Box S1. Database Search Strings

PubMed search

("Telemedicine"[Mesh] OR "Remote Consultation"[Mesh] OR "Videoconferencing"[Mesh] OR "Telephone"[Mesh] OR Telehealth[tiab] OR Telemedicine[tiab] OR Videoconferencing[tiab] OR Telephone[tiab] OR telephone-delivered[tiab])
AND
("General Practitioners"[Mesh] OR "Primary Health Care"[Mesh] OR "Family Practice"[Mesh] OR "Ambulatory Care"[Mesh] OR "Outpatients"[Mesh] OR “Primary care”[tiab] OR “Urgent care”[tiab] OR “Primary healthcare”[tiab] OR “General Practitioner”[tiab] OR “General Practitioners”[tiab] OR “Family practice”[tiab] OR “General practice”[tiab] OR “Ambulatory care”[tiab] OR Outpatients[tiab] OR Outpatient[tiab] OR “Community care”[tiab])
AND
("Drug Prescriptions"[Mesh] OR "Inappropriate Prescribing"[Mesh] OR "Practice Patterns, Physicians"[Mesh] OR "Medical Audit"[Mesh] OR “administration and dosage"[SH] OR Prescriptions[tiab] OR Prescribing[tiab] OR Prescribed[tiab])
AND
("Anti-Bacterial Agents"[Mesh] OR "Macrolides"[Mesh] OR "beta-Lactams"[Mesh] OR "Fluoroquinolones"[Mesh] OR "Sulfonamides"[Mesh] OR "Tetracyclines"[Mesh] OR "Aminoglycosides"[Mesh] OR Antibacterial[tiab] OR Antibacterials[tiab] OR Antibiotics[tiab] OR Antibiotic[tiab] OR Anti-infective[tiab] OR Anti-infectives[tiab] OR Macrolides[tiab] OR Macrolide[tiab] OR beta-Lactams[tiab] OR Fluoroquinolones[tiab] OR Sulfonamides[tiab] OR Tetracyclines[tiab] OR Aminoglycosides[tiab] OR Antimicrobial[tiab] OR Antimicrobials[tiab] OR Penicillin[tiab] OR Penicillins[tiab] OR Methicillin[tiab] OR ampicillin[tiab] OR azithromycin[tiab] OR Cephalexin[tiab] OR Maytansine[tiab] OR Mepartricin[tiab] OR Miocamycin[tiab] OR Natamycin[tiab] OR Nystatin[tiab] OR Oleandomycin[tiab] OR Troleandomycin[tiab] OR Oligomycins[tiab] OR Rutamycin[tiab] OR Sirolimus[tiab] OR Everolimus[tiab] OR Tacrolimus[tiab] OR Tylosin[tiab] OR Amphotericin[tiab] OR Antimycin[tiab] OR Brefeldin [tiab] OR Bryostatins [tiab] OR Candicidin[tiab] OR Epothilones[tiab] OR Erythromycin[tiab] OR Azithromycin[tiab] OR Clarithromycin[tiab] OR Ketolides[tiab] OR Roxithromycin[tiab] OR Filipin[tiab] OR Ivermectin[tiab] OR Josamycin[tiab] OR Leucomycins[tiab] OR Kitasamycin[tiab] OR Spiramycin[tiab] OR Carbapenems[tiab] OR Thienamycins[tiab] OR Cephalosporins[tiab] OR Cefamandole[tiab] OR Cefazolin[tiab] OR Cefonicid[tiab] OR Cefsulodin[tiab] OR Cephacetrile[tiab] OR Cephalexin[tiab] OR Cephaloridine[tiab] OR Cephamycins[tiab] OR Clavulanic[tiab] OR Monobactams[tiab] OR Aztreonam[tiab] OR Moxalactam[tiab] OR Amdinocillin[tiab] OR Cyclacillin[tiab] OR Methicillin[tiab] OR Nafcillin[tiab] OR Oxacillin[tiab] OR Penicillanic[tiab] OR Sulbactam[tiab] OR Ticarcillin[tiab] OR Amoxicillin[tiab] OR Ciprofloxacin[tiab] OR Fleroxacin[tiab] OR Enoxacin[tiab] OR Norfloxacin[tiab] OR Ofloxacin[tiab] OR Levofloxacin[tiab] OR Pefloxacin[tiab])

