

Appendix 1

Concept 1: Reminder systems

CINAHL Index term: (MH "Reminder Systems") OR (MH "Appointments and Schedules")

Medline Index term: reminder system [MeSH Terms] OR Appointments and Schedules [MeSH Terms]

Web of Science Index term: TS= (Reminder systems) OR TS = (Appointments and Schedules)

Embase Index term: 'reminder system'/exp OR 'patient scheduling'/exp

All databases' keywords title and abstract = (reminder* OR "text messaging" OR Email* OR schedule* OR appointment* OR prompt* OR attend*) AND (hospital* OR clinic* OR department* OR ward*)

Concept 2: Non attendance

CINAHL Index term: no index term available

Medline Index term: no Mesh term available

Web of Science Index term: TS= (Non attendance)

Embase Index term: 'patient attendance'/exp

All databases' Keywords title and abstract: non-attend* OR "missed appointment*" OR no-show* OR "failure to attend*" OR "did not attend*" OR "do not attend*" OR "non attend*" OR nonattend* OR "attendance failure*" OR "no show*" OR "patient truancy" OR "patients' absenteeism" OR "absent patient*" OR "patient* non-appearance*"

Concept 3: Randomised Controlled Trials

CINAHL index term: (MH "Randomized Controlled Trials+")

Medline index term: no Mesh terms available

Web of Science Index term: TS = (Randomised Controlled Trials)

EMBASE index term: 'randomized controlled trial'/exp OR 'controlled clinical trial'/exp

Keywords: "Controlled Clinical Trial*" OR "Randomised Controlled Trial*" OR "Randomized Controlled Trial*" OR "Randomized Clinical Trial*" OR "Randomised Clinical Trial*" OR RCT OR CCT

CINAHL screenshot

Search ID	Search Terms	Search Options	Actions
<input type="checkbox"/> S14	<input type="checkbox"/> S5 AND S10 AND S13	Expanders - Apply equivalent subjects Search modes - Boolean/Phrase	View Results (132) View Details Edit
<input type="checkbox"/> S13	<input type="checkbox"/> S11 OR S12	Expanders - Apply equivalent subjects Search modes - Boolean/Phrase	View Results (254,385) View Details Edit
<input type="checkbox"/> S12	<input type="checkbox"/> T1 ('Controlled Clinical Trial' OR 'Randomised Controlled Trial' OR 'Randomized Controlled Trial' OR 'Randomized Clinical Trial' OR 'Randomised Clinical Trial' OR RCT OR CCT) OR AB ('Controlled Clinical Trial' OR 'Randomised Controlled Trial' OR 'Randomized Controlled Trial' OR 'Randomized Clinical Trial' OR 'Randomised Clinical Trial' OR RCT OR CCT)	Expanders - Apply equivalent subjects Search modes - Boolean/Phrase	View Results (171,479) View Details Edit
<input type="checkbox"/> S11	<input type="checkbox"/> IMH "Randomized Controlled Trial"	Expanders - Apply equivalent subjects Search modes - Boolean/Phrase	View Results (141,528) View Details Edit
<input type="checkbox"/> S10	<input type="checkbox"/> S8 OR S9	Expanders - Apply equivalent subjects Search modes - Boolean/Phrase	View Results (3,690) View Details Edit
<input type="checkbox"/> S9	<input type="checkbox"/> T1 ('non-attend' OR 'missed appointment' OR 'no-show' OR 'failure to attend' OR 'did not attend' OR 'do not attend' OR 'non attend' OR 'nonattend' OR 'attendance failure' OR 'no show' OR 'patient truancy' OR 'patients absenteeism' OR 'absent patient' OR 'patient non-appearance') OR AB ('non-attend' OR 'missed appointment' OR 'no-show' OR 'failure to attend' OR 'did not attend' OR 'do not attend' OR 'non attend' OR 'nonattend' OR 'attendance failure' OR 'no show' OR 'patient truancy' ...	Expanders - Apply equivalent subjects Search modes - Boolean/Phrase	View Results (3,602) View Details Edit
<input type="checkbox"/> S8	<input type="checkbox"/> "attendance or absence or absenteeism or truancy or non-attendance"	Expanders - Apply equivalent subjects Search modes - SmartText Searching	View Results (173) View Details Edit
<input type="checkbox"/> S7	<input type="checkbox"/> "attendance or absence or absenteeism or truancy or non-attendance"	Expanders - Apply equivalent subjects Search modes - Boolean/Phrase	View Results (6) View Details Edit
<input type="checkbox"/> S6	<input type="checkbox"/> attendance	Expanders - Apply equivalent subjects Search modes - Boolean/Phrase	View Results (17,874) View Details Edit
<input type="checkbox"/> S5	<input type="checkbox"/> S3 OR S4	Expanders - Apply equivalent subjects Search modes - Boolean/Phrase	View Results (109,734) View Details Edit
<input type="checkbox"/> S4	<input type="checkbox"/> T1 ('reminder' OR 'text messaging' OR 'Email' OR 'schedule' OR 'appointment' OR 'prompt' OR 'attend') AND ('hospital' OR 'clinic' OR 'department' OR 'ward')) OR AB ('reminder' OR 'text messaging' OR 'Email' OR 'schedule' OR 'appointment' OR 'prompt' OR 'attend') AND ('hospital' OR 'clinic' OR 'department' OR 'ward'))	Expanders - Apply equivalent subjects Search modes - Boolean/Phrase	View Results (95,743) View Details Edit
<input type="checkbox"/> S3	<input type="checkbox"/> S1 OR S2	Expanders - Apply equivalent subjects Search modes - Boolean/Phrase	View Results (12,696) View Details Edit
<input type="checkbox"/> S2	<input type="checkbox"/> IMH "Appointments and Schedules"	Expanders - Apply equivalent subjects Search modes - Boolean/Phrase	View Results (9,853) View Details Edit
<input type="checkbox"/> S1	<input type="checkbox"/> IMH "Reminder Systems"	Expanders - Apply equivalent subjects Search modes - Boolean/Phrase	View Results (3,181) View Details Edit

