Records identified through database searching (n = 795)
- MEDLINE 521
- CINAHL 92
- WEB OF SCIENCE 119
- INSPEC 63

Additional records identified through other sources (n = 11)
- WEBSITE & GREY LITERATURE REVIEW

Additional records identified through other sources (n = 31)
- SNOWBALL REVIEW OF FINAL ARTICLES & TOCs

Records after duplicates removed (n = 552)

Record abstracts screened (n = 201)

Records excluded (n = 351)
- NO ABSTRACT 79
- OFF-TOPIC* 272

Full-text articles assessed for eligibility (n = 42)

Full-text articles excluded, with reasons$ (n = 159)

Studies included in synthesis (n = 31)

*Off-Topic Exclusions: training; continuing education; legal issues; editorials, letters; health worker absenteeism; surveys re: perception of preparedness; medication alerts; preventive care prompts; emergency training; EMS responder systems; communication theory

$Full-Text Exclusions: provider-patient communications only; no PH → provider