

Appendix 1:

Electronic search strategy in Medline used to conduct a comprehensive literature search.

Part 1: Setting	
1	*health care/
2	(health adj5 care).ti,ab,de.
3	*health service/
4	(health adj5 service\$).ti,ab,de.
5	*hospital/
6	hospital\$.ti,ab,de.
7	*ambulatory care/
8	(ambulatory care adj5 facilit\$).ti,ab,de.
9	*outpatient/
10	outpatient\$.ti,ab,de.
11	*outpatient department/
12	(outpatient adj2 department).ti,ab,de.
14	*outpatient department/
15	(outpatient adj2 clinic\$).ti,ab,de.
16	primary medical care/
17	(primary adj2 care).ti,ab,de.
18	*general practice/
19	(general adj practi\$).ti,ab,de.
20	family practice.mp.
21	(family adj practi\$).ti,ab,de.
22	gp.mp.
23	gps.ti,ab,de
24	family physician.mp.
25	family physic\$.ti,ab,de.
26	*emergency health service/
27	emergency service\$.ti,ab,de.
28	(emergency adj2 service\$).ti,ab,de.
29	emergency department.mp. or *emergency ward/
30	emergency department\$.ti,ab,de.
31	(emergency adj5 department\$).ti,ab,de.
32	*medical service/
33	(medical adj5 service).ti,ab,de.
34	exp delivery of health care/
35	exp health service\$/
36	exp ambulatory care facilities/
37	exp ambulatory care information systems/
38	exp primary care/
39	exp physicians, family/
40	exp primary health care/

Part 2: Cost/service utilisation	
41	high cost.mp.
42	high cost\$.ti,ab,de.
43	high?cost\$.ti,ab,de.
44	(high adj5 cost\$.ti,ab,de.
45	frequent cost.mp.
46	frequent cost\$.ti,ab,de.
47	(frequent adj5 cost\$.ti,ab,de.
48	high expenditure.mp.
49	high expenditure.ti,ab,de.
50	(high adj5 expenditure).ti,ab,de.
51	high expense.mp.
52	high expense.ti,ab,de.
53	(high adj5 expense).ti,ab,de.
54	frequent user.mp.
55	frequent user.ti,ab,de.
56	(frequent adj5 user).ti,ab,de.
57	high user.mp.
58	high user.ti,ab,de.
59	(high adj5 user).ti,ab,de.
60	high utilisier.mp.
61	high utilisier\$.ti,ab,de.
62	high utilizer.mp.
63	high utilizer\$.ti,ab,de.
64	(high adj5 utilisier\$.ti,ab,de.
65	(high adj5 utilizer\$.ti,ab,de.
66	frequent utilisier.mp.
67	frequent utilizer.mp.
68	frequent utilizer\$.ti,ab,de.
69	frequent utilisier\$.ti,ab,de.
70	(frequent adj5 utilizer\$.ti,ab,de.
71	(frequent adj5 utilisier\$.ti,ab,de.
72	high utilisation.mp.
73	high utilization.mp.
74	high utilization.ti,ab,de.
75	high utilisation.ti,ab,de.
76	(high adj5 utilization).ti,ab,de.
77	(high adj5 utilisation).ti,ab,de.
78	frequent utilisation.mp.
79	frequent utilization.mp.
80	frequent utilisation.ti,ab,de.
81	frequent utilization.ti,ab,de.
82	(frequent adj5 utilisation).ti,ab,de.

83	(frequent adj5 utilization).ti,ab,de.
84	high need.mp.
85	high need.ti,ab,de.
86	(high adj5 need).ti,ab,de.
87	high attend.mp.
88	high attend\$.ti,ab,de.
89	(high adj5 attend\$.ti,ab,de.
90	superutilizer.mp.
91	superutilizer.ti,ab,de.
92	exp health expenditures/
93	exp patient acceptance of health care/
94	exp health care costs/
95	exp health services accessibility/
96	exp cost benefit analysis/
97	exp practice patterns physicians/
98	exp efficiency organizational/
99	exp health services misuse/
100	exp patient care team/
101	exp case management/
102	exp office visits/
103	exp referral/
Part 3: MUS Umbrella term	
104	exp fatigue syndrome chronic/
105	*chronic fatigue syndrome/
106	chronic fatigue.ti,ab,de.
107	fatigue syndrome.ti,ab,de.
108	myalgic encephalomyelitis.mp.
109	myalgic encephalomyelitis.ti,ab,de.
110	exp irritable bowel syndrome/
111	irritable bowel syndrome.mp.
112	irritable bowel.ti,ab,de.
113	functional colonic disease.mp.
114	functional colonic disease.ti,ab,de.
115	functional gastrointestinal disorder.mp.
116	functional gastrointestinal disorder.ti,ab,de.
117	exp fibromyalgia/
118	exp chronic pain/
119	*fibromyalgia/
120	fibromyalgia\$.ti,ab,de.
121	*chronic pain/
122	chronic pain.ti,ab,de.
123	pain disorder.mp.
124	pain disorder.ti,ab,de.

125	exp somatoform disorders/
126	somatoform.mp.
127	somatoform.ti,ab,de.
128	exp hysteria/
129	hysteri.mp.
130	hysteri\$.ti,ab,de.
131	somatiz.mp.
132	somatiz\$.ti,ab,de.
133	somatis.mp.
134	somatis\$.ti,ab,de.
135	medically unexplained.ti,ab,de.
136	medically unexplained.mp.
137	functional somatic.mp.
138	functional somatic.ti,ab,de.
139	psychosom.mp.
140	psychosom\$.ti,ab,de.
141	nonorganic.mp.
142	nonorganic.ti,ab,de.
143	non-organic.mp.
144	non-organic.ti,ab,de.
145	psychogen.mp.
146	psychogen.ti,ab,de.
147	*conversion disorder/
148	conversion disorder.ti,ab,de.
149	conversion symptoms.mp.
150	conversion symptoms.ti,ab,de.
151	functional motor symptoms.mp.
152	functional motor symptoms.ti,ab,de.
153	functional movement disorder.mp.
154	functional movement disorder.ti,ab,de.
155	exp Hypochondriasis/
156	*hypochondriasis/
157	hypochondriasis.ti,ab,de.
158	functional syndrome.mp.
159	(functional adj syndrome\$.ti,ab,de.
160	*psychosomatic disorder/
161	psychosomatic disorder.ti,ab,de.
162	exp psychophysiologic disorder\$/
163	psychophysiologic disorder.mp.
164	(psychophysiologic adj disorder).ti,ab,de.
165	exp somatoform disorder\$/
166	*somatoform disorder/
167	(somatoform adj disorder).ti,ab,de.
168	exp factitious disorder\$/

169	(factitious adj disorder\$.ti,ab,de.
170	factitious disorder.mp.
171	health anxiety.mp.
172	(health adj anxiety).ti,ab,de.
175	persistent physical symptoms.mp
176	persistent physical symptoms\$.ti,ab,de.