Embase screenshot

History	Save Delete Print view Export Email	Combine >	using <input checked="" type="radio"/> And <input type="radio"/> Or	Collpse
<input type="checkbox"/> #15	#5 AND #11 AND #14			469
<input type="checkbox"/> #14	#6 OR #7			10,997
<input type="checkbox"/> #13	#5 AND #3 AND #11			7,028
<input type="checkbox"/> #12	#5 AND #3 AND #11			7,028
<input type="checkbox"/> #11	#9 OR #10			1,222,185
<input type="checkbox"/> #10	'controlled clinical trial' ab.ii OR 'randomised controlled trial' ab.ii OR 'randomized controlled trial' ab.ii OR 'randomized clinical trial' ab.ii OR 'randomised clinical trial' ab.ii OR rot ab.ii OR ect ab.ii			491,749
<input type="checkbox"/> #9	'randomized controlled trial'/exp OR 'controlled clinical trial'/exp			971,720
<input type="checkbox"/> #8	#6 OR #7			3,743,477
<input type="checkbox"/> #7	'missed appointment' ab.ii OR 'failure to attend' ab.ii OR 'non attend' ab.ii OR 'nonattend' ab.ii OR 'attendance failure' ab.ii OR 'no show' ab.ii OR 'patient truancy' ab.ii OR 'patients absenteeism' ab.ii OR 'absent patient' ab.ii OR 'patient' non-appearance' ab.ii			8,489
<input type="checkbox"/> #6	'patient attendance'/exp			2,917
<input type="checkbox"/> #5	#1 OR #2 OR #4			509,136
<input type="checkbox"/> #4	('reminder' ab.ii OR 'text messaging' ab.ii OR 'email' ab.ii OR 'schedule' ab.ii OR 'appointment' ab.ii OR 'prompt' ab.ii OR 'attend' ab.ii) AND ('hospital' ab.ii OR 'clinic' ab.ii OR 'department' ab.ii OR 'ward' ab.ii)			497,970
<input type="checkbox"/> #3	('reminder' OR 'text messaging'/exp OR 'text messaging' OR 'email' OR 'schedule' OR 'appointment' OR 'prompt' OR 'attend') AND ('hospital' OR 'clinic' OR 'department' OR 'ward')			967,441
<input type="checkbox"/> #2	'patient scheduling'/exp			1,782
<input type="checkbox"/> #1	'reminder system'/exp			3,991