Embase search

('Telemedicine'/exp OR 'Remote Consultation'/exp OR 'Videoconferencing'/exp OR 'Telephone'/exp OR Telehealth:ti,ab OR Telemedicine:ti,ab OR Videoconferencing:ti,ab OR Telephone:ti,ab OR telephone-delivered:ti,ab)
AND
('General Practitioners'/exp OR 'Primary Health Care'/exp OR 'Family Practice'/exp OR 'Ambulatory Care'/exp OR 'Outpatients'/exp OR "Primary care":ti,ab OR "Urgent care":ti,ab OR "Primary healthcare":ti,ab OR "General Practitioner":ti,ab OR "General Practitioners":ti,ab OR "Family practice":ti,ab OR "General practice":ti,ab OR "Ambulatory care":ti,ab OR Outpatients:ti,ab OR Outpatient:ti,ab OR "Community care":ti,ab)
AND
('Drug Prescriptions'/exp OR 'Inappropriate Prescribing'/exp OR 'Practice Patterns, Physicians'/exp OR 'Medical Audit'/exp OR "administration and dosage":lnk OR Prescriptions:ti,ab OR Prescribing:ti,ab OR Prescribed:ti,ab)
AND
('Anti-Bacterial Agents'/exp OR 'Macrolides'/exp OR 'beta-Lactams'/exp OR 'Fluoroquinolones'/exp OR 'Sulfonamides'/exp OR 'Tetracyclines'/exp OR 'Aminoglycosides'/exp OR Antibacterial:ti,ab OR Antibacterials:ti,ab OR Antibiotics:ti,ab OR Antibiotic:ti,ab OR Anti-infective:ti,ab OR Anti-infectives:ti,ab OR Macrolides:ti,ab OR Macrolide:ti,ab OR beta-Lactams:ti,ab OR Fluoroquinolones:ti,ab OR Sulfonamides:ti,ab OR Tetracyclines:ti,ab OR Aminoglycosides:ti,ab OR Antimicrobial:ti,ab OR Antimicrobials:ti,ab OR Penicillin:ti,ab OR Penicillins:ti,ab OR Methicillin:ti,ab OR ampicillin:ti,ab OR azithromycin:ti,ab OR Cephalexin:ti,ab OR Maytansine:ti,ab OR Mepartricin:ti,ab OR Miocamycin:ti,ab OR Natamycin:ti,ab OR Nystatin:ti,ab OR Oleandomycin:ti,ab OR Troleandomycin:ti,ab OR Oligomycins:ti,ab OR Rutamycin:ti,ab OR Sirolimus:ti,ab OR Everolimus:ti,ab OR Tacrolimus:ti,ab OR Tylosin:ti,ab OR Amphotericin:ti,ab OR Antimycin:ti,ab OR Brefeldin:ti,ab OR Bryostatins:ti,ab OR Candicidin:ti,ab OR Epothilones:ti,ab OR Erythromycin:ti,ab OR Azithromycin:ti,ab OR Clarithromycin:ti,ab OR Ketolides:ti,ab OR Roxithromycin:ti,ab OR Filipin:ti,ab OR Ivermectin:ti,ab OR Josamycin:ti,ab OR Leucomycins:ti,ab OR Kitasamycin:ti,ab OR Spiramycin:ti,ab OR Carbapenems:ti,ab OR Thienamycins:ti,ab OR Cephalosporins:ti,ab OR Cefamandole:ti,ab OR Cefazolin:ti,ab OR Cefonicid:ti,ab OR Cefsulodin:ti,ab OR Cephacetrile:ti,ab OR Cephalexin:ti,ab OR Cephaloridine:ti,ab OR Cephamycins:ti,ab OR Clavulanic:ti,ab OR Monobactams:ti,ab OR Aztreonam:ti,ab OR Moxalactam:ti,ab OR Amdinocillin:ti,ab OR Cyclacillin:ti,ab OR Methicillin:ti,ab OR Nafcillin:ti,ab OR Oxacillin:ti,ab OR Penicillanic:ti,ab OR Sulbactam:ti,ab OR Ticarcillin:ti,ab OR Amoxicillin:ti,ab OR Ciprofloxacin:ti,ab OR Fleroxacin:ti,ab OR Enoxacin:ti,ab OR Norfloxacin:ti,ab OR Ofloxacin:ti,ab OR Levofloxacin:ti,ab OR Pefloxacin:ti,ab)

