**Additional file 2 –** **Search Strategy**

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| 1 (complex adj4 (problem\* or issue\* or patient? or need? or care or existence? or experience? or live? or realit\* or journey? or situation?)).ti,ab,kf. |
| 2 complex case?.mp. |
| 3 (complexity adj4 (clinical or patient? or science or theory)).mp. |
| 4 ((high-effort or burden or complicated or demanding) adj patient?).mp. |
| 5 exp Vulnerable Populations/ |
| 6 poverty/ or poverty areas/ or unemployment/ or homeless persons/ or homeless youth/ or exp \*aged/ or frail elderly/ or exp "Emigrants and Immigrants"/ or minority groups/ or exp disabled persons/ or drug users/ or medically uninsured/ or refugees/ or exp culture/ |
| 7 (poverty or disadvantaged or underserved or under served or indigen\* or tribe? or tribal or native? or aboriginal\* or low income\* or unemploy\* or underemploy\* or under employ\* or homeless\* or street people or street person? or (social\* adj (isolat\* or stigma\*)) or inequalit\* or uninsured or underinsured or unader insured or uneducated or low\* educat\* or poor\* educat\* or illitera\* or (low adj2 litera\*) or functional\* impair\* or disabled or disabilit\* or handicap\* or physical\* challenge\* or mental\* challenge\* or ((drug or substance) adj (abuse\* or addict\* or dependen\* or habit? or "use\*")) or minorit\* or emigra\* or immigra\* or migra\* or foreigner\* or refugee\*).ti,ab,kf. |
| 8 (vulnerab\* or aged or elderly or frail\* or senior?).ti. |
| 9 ((frail\* or vulnerab\* or at risk or high risk or low function or dependent) adj2 (older or elder\* or senior\* or patient\*)).ti,ab,kf. |
| 10 (cald or (cultural\* adj3 divers\*) or multicultur\* or intercultur\* or (patient\* adj cultur\*) or (cultural\* adj3 (background\* or differen\*)) or ethnocultural\* or (cultural\* adj (aware\* or competen\* or appropriate\* or relevan\* or safe\* or train\*))).ti,ab,kf. |
| 11 (vulnerab\* adj (patient? or population? or social\*)).ti,ab,kf. |
| 12 sensitive population?.ti,ab,kf. |
| 13 ((Frequen\* or high) adj2 (attend\* or consult\*)).ti,ab,kf. |
| 14 ("frequent visit\*" or "frequent flyer\*" or "heavy user\*" or "repeat use").ti,ab,kf. |
| 15 ((((frequen\* or high) adj2 (user\* or utili\*)) or "high use" or "frequent use") adj3 (patient\* or hospital\* or emergency or ED or services)).ti,ab,kf. |
| 16 "revolving door".ti,ab,kf. |
| 17 "frequent hospitali#ation\*".ti,ab,kf. |
| 18 ((preventable or avoidable) adj2 (utili\* or visit\* or hospitali\* or consultation\*)).ti,ab,kf. |
| 19 (high adj2 risk adj3 hospitali#ation\*).ti,ab,kf. |
| 20 ("frequent use\*" or "frequent utilis\*" or "high use\*" or "high utili\*").kf. |
| 21 mental disorders/ or mental health/ |
| 22 ((mental\* or psychiatric) adj (health\* or disorder\* or disease\* or ill\*)).ti. |
| 23 comorbidity/ |
| 24 (comorbidit\* or multi\* morbidit\* or multimorbidit\*).ti,ab,kf. |
| 25 exp polypharmacy/ |
| 26 exp drug interactions/ |
| 27 exp "Drug-Related Side Effects and Adverse Reactions"/ |
| 28 (adverse adj (effect? or event? or reaction?)).ti. |
| 29 ((multi\* adj (therap\* or treatment\* or drug? or medication?)) or polypharmac\*).ti,ab,kf. |
| 30 drug\* interact\*.ti,ab,kf. |
| 31 exp complementary therapies/ |
| 32 exp herbal medicine/ |
| 33 ((alternative\* or complementar\* or folk\* or herbal or integrat\* or natural or non-prescription or over the counter or traditional) adj2 (health\* or medication\* or medicine\* or product\* or remedy or remedies or therap\* or treatment\*)).ti,ab,kf. |
