and-evidence/health-evidence-network/en/publications/by-keyword	1. Virtual care 2. Telemedicine 3. Telehealth
Targeted Database Searches	
<i>Database name & URL</i>	<i>Search strategy(s)/ terms searched</i>
Google Scholar scholar.google.com	1. “virtual care” AND quality indicators 2. Telemedicine AND quality indicators 3. eHealth AND quality indicators
MedRxiv www.medrxiv.org	1. Virtual care quality indicator 2. Telemedicine quality indicator Results screened by 1 reviewer, 23 items selected for further screening

OpenGrey http://www.opengrey.eu/	1. Virtual care Telemedicine
Targeted Journal Search	
<i>Journal Name</i>	<i>Search strategy(s)/ terms searched</i>
Journal of Medical Internet Research	Hand-searched (reviewed table of contents) of all editions in previous 2 years
Lancet Digital Health	Hand-searched (reviewed table of contents) of all editions in previous 2 years
Nature Digital Medicine	Hand-searched (reviewed table of contents) of all editions in previous 2 years