Cochrane Central search

([mh Telemedicine] OR [mh "Remote Consultation"] OR [mh Videoconferencing] OR [mh Telephone] OR Telehealth:ti,ab OR Telemedicine:ti,ab OR Videoconferencing:ti,ab OR Telephone:ti,ab OR “telephone delivered”:ti,ab)
AND
([mh "General Practitioners"] OR [mh "Primary Health Care"] OR [mh "Family Practice"] OR [mh "Ambulatory Care"] OR [mh Outpatients] OR "Primary care":ti,ab OR "Urgent care":ti,ab OR "Primary healthcare":ti,ab OR "General Practitioner":ti,ab OR "General Practitioners":ti,ab OR "Family practice":ti,ab OR "General practice":ti,ab OR "Ambulatory care":ti,ab OR Outpatients:ti,ab OR Outpatient:ti,ab OR "Community care":ti,ab)
AND
([mh "Drug Prescriptions"] OR [mh "Inappropriate Prescribing"] OR [mh "Practice Patterns, Physicians'"] OR [mh "Medical Audit"] OR [mh /AD] OR Prescriptions:ti,ab OR Prescribing:ti,ab OR Prescribed:ti,ab)
AND
([mh "Anti Bacterial Agents"] OR [mh Macrolides] OR [mh “beta Lactams”] OR [mh Fluoroquinolones] OR [mh Sulfonamides] OR [mh Tetracyclines] OR [mh Aminoglycosides] OR Antibacterial:ti,ab OR Antibacterials:ti,ab OR Antibiotics:ti,ab OR Antibiotic:ti,ab OR Anti-infective:ti,ab OR Anti-infectives:ti,ab OR Macrolides:ti,ab OR Macrolide:ti,ab OR beta-Lactams:ti,ab OR Fluoroquinolones:ti,ab OR Sulfonamides:ti,ab OR Tetracyclines:ti,ab OR Aminoglycosides:ti,ab OR Antimicrobial:ti,ab OR Antimicrobials:ti,ab OR Penicillin:ti,ab OR Penicillins:ti,ab OR Methicillin:ti,ab OR ampicillin:ti,ab OR azithromycin:ti,ab OR Cephalexin:ti,ab OR Maytansine:ti,ab OR Mepartricin:ti,ab OR Miocamycin:ti,ab OR Natamycin:ti,ab OR Nystatin:ti,ab OR Oleandomycin:ti,ab OR Troleandomycin:ti,ab OR Oligomycins:ti,ab OR Rutamycin:ti,ab OR Sirolimus:ti,ab OR Everolimus:ti,ab OR Tacrolimus:ti,ab OR Tylosin:ti,ab OR Amphotericin:ti,ab OR Antimycin:ti,ab OR Brefeldin:ti,ab OR Bryostatins:ti,ab OR Candicidin:ti,ab OR Epothilones:ti,ab OR Erythromycin:ti,ab OR Azithromycin:ti,ab OR Clarithromycin:ti,ab OR Ketolides:ti,ab OR Roxithromycin:ti,ab OR Filipin:ti,ab OR Ivermectin:ti,ab OR Josamycin:ti,ab OR Leucomycins:ti,ab OR Kitasamycin:ti,ab OR Spiramycin:ti,ab OR Carbapenems:ti,ab OR Thienamycins:ti,ab OR Cephalosporins:ti,ab OR Cefamandole:ti,ab OR Cefazolin:ti,ab OR Cefonicid:ti,ab OR Cefsulodin:ti,ab OR Cephacetrile:ti,ab OR Cephalexin:ti,ab OR Cephaloridine:ti,ab OR Cephamycins:ti,ab OR Clavulanic:ti,ab OR Monobactams:ti,ab OR Aztreonam:ti,ab OR Moxalactam:ti,ab OR Amdinocillin:ti,ab OR Cyclacillin:ti,ab OR Methicillin:ti,ab OR Nafcillin:ti,ab OR Oxacillin:ti,ab OR Penicillanic:ti,ab OR Sulbactam:ti,ab OR Ticarcillin:ti,ab OR Amoxicillin:ti,ab OR Ciprofloxacin:ti,ab OR Fleroxacin:ti,ab OR Enoxacin:ti,ab OR Norfloxacin:ti,ab OR Ofloxacin:ti,ab OR Levofloxacin:ti,ab OR Pefloxacin:ti,ab)