| 34 or/1-33 |
| 35 exp Primary Health Care/ |
| 36 exp Primary Care Nursing/ |
| 37 exp General Practice/ |
| 38 Community Health Services/ |
| 39 exp Community Pharmacy Services/ |
| 40 Community Mental Health Services/ |
| 41 Community Health Nursing/ |
| 42 Social Work/ |
| 43 General Practitioners/ |
| 44 Physicians, Family/ |
| 45 Physicians, Primary Care/ |
| 46 Social Workers/ |
| 47 (primary care or primary health care or primary healthcare or community nursing or family practice or general practice or family medicine or family physician\* or family practitioner\* or family doctor\* or general physician\* or general practitioner\* or community based medicine or community mental health service\* or community mental health nursing or community health nursing or community health service\* or community pharmac\* or primary practice or primary practitioner\* or psychologist\* or social service\* or social work\* or (communit$3 adj5 nurse?)).ti,ab,kf. |
| 48 or/35-47 |
| 49 exp Interpersonal Relations/ |
| 50 exp patient care team/ |
| 51 (exp nurses/ or exp physicians/ or pharmacists/ or social workers/ or (nurse\* or pharmacist\* or physician\* or psychologist\* or social worker\* or clinician\* or doctor\* or practitioner\* or gps or health care professional\* or healthcare professional\* or health care provider\* or healthcare provider\* or ((primary care or primary healthcare or primary health care) adj provider\*) or resident\*).ti.) and (exp patients/ or caregivers/ or exp Family/ or (patient\* or consumer\* or people\* or carer? or caregiver? or family or families).ti.) |
| 52 exp consumer participation/ or ((patient\* or consumer\*) adj6 (interaction\* or empower\* or engagement\* or involvement\* or involving\* or participation\* or participating\*)).ti,ab,kf. |
| 53 (exp patients/ or (patient\* or inpatient\* or outpatient\* or hospitali#ed or institutionali#ed or consumer\* or people\*).ti.) and (caregivers/ or exp Family/ or (carer\* or caregiver\* or family or families).ti.) |
| 54 (collaborat\* or team\*).ti,ab,kf. |
| 55 (interprofessional\* or inter professional\* or interdisciplinar\* or inter disciplin\* or interoccupation\* or inter occupation\* or multiprofessional\* or multi professional\* or multidisciplin\* or multi disciplin\* or multioccupation\* or multi occupation\*).ti,ab,kf. |
| 56 (interpersonal\* or shared care).ti,ab,kf. |
| 57 or/49-56 |
| 58 (decision\* or decided or decides or deciding or choice\*).ti,ab,kf. |
| 59 exp decision making/ or informed consent/ or exp problem solving/ or (exp patient preference/ and patient education as topic/) |
| 60 ((patient\* adj3 (voice\* or perspective\*)) or preference\* or deliberation\* or navigat\* or accommodation\* or accord? or agree\* or arrangement or compromise or conciliation or counterbalance or counterpoise or equipoise or mediation or negotia\* or poise or prioriti?ation or prioriti?e\* or prioriti?ing or reconciliation).ti,ab,kf. |
| 61 (regret\* or blame\* or uncertaint\* or disagreement or disconcerted or faithless or dissension or dissent\* or distrust\* or indecision or indecisive or refusal or trustless or undecided or untrustworthy or untrusting or mistrust\*).ti,ab,kf. |
| 62 or/58-61 |
| 63 34 and 48 and 57 and 62 |
| 64 Limit 63 to (English or French or Spanish) |