

**Table S1. Summary of findings**

Author, year	Patient Outcomes		Clinician Outcomes	
	Positive	Negative	Positive	Negative
Atherton, 2018 (20)	<ul style="list-style-type: none"> <li>Improved flexibility by time and location.</li> </ul>		<ul style="list-style-type: none"> <li>Practices wished to be perceived as 'modern' and VC could help with that.</li> </ul>	<ul style="list-style-type: none"> <li>VC time consuming to set up, poor images</li> <li>Lack of appropriate facilities, slow computers, insufficient bandwidth.</li> </ul>
Brant, 2016 (11)			<ul style="list-style-type: none"> <li>Regarded as a good supplement to traditional face-to-face mediums</li> </ul>	<ul style="list-style-type: none"> <li>Will provide increased access which will in turn increase practitioner stress/workload</li> <li>Disadvantage certain groups</li> <li>Technology challenge: internet connection reliability</li> <li>Increased clinical risk and privacy concerns</li> </ul>
Glaser, 2010 (41)				<ul style="list-style-type: none"> <li>83% perceived that the patient was completely/generally satisfied</li> <li>89% completely agreed that successful clinical decision making achieved</li> </ul>
Hatton, 2018 (37)	<ul style="list-style-type: none"> <li>11.5% suggested that they would not recommend this type of consult to a family member/friend</li> </ul>			<ul style="list-style-type: none"> <li>84.6% reported being "very satisfied" with clinicians' competence skills</li> <li>No statistically significant difference in provider's use of patient-centred communication or skills when comparing VC to F2F consultation.</li> </ul>
Polinski, 2016 (36)	<ul style="list-style-type: none"> <li>94-99% "very satisfied" with VC</li> <li>32% preferred VC to traditional in-person consults</li> </ul>	<ul style="list-style-type: none"> <li>1% rated VC as worse than traditional visits.</li> </ul>		

	<ul style="list-style-type: none"> <li>Lack of insurance increased odds by 21% of preferring telehealth (OR 1.21, 95% CI: 1.02-1.43)</li> <li>95% were satisfied with the technology</li> </ul>			
Powell, 2017 (40)	<ul style="list-style-type: none"> <li>Decreased costs e.g. car fuel, parking, work time /pay missed and pay.</li> <li>Patients identified convenience, efficiency, communication, privacy and comfort as domains of importance.</li> </ul>	<ul style="list-style-type: none"> <li>21% reported technological issues e.g. time lag</li> <li>Privacy concerns</li> </ul>		
Stahl, 2010 (38)	<ul style="list-style-type: none"> <li>When asked. most participants were willing to pay for VCs for respiratory and musculoskeletal complaints</li> </ul>	<ul style="list-style-type: none"> <li>More satisfied with face-to-face than VC (4.6 to 4.3, p&lt;0.0001)</li> <li>Perceived VC to be less satisfactory for chronic complaints</li> </ul>	<ul style="list-style-type: none"> <li>VCs rated their satisfaction highly</li> <li>No difference in ability to collect histories</li> </ul>	<ul style="list-style-type: none"> <li>Reduced ability to choose correct investigations</li> <li>Overall preference towards face-to-face consults</li> </ul>

## Appendix 1

### Medline Search Strategy:

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- 1 remote consultation.mp. or exp Remote Consultation/ (4548)
  - 2 telemedicine.mp. or exp TELEMEDICINE/ (24739)
  - 3 video consultation.mp. or exp Videoconferencing/ (1627)
  - 4 skype.mp. (194)
  - 5 facetime.mp. (31)
  - 6 1 or 2 or 3 or 4 or 5 (25650)
  - 7 patient satisfaction.mp. or exp Patient Satisfaction/ (90890)
  - 8 patient preference.mp. or exp Patient Preference/ (9131)
  - 9 patient acceptance of healthcare.mp. or exp "Patient Acceptance of Health Care"/ (135626)
  - 10 (experience\* or satisfaction or preference\*).mp. [mp=title, abstract, original title, name of substance word, subject heading word, floating sub-heading word, keyword heading word, protocol supplementary concept word, rare disease supplementary concept word, unique identifier, synonyms] (1067702)
  - 11 7 or 8 or 9 or 10 (1177778)
  - 12 exp General Practitioners/ or general practitioner\*.mp. (43848)
  - 13 exp Physicians, Family/ or family physician\*.mp. (24721)
  - 14 12 or 13 (64033)
  - 15 general practice.mp. or exp Family Practice/ or General Practice/ (89119)
  - 16 family practice.mp. (66249)
  - 17 exp Primary Health Care/ (140779)
  - 18 15 or 16 or 17 (221671)
  - 19 6 and 11 and (14 or 18) (726)
  - 20 limit 19 to (english language and yr="2010 -Current") (425)