Figure 1. PRISMA flow diagram

**Titles Identified (793)**
- Medline (377)
- Scopus (389)
- Grey Literature (16)
- Cochrane Central Register of Controlled Trials (11)

**708 files identified after duplicates removed**

**708 records screened by title & abstract**

**658 records excluded by titles and abstracts**

**32 full text articles excluded due to:**
- Intervention outside scope: 19
- Case management: 6
- Telephone Triage: 11
- Social Work: 1
- Mailing: 1
- Review paper: 4
- No ED outcomes: 1
- Survey: 5
- ED Intervention: 4

**39 studies included in qualitative analysis**

**22 additional records identified from bibliographies**