**Search strategy**

**Pubmed 1/7/2018**

|   | Search Term                                                                 | Results |
|---|-----------------------------------------------------------------------------|---------|
| 1 | patient*[Title] OR consumer*[Title]                                         | 1664910 |
| 2 | (comment*[Title] OR rating*[Title] OR suggestion*[Title] OR complaint*[Title] OR review*[Title] OR feedback*[Title]) AND (experience[Title/abstract] OR quality[Title/abstract] OR safety[Title/abstract] OR satisfaction[Title/Abstract] OR patient center*[Title/Abstract]) | 89057   |
| 3 | "Health Care Quality, Access, and Evaluation"[Mesh]                          | 6745771 |
| 4 | (online[Title/Abstract] OR free text[Title/Abstract] OR narrative*[Title/Abstract] OR social media[Title/Abstract] OR ehealth[Title/Abstract] OR virtual[Title/Abstract] OR internet[Title/Abstract] OR facebook[Title/Abstract] OR twitter*[Title/Abstract]) | 203947  |
| 5 | (#2 OR #3) AND #4 AND #1                                                   | 9274    |
| 6 | ("2000"[Date - Publication]:"2018/06/30"[Date - Publication] and #5)       | 8937    |

**Web of science 1/7/2018**

|   | Search Term                                                                 | Results |
|---|-----------------------------------------------------------------------------|---------|
| 1 | TI=("patient*" OR "consumer**")                                             | 2965051 |
| 2 | TI=("comment*" OR "rating**" OR "suggestion*" OR "complaint*" OR "review**" OR "feedback**") AND TS=("experience" OR "quality" OR "safety" OR "satisfaction" OR "patient center**") | 178244  |
| 3 | TS=("online" OR "free text" OR "narratives" OR "social media" OR "ehealth" OR "virtual" OR "internet" OR "twitter**" OR "facebook") | 1711172 |
| 4 | #2 AND #3 AND #1 AND #1 TIME SPAN=2000-2018                                 | 943     |

**Scopus 1/7/2018 (1156 documents)**

(TITLE( "patient*" ) OR TITLE ( "consumer**" ) AND ( TITLE ( "comment*" ) OR TITLE ( "rating**" ) OR TITLE ( "suggestion*" ) OR TITLE ( "complaint**" ) OR TITLE ( "review**" ) OR TITLE ( "feedback**" ) ) AND ( TITLE-ABS-KEY ( "experience" ) OR TITLE-ABS-KEY ( "quality" ) OR TITLE-ABS-KEY ( "safety" ) OR TITLE-ABS-KEY ( "satisfaction" ) OR TITLE-ABS-KEY ( "patient center**" ) ) AND ( TITLE-ABS-KEY ( "online" ) OR TITLE-ABS-KEY ( "free text" ) OR TITLE-ABS-KEY ( "narratives" ) OR TITLE-ABS-KEY ( "social media" ) OR TITLE-ABS-KEY ( "ehealth" ) OR TITLE-ABS-KEY ( "virtual" ) OR TITLE-ABS-KEY ( "internet" ) OR TITLE-ABS-KEY ( "facebook" ) OR TITLE-ABS-KEY ( "twitter**" ) ) AND PUBYEAR > 1999