Table S1. List of excluded studies

	Reference	Reason for exclusion
1.	Teo MV. (2018). "Antibiotic prescribing in a clinician-first telephone triage setting in a general practice." Clinical Pharmacist **10**(6).	Study type
2.	Akbar, N., et al. (2019). "Hold the phone: Antibiotic prescribing practices associated with nonvisit encounters for urinary tract infections (UTIs) in urology clinics." Open Forum Infectious Diseases **6**(Supplement_2): S384.	Inappropriate study data – no response from authors
3.	Barnett, M. L., et al. (2018). "Trends in Telemedicine Use in a Large Commercially Insured Population, 2005-2017." Jama-Journal of the American Medical Association **320**(20): 2147-2149.	Study design
4.	Bhopal, J. S. and R. S. Bhopal (1988). "Outcome and Duration of Telephone Consultations in a General-Practice." Journal of the Royal College of General Practitioners **38**(317): 566-566.	Study design
5.	Bonacci, R. (2006). "Telephone protocol for UTI reduces unnecessary office visits and lab testing." Journal of Family Practice **55**(4): 338.	Study type
6.	Brown, J. M., et al. (1982). "Patient-Care Telephone Calls Received in Family-Practice Offices." Journal of Family Practice **14**(3): 527-532.	Study design
7.	Brown, T., et al. (2018). "Non-visit-based and non-infection-related antibiotic prescribing." Journal of General Internal Medicine 33(2): 271.	Duplicate- Inappropriate study data
8.	Bruxvoort, K. J., et al. (2020). "Outpatient urinary tract infections in an era of virtual healthcare: Trends from 2008 to 2017." Clinical Infectious Diseases **71**(1): 100-108.	Inappropriate study data
9.	Campbell, J. L., et al. (2014). "Telephone triage for management of same-day consultation requests in general practice (the ESTEEM trial): a cluster-randomised controlled trial and cost-consequence analysis." Lancet **384**(9957): 1859-1868.	Inappropriate study data
10.	Chaudhry, R., et al. (2006). "Nurse-based telephone protocol versus usual care for management of URI and acute sinusitis: a controlled trial." Managed care interface **19**(8): 26-31.	Study author contacted- no full text
11.	Eron, L., et al. (2004). "Treating acute infections by telemedicine in the home." Clin Infect Dis **39**(8): 1175-1181.	Study design
12.	Haaijer-Ruskamp, F. M., et al. (1987). "Does Indirect Consultation Lead to Overprescribing in General-Practice." Social Science & Medicine **25**(1): 43-46.	Inappropriate study data
13.	Hersh, A. L., et al. (2019). "Re: Antibiotic prescribing during pediatric direct-to-consumer telemedicine visits." Pediatrics **144**(2).	Study type
14.	Johnson, K. L., et al. (2020). "Comparison of diagnosis and prescribing practices between virtual visits and office visits for adults diagnosed with uncomplicated urinary tract infections within a primary care network." Infect Control Hosp Epidemiol: 1-6.	Study intervention

15.	Johnson, K. M., et al. (2019). "Comparison of Diagnosis and Prescribing Practices Between Virtual Visits and Office Visits for Adults Diagnosed With Sinusitis Within a Primary Care Network." Open Forum Infect Dis **6**(9): ofz393.	Study intervention
16.	Li, K. Y. and N. Genes (2020). "Variation in antibiotic prescribing rates for acute respiratory infections in direct-to-consumer telemedicine." Academic Emergency Medicine **27**: S175.	Inappropriate study data
17.	Linder, J. A., et al. (2018). "Non-visit-based and non-infection-related ambulatory antibiotic prescribing." Open Forum Infectious Diseases **5**: S43.	Inappropriate study data
18.	Mabeck, C. E. (1983). "Prescription of antibacterial drugs for treatment of bronchitis and pneumonia in general practice in Denmark." Scand J Prim Health Care **1**(1): 20-24.	Study design
19.	Mabeck, C. E. (1986). "[Telephone prescription of antibiotics in general practice. A multipractice study]." Ugeskr Laeger **148**(40): 2537-2540.	Study design
20.	Marsh, G. N., et al. (1987). "A study of telephone advice in managing out-of-hours calls." Journal of the Royal College of General Practitioners **37**(300): 301-304.	Study design
21.	Martinez, K. A., et al. (2019). "Antibiotic Prescribing for Respiratory Tract Infections and Encounter Length: An Observational Study of Telemedicine." Annals of Internal Medicine **170**(4): 275-+.	Study design
22.	Martinez, K. A., et al. (2018). "Patterns of Use and Correlates of Patient Satisfaction with a Large Nationwide Direct to Consumer Telemedicine Service." Journal of General Internal Medicine **33**(10): 1768-1773.	Study design
23.	McConnochie, K. M., et al. (2006). "Differences in Diagnosis and Treatment Using Telemedicine Versus In-Person Evaluation of Acute Illness." Ambulatory Pediatrics **6**(4): 187-195.	Study intervention
24.	McKinstry, B., et al. (2002). "Telephone consultations may be useful for people who request same-day appointments, but do not reduce workload." Evidence-Based Healthcare **6**(4): 154-155.	Inappropriate study data
25.	Mehrotra, A., et al. (2013). "A comparison of care at e-visits and physician office visits for sinusitis and urinary tract infection." JAMA Intern Med **173**(1): 72-74.	Study intervention
26.	Moth, G., et al. (2014). "Drug prescription by telephone consultation in Danish out-of-hours primary care: a population-based study of frequency and associations with clinical severity and diagnosis." BMC Fam Pract **15**: 142.	Study design
27.	Palms, D. L., et al. (2018). "Comparison of Antibiotic Prescribing in Retail Clinics, Urgent Care Centers, Emergency Departments, and Traditional Ambulatory Care Settings in the United States." Jama Internal Medicine **178**(9): 1267-1269.	Inappropriate study data
28.	Peters, L., et al. (2018). "The impact of private online video consulting in primary care." Journal of the Royal Society of Medicine **111**(5): 162-166.	Study type
29.	Radecki, S. E., et al. (1989). "Telephone patient-management by primary care physicians." Medical Care **27**(8): 817-822.	Inappropriate study data
30.	Ray, K. N., et al. (2019). "Use of Commercial Direct-to-Consumer	Inappropriate study data

