**Appendix Exhibit A1. Search Terms**

**MEDLINE  
English; 1995-December 2020**

(Mode OR mail OR mailed OR mailing OR email OR e-mail OR phone\* OR telephone\* OR web OR internet OR IVR OR interactive voice response OR handout OR distribut\* OR text message\* OR administ\* )  
AND  
(Health care surveys OR ((patient experience\* OR patients’ experience\* OR patient satisfaction OR health care experience\* ) AND (survey\* OR questionnaire\* )))  
AND  
((Response OR non-response OR nonresponse OR representativ\* )) **AND** (increas\* OR effect\* OR bias OR reduc\* OR Low OR lower OR Lowered OR optimal OR consequence\* OR influence\* OR enhance\* OR significant difference\* )

AND  
(Compar\* OR random\* OR predict\* OR "Randomized Controlled Trial" OR "Multicenter Study" OR "Comparative Study" OR review\*))

AND

(usa OR AL OR AK OR AZ OR AR OR CA OR CO OR CT OR DE OR FL OR GA OR HI OR ID OR IL OR IN OR IA OR KS OR KY OR LA OR ME OR MD OR MA OR MI OR MN OR MS OR MO OR MT OR NE OR NV OR NH OR NJ OR NM OR NY OR NC OR ND OR OH OR OK OR OR OR PA OR RI OR SC OR SD OR TN OR TX OR UT OR VA OR VT OR WA OR WV OR WI OR WY OR Alabama OR Alaska OR Arizona OR Arkansas OR California OR Colorado OR Connecticut OR Delaware OR Florida OR Georgia OR Hawaii OR Idaho OR Illinois OR Indiana OR Iowa OR Kansas OR Kentucky OR Louisiana OR Maine OR Maryland OR Massachusetts OR Michigan OR Minnesota OR Mississippi OR Missouri OR Montana OR Nebraska OR Nevada OR New Hampshire OR New Jersey OR New Mexico OR New York OR North Carolina OR North Dakota OR Ohio OR Oklahoma OR Oregon OR Pennsylvania OR Rhode Island OR South Carolina OR South Dakota OR Tennessee OR Texas OR Utah OR Vermont OR Virginia OR Washington OR West Virginia OR Wisconsin OR Wyoming OR united states OR Alabama OR Alaska OR Arizona OR Arkansas OR California OR Colorado OR Connecticut OR Delaware OR Florida OR Georgia OR Hawaii OR Idaho OR Illinois OR Indiana OR Iowa OR Kansas OR Kentucky OR Louisiana OR Maine OR Maryland OR Massachusetts OR Michigan OR Minnesota OR Mississippi OR Missouri OR Montana OR Nebraska OR Nevada OR New Hampshire OR New Jersey OR New Mexico OR New York OR North Carolina OR North Dakota OR Ohio OR Oklahoma OR Oregon OR Pennsylvania OR Rhode Island OR South Carolina OR South Dakota OR Tennessee OR Texas OR Utah OR Vermont OR Virginia OR Washington OR West Virginia OR Wisconsin OR Wyoming OR united states OR USA OR veterans health affairs OR veterans health administration OR united states[mesh] OR U.S. ))

OR

((Mode OR mail OR mailed OR mailing OR email OR e-mail OR phone\* OR telephone\* OR web OR internet OR IVR OR interactive voice response OR handout OR distribut\* OR text message\* OR administ\* )  
AND  
CAHPS\* OR HCAHPS OR Consumer Assessment of Healthcare Providers and Systems   
AND  
((Response OR non-response OR nonresponse OR representativ\* )) **AND** (increas\* OR effect\* OR bias OR reduc\* OR Low OR lower OR Lowered OR optimal OR consequence\* OR influence\* OR enhance\* OR significant difference\* )

AND  
(Compar\* OR random\* OR predict\* OR "Randomized Controlled Trial" OR "Multicenter Study" OR "Comparative Study" OR review\*))

**Scopus  
1995-December 2020; Article or Review; Geography: US**

(Mode OR mail OR mailed OR mailing OR email OR e-mail OR phone\* OR telephone\* OR web OR internet OR IVR OR “interactive voice response” OR handout OR distribut\* OR “text message\*” OR administ\*)  
AND  
(“patient experience\*” OR “patients’ experience\*” OR “patient satisfaction” OR “health care experience\*”)  AND  TITLE-ABS (survey\* OR questionnaire\*))  
AND  
(Response OR non-response OR nonresponse OR representativ\*) AND (increas\* OR effect\* OR bias OR reduc\* OR Low OR lower OR  Lowered OR optimal OR consequence\* OR influence\* OR enhance\* OR “significant difference\*” )  
AND  
(Compar\* OR random\* OR predict\* OR "Multicenter Study" OR review\* )