

Titles and abstracts screened for possible inclusion (n = 3960)

Studies excluded by title and abstract (n = 3719)

Studies obtained in full text (n = 241)

Studies excluded

- Duplicate reports (n = 2)
- Commentary on telehealth (n = 13)
- Not about telehealth for direct patient care (n = 2)
- Descriptive reports or qualitative studies (n = 6)
- Study design articles (n = 2)
- None or very little use of synchronous video (n = 35)
- No comparison group (n = 9)
- No cost outcomes (n = 16)
- Cost analyses; no health outcomes (n = 79)
- Outcome measures not comparable across groups (n = 16)
- Health outcomes were satisfaction measures alone (n = 25)

Studies included in review (n = 36)