	Telemedicine by Children." Academic Pediatrics **19**(6): 665-669.	
31.	Rokstad, K. and J. Straand (1997). "Drug prescribing during direct and indirect contacts with patients in general practice. A report from the Møre & Romsdal Prescription Study." Scand J Prim Health Care **15**(2): 103-108.	Total number of antibiotics prescribed in each group could not be identified
32.	Sigurdsson, E. L., et al. (2020). "How primary healthcare in Iceland swiftly changed its strategy in response to the COVID-19 pandemic." BMJ Open **10**(12): e043151.	Inappropriate study data
33.	Spencer, D. C. and A. J. Daugird (1990). "The nature and content of telephone prescribing habits in a community practice." Fam Med **22**(3): 205-209.	Study design
34.	Sprecher, E. and J. A. Finkelstein (2019). "Telemedicine and antibiotic use: One click forward or two steps back?" Pediatrics **144**(3).	Study type
35.	Stirewalt, C. F., et al. (1982). "Effectiveness of an ambulatory care telephone service in reducing drop-in visits and improving satisfaction with care." Medical Care **20**(7): 739-748.	Inappropriate study data
36.	Straand, J., et al. (1998). "Prescribing systemic antibiotics in general practice - A report from the More & Romsdal Prescription Study." Scandinavian Journal of Primary Health Care **16**(2): 121-127.	Total number of antibiotics prescribed in each group could not be identified
37.	Uscher-Pines, L., et al. (2015). "Antibiotic Prescribing for Acute Respiratory Infections in Direct-to-Consumer Telemedicine Visits." Jama Internal Medicine **175**(7): 1234-1235.	Duplicate
38.	Vinson, D. R. and C. P. Quesenberry (2004). "The safety of telephone management of presumed cystitis in women." Archives of Internal Medicine **164**(9): 1026-1029.	Study design
39.	Willey, V. J., et al. (2012). "Antibiotic prescribing via telephone: How often does it occur?" Value in Health **15**(4): A10.	Inappropriate study data – no response from authors
40.	Ewen, E., et al. (2015). "Antibiotic prescribing by telephone in primary care." Pharmacoepidemiol Drug Saf 24(2): 113-120.	Total number of antibiotics prescribed from patient visits in each group could not be identified
41.	Christensen, M. B., et al. (2016). "Drug prescriptions in Danish out-of-hours primary care: a 1-yearpopulation-based study." Scand J Prim Health Care 34(4): 453-458.	All patients received a telephone consultation prior to a face-to-face visit.
42.	Huibers, L., et al. (2014). "Antibiotic prescribing patterns in out-of-hours primary care: a population-based descriptive study." Scand J Prim Health Care 32(4): 200-207.	All patients received a telephone consultation prior to a face-to-face visit.
43.	Yao, P., et al. (2020). "Antibiotic Prescribing Practices: Is There a Difference Between Patients Seen by Telemedicine Versus Those Seen In-Person?" Telemedicine and E-Health 26(1): 107-109.	All patients with low acuity infections were offered a telehealth consultation

