

A systematic review examining the characteristics of users of NHS patient medicines helpline services, and the types of enquiries they make

### Supplementary Information 1. Search strategy for EMBASE

- #1 'hotline'/exp AND ([embase]/lim OR [embase classic]/lim)
- #2 hotline\*:ti,ab OR 'hot\$line\*':ti,ab AND ([embase]/lim OR [embase classic]/lim)
- #3 helpline\*:ti,ab OR 'help\$line\*':ti,ab AND ([embase]/lim OR [embase classic]/lim)
- #4 'telephone'/exp AND ([embase]/lim OR [embase classic]/lim)
- #5 telephone\*:ti,ab OR phone\*:ti,ab AND ([embase]/lim OR [embase classic]/lim)
- #6 'e-mail'/exp AND ([embase]/lim OR [embase classic]/lim)
- #7 email\*:ti,ab OR 'e-mail\*':ti,ab AND ([embase]/lim OR [embase classic]/lim)
- #8 'internet'/exp AND ([embase]/lim OR [embase classic]/lim)
- #9 'internet\*':ti,ab AND ([embase]/lim OR [embase classic]/lim)
- #10 online:ti,ab AND ([embase]/lim OR [embase classic]/lim)
- #11 webform\*:ti,ab OR 'web\$form\*':ti,ab AND ([embase]/lim OR [embase classic]/lim)
- #12 webpage\*:ti,ab OR 'web\$page\*':ti,ab AND ([embase]/lim OR [embase classic]/lim)
- #13 website\*:ti,ab OR 'web\$site\*':ti,ab AND ([embase]/lim OR [embase classic]/lim)
- #14 'web\$based':ti,ab AND ([embase]/lim OR [embase classic]/lim)
- #15 'mobile application'/exp AND ([embase]/lim OR [embase classic]/lim)
- #16 (((mobile NEXT/2 app):ti,ab) OR ((mobile NEXT/2 apps):ti,ab) OR ((mobile NEXT/2 application\*):ti,ab)) AND ([embase]/lim OR [embase classic]/lim)
- #17 'mobile device\*':ti,ab AND ([embase]/lim OR [embase classic]/lim)
- #18 ('social network\*' OR twitter OR tweet\* OR facebook OR 'instant messag\*' OR 'SMS'):ti,ab AND ([embase]/lim OR [embase classic]/lim)
- #19 #1 OR #2 OR #3 OR #4 OR #5 OR #6 OR #7 OR #8 OR #9 OR #10 OR #11 OR #12 OR #13 OR #14 OR #15 OR #16 OR #17 OR #18
- #20 'pharmacy'/exp AND ([embase]/lim OR [embase classic]/lim)
- #21 'clinical pharmacy'/exp AND ([embase]/lim OR [embase classic]/lim)
- #22 'hospital pharmacy'/exp AND ([embase]/lim OR [embase classic]/lim)
- #23 'pharmacy school'/exp AND ([embase]/lim OR [embase classic]/lim)
- #24 (pharmacy:ti,ab OR pharmacies:ti,ab) AND ([embase]/lim OR [embase classic]/lim)
- #25 'pharmacist'/exp AND ([embase]/lim OR [embase classic]/lim)
- #26 'pharmacy technician'/exp AND ([embase]/lim OR [embase classic]/lim)

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#27 pharmacist\*:ti,ab AND ([embase]/lim OR [embase classic]/lim)

#28 #20 OR #21 OR #22 OR #23 OR #24 OR #25 OR #26 OR #27

#29 ((drug\* OR medicine\* OR medication\*) NEAR/5 (information OR advice OR support OR enquir\* OR inquir\*)):ti,ab AND ([embase]/lim OR [embase classic]/lim)

#30 #19 AND #28 AND #29

#31 (telepharmac\*:ti,ab OR 'tele\$pharmac\*':ti,ab) AND ([embase]/lim OR [embase classic]/lim)

#32 ('epharmac\*':ti,ab OR 'e\$pharmac\*':ti,ab) AND ([embase]/lim OR [embase classic]/lim)

#33 ((drug\* OR medicine\* OR medication\*) NEAR/5 (hotline\* OR hot\$line\*)):ti,ab AND ([embase]/lim OR [embase classic]/lim)

#34 ((drug\* OR medicine\* OR medication\*) NEAR/5 (helpline\* OR help\$line)):ti,ab AND ([embase]/lim OR [embase classic]/lim)

#35 ((drug\* OR medicine\* OR medication\*) NEAR/5 'call cent\*'):ti,ab AND ([embase]/lim OR [embase classic]/lim)

#36 ((drug\* OR medicine\* OR medication\*) NEAR/5 'information cent\*'):ti,ab AND ([embase]/lim OR [embase classic]/lim)

#37 ((drug\* OR medicine\* OR medication\*) NEAR/5 'information service\*'):ti,ab AND ([embase]/lim OR [embase classic]/lim)

#38 ((drug\* OR medicine\* OR medication\*) NEAR/5 'information line\*'):ti,ab AND ([embase]/lim OR [embase classic]/lim)

#39 #30 OR #31 OR #32 OR #33 OR #34 OR #35 OR #36 OR #37 OR #38