

**Search strategy****Pubmed 1/7/2018**

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**

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 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