Table S2. Characteristics of included studies

Author (Country, year)	Study type	Number of			Type of participants	All participants Mean age (SD)	% Female	Type of infection			Duration of		Recent antibiotic use	Type of telehealth consultation	Type of provider
		All participants	Telehealth group	Face-to-face group				Respiratory	Urinary	Skin and soft tissue	Data collection	Follow-up			
McKinstry (UK, 2002)[19]	RCT	388	194	194	A & Ch	NR[a]	NR	✓	✓	✓	4w	NR	NR	Ph	GP
Uscher-Pines (USA, 2016)[28]	CSS	217,987	3,043	214,944	A	NR[a]	TH: 63% F2F: 56%	✓			19M	NR	NR	Ph or Vid	Phy
Gordon (USA, 2017)[17]	CSS	18, 516	4,635	13,881	A & Ch	TH: A= 40.1 (10.8), Ch= 8.4 (5.2), F2F: A= 42.7 (13.2), Ch= 7.1 (5.1)	TH: 61.2% (2.8) F2F: 61% (8.5)	✓	✓		3W	3W	NR	Vid	Phy
Shi (USA, 2018)[26]	CSS	981,452	38,839	942,613	A[b]	NR[a]	63%	✓			1Y	3W	NR	Ph or Vid	Phy or Nur
Davis (USA, 2019)[16]	CSS	157	57	100	A[c]	TH= 43 (NR) F2F= 46 (NR)	TH: 65% F2F: 63%	✓			1Y	NR	NR	Ph or Vid	Phy
Halpren-Ruder (USA, 2019)[18]	CSS	570	190	190	A & Ch	35.6 (0.58)	59% (+/- 12%)	✓			1Y	NR	NR	Vid	Phy
Ray (USA, 2019)[25]	CSS	528,213	4,604	485,201[d]	Ch	NR[a]	TH= 51% F2F = 51%	✓			1Y	3W	NR	Ph or Vid	Phy
Miller (USA, 2020)[20]	BA	5,729	2,075	3,654	A & Ch	TH= 51.9 (16.5) F2F= 51.1 (17.5)	TH: 73.3% F2F: 70.7%	✓			3M	NR	NR	NC	Sp

Murray (USA, 2020)[21]	CSS	450[e]	150	150	A	39.6 (NR)	100%		✓		1Y	1M	No	Ph	Nur
Penza (USA, 2020 A)[23]	CSS	450[e]	150	150	A	43.7 (NR)	73.10%	✓			1Y	1M	No	Ph	Nur
Penza (USA, 2020 B)[24]	CSS	505	202	202	Ch	6.4 (4.4)	50.90%	✓			1Y	2W	No	Ph	Nur
Stenehjem (USA, 2020)[27]	CSS	1,163,849[e]	37,453	1043040[f]	A & Ch	Median: 30 (IQI= 15-48)	56.70%	✓	✓	✓	23M	NR	NR	NC	Phy
Norden (USA, 2020)[22]	CSS	5,772	944	1277	NR	NR[a]	NR	✓			2Y	NR	NR	Ph or Vid	Phy

A: Adults, **Ch:** Children, **TH:** Telehealth group, **F2F:** Face-to-face group, **RCT:** Randomized Controlled Trial, **NR:** Not reported, **NC:** Not clear, **IQI:** Interquartile intervals, **CSS:** Cross-sectional study, **BA:** Before-after, **Ph:** Phone consultations, **Vid:** Video consultations, **GP:** General practitioner, **Phy:** Physician, **Nur:** Nurse, **Sp:** Specialist, **Y:** years, **M:** Months, **W:** Weeks

[a] Mean or median age is not reported. The study reported the number of participants in the different age groups
[b] Adults with pharmaceutical coverage
[C] Adults who received discharge diagnosis of acute sinusitis
[d] Primary care office visit
[e] The number of contacts or encounters
[f] There is a third arm of 83,356 children (KidsCare)

Table S3. Reported adverse events by initial encounter type.

Study ID	Reported AE	Telehealth group		Face-to-face	
		Number of AE	%	Number of AE	%
Murray (USA, 2020)[21]	**Pyelonephritis**	5	3.3	6	4
	Sepsis or hospitalization	0		0	