Web of Science screenshot

0/17		Combine Sets	Export	Clear History			
<input type="checkbox"/>	17	#16 AND #13 AND #8 and Preprint Citation Index (Exclude - Database)	973	Add to query			
<input type="checkbox"/>	16	#14 OR #15 and Preprint Citation Index (Exclude - Database)	857,504	Add to query			
<input type="checkbox"/>	15	(TI=(“Controlled Clinical Trial*” OR “Randomised Controlled Trial*” OR “Randomized Controlled Trial*” OR “Randomized Clinical Trial*” OR “Randomised Clinical Trial*” OR RCT OR CCT)) OR AB=(“Controlled Clinical Trial*” OR “Randomised Controlled Trial*” OR “Randomized Controlled Trial*” OR “Randomized Clinical Trial*” OR “Randomised Clinical Trial*” OR RCT OR	463,248	Add to query			
<input type="checkbox"/>	14	TS=(Randomised Controlled Trials) and Preprint Citation Index (Exclude - Database)	779,673	Add to query			
<input type="checkbox"/>	13	#10 OR #12 and Preprint Citation Index (Exclude - Database)	34,036	Add to query			
<input type="checkbox"/>	12	(TI=(non-attend* OR “missed appointment*” OR no-show* OR “failure to attend*” OR “did not attend*” OR “do not attend*” OR “non attend*” OR nonattend* OR “attendance failure*” OR “no show*” OR “patient truancy*” OR “patients’ absenteeism” OR “absent patient*” OR “patient* non-appearance**”) OR AB=(non-attend* OR “missed appointment*” OR no-show* OR “failure to	13,733	Add to query			
<input type="checkbox"/>	11	(TI=(non-attend* OR “missed appointment*” OR no-show* OR “failure to attend*” OR “did not attend*” OR “do not attend*” OR “non attend*” OR nonattend* OR “attendance failure*” OR “no show*” OR “patient truancy*” OR “patients’ absenteeism” OR “absent patient*” OR “patient* non-appearance**”) OR AB=(non-attend* OR “missed appointment*” OR no-show* OR “failure to	13,673	Add to query			
<input type="checkbox"/>	10	TS=(Non attendance)	23,478	Add to query			
<input type="checkbox"/>	9	TS=(Non attendance) and Preprint Citation Index (Exclude - Database)	23,416	Add to query			
<input type="checkbox"/>	8	#7 OR #5 and Preprint Citation Index (Exclude - Database)	414,838	Add to query			
<input type="checkbox"/>	7	(TI=((reminder* OR “text messaging” OR Email* OR schedul* OR appointment* OR prompt* OR attend*) AND (hospital* OR clinic* OR department* OR ward*)) OR AB=((reminder* OR “text messaging” OR Email* OR schedul* OR appointment* OR prompt* OR attend*) AND (hospital* OR clinic* OR department* OR ward*))	388,814	Add to query			
<input type="checkbox"/>	6	(TI=((reminder* OR “text messaging” OR Email* OR schedul* OR appointment* OR prompt* OR attend*) AND (hospital* OR clinic* OR department* OR ward*)) OR AB=((reminder* OR “text messaging” OR Email* OR schedul* OR appointment* OR prompt* OR attend*) AND (hospital* OR clinic* OR department* OR ward*)) and Preprint Citation Index (Exclude - Database)	387,560	Add to query			
<input type="checkbox"/>	5	#2 OR #4 and Preprint Citation Index (Exclude - Database)	39,476	Add to query			
<input type="checkbox"/>	4	TS=(Appointments and Schedules)	18,154	Add to query			
<input type="checkbox"/>	3	TS=(Appointments and Schedules) and Preprint Citation Index (Exclude - Database)	18,095	Add to query			
<input type="checkbox"/>	2	Reminder systems (Topic)	22,346	Add to query			
<input type="checkbox"/>	1	Reminder systems (Topic) and Preprint Citation Index (Exclude - Database)	22,294	Add to query			

