Table 3 Key considerations for health policymakers related to strengthening primary health care against epidemics and pandemics

Considerations	Refs
• Telephone consultation and telemedicine reduce workload and risk of infection transmission, offer to bridge existing gaps in health services delivery and participants want it to continue after COVID- 19 pandemic	(16,28,33)
• Mobile applications improve tracing, access to testing, people's awareness and partnership and supports healthcare providers	(17)
• Involving people as vaccine advocates promotes vaccination	(18)
• Implementing community-based health strategies	
• Integrating primary care and public health strengthens the surveillance function of the former	(20)
• Efficient primary health care aligned with population health needs is the basis for any intervention proposal	(26)
• Relationship between service providers and community in decision-making process	
• In rural areas, pre-existing trust between people and healthcare workers strengthens rural resilience	(29)
• Using integrated medical system provides patients' access to all their medical records at different institutions	(30)
• Prioritizing interventions is crucial for following risk assessment	(36)
• The long-standing relationship between the health clinic and neighbourhood residents facilitated ongoing management of chronic physical and mental health conditions	(37)
• Accepting patients in 2 stages of disease (early and recovery phase) helps refining admission criteria and progressing of workflow	(42)
• Risk communication and community engagement are priority actions and deserve greater attention for the next stage in developing an integrated healthcare system	(30)