Medline screenshot

History and Search Details						Download	Delete
Search	Actions	Details	Query	Results	Time		
#14	...	>	Search: (((reminder system[MeSH Terms]) OR (Appointments and Schedules[MeSH Terms])) OR ((reminder*[Title/Abstract] OR "text messaging"[Title/Abstract] OR Email*[Title/Abstract] OR schedul*[Title/Abstract] OR appointment*[Title/Abstract] OR prompt*[Title/Abstract] OR attend*[Title/Abstract])) AND (hospital*[Title/Abstract] OR clinic*[Title/Abstract] OR department*[Title/Abstract] OR ward*[Title/Abstract])) AND (non-attend*[Title/Abstract] OR "missed appointment"[Title/Abstract] OR no-show*[Title/Abstract] OR "failure to attend"[Title/Abstract] OR "did not attend"[Title/Abstract] OR "do not attend"[Title/Abstract] OR "non attend"[Title/Abstract] OR nonattend*[Title/Abstract] OR "attendance failure"[Title/Abstract] OR "no show"[Title/Abstract] OR "patient truancy"[Title/Abstract] OR "patients' absenteeism"[Title/Abstract] OR "absent patient"[Title/Abstract] OR "patient* non-appearance"[Title/Abstract])) AND ("Controlled Clinical Trial"[Title/Abstract] OR "Randomised Controlled Trial"[Title/Abstract] OR "Randomized Controlled Trial"[Title/Abstract] OR "Randomized Clinical Trial"[Title/Abstract] OR "Randomised Clinical Trial"[Title/Abstract] OR RCT[Title/Abstract] OR CCT[Title/Abstract]) Sort by: First Author	225	15:06:01		
#13	...	>	Search: "Controlled Clinical Trial"[Title/Abstract] OR "Randomised Controlled Trial"[Title/Abstract] OR "Randomized Controlled Trial"[Title/Abstract] OR "Randomised Clinical Trial"[Title/Abstract] OR "Randomised Clinical Trial"[Title/Abstract] OR RCT[Title/Abstract] OR CCT[Title/Abstract] Sort by: First Author	372,546	15:05:34		
#12	...	>	Search: Randomised Controlled Trials[MeSH Terms] Sort by: First Author	0	15:04:59		
#11	...	>	Search: Randomised Controlled Trials[MeSH Terms] - Schema: all Sort by: First Author	0	15:04:59		
#10	...	>	Search: non-attend*[Title/Abstract] OR "missed appointment"[Title/Abstract] OR no-show*[Title/Abstract] OR "failure to attend"[Title/Abstract] OR "did not attend"[Title/Abstract] OR "do not attend"[Title/Abstract] OR "non attend"[Title/Abstract] OR nonattend*[Title/Abstract] OR "attendance failure"[Title/Abstract] OR "no show"[Title/Abstract] OR "patient truancy"[Title/Abstract] OR "patients' absenteeism"[Title/Abstract] OR "absent patient"[Title/Abstract] OR "patient* non-appearance"[Title/Abstract] Sort by: First Author	6,993	15:03:53		
#9	...	>	Search: attendance[MeSH Terms] Sort by: First Author	0	15:03:15		
#8	...	>	Search: attendance[MeSH Terms] - Schema: all Sort by: First Author	0	15:03:15		
#7	...	>	Search: Non attendance[MeSH Terms] Sort by: First Author	0	15:03:09		
#6	...	>	Search: Non attendance[MeSH Terms] - Schema: all Sort by: First Author	0	15:03:09		
#5	...	>	Search: ((reminder system[MeSH Terms]) OR (Appointments and Schedules[MeSH Terms])) OR ((reminder*[Title/Abstract] OR "text messaging"[Title/Abstract] OR Email*[Title/Abstract] OR schedul*[Title/Abstract] OR appointment*[Title/Abstract] OR prompt*[Title/Abstract] OR attend*[Title/Abstract])) AND (hospital*[Title/Abstract] OR clinic*[Title/Abstract] OR department*[Title/Abstract] OR ward*[Title/Abstract])) Sort by: First Author	310,374	15:02:49		
#4	...	>	Search: (reminder*[Title/Abstract] OR "text messaging"[Title/Abstract] OR Email*[Title/Abstract] OR schedul*[Title/Abstract] OR appointment*[Title/Abstract] OR prompt*[Title/Abstract] OR attend*[Title/Abstract]) AND (hospital*[Title/Abstract] OR clinic*[Title/Abstract] OR department*[Title/Abstract] OR ward*[Title/Abstract]) Sort by: First Author	288,815	15:02:28		
#3	...	>	Search: Appointments and Schedules[MeSH Terms] Sort by: First Author	23,087	15:01:57		
#2	...	>	Search: reminder system[MeSH Terms] Sort by: First Author	3,800	15:01:11		
#1	...	>	Search: "Reminder Systems"[Mesh] Sort by: Most Recent	3,800	15:00:54		

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