

**Table S2.** Caregivers' experiences with external sources<sup>a</sup>

Cases →	Positive Outcome: Child Recovered			Negative Outcome: Child Survived but with Deficits			Negative Outcome: Child Died	
	CS 06	CS 07	CS 08	CS 01	CS 02	CS 03	CS 04	CS 05
<b>1<sup>st</sup> Action</b>	<p><b>Nearest PHC Accessed:</b> No <b>Reason not using PHC:</b> Stock-outs, told to go to drug shop, health professionals are rude, &amp; cost of transport <b>Used:</b> Drug shop ~ 1 mile</p> <p><b>Setting:</b> Drug shop <b>Experience:</b></p> <ul style="list-style-type: none"> <li>• Took child ~ 12 hours from start of symptoms</li> <li>• No blood test done</li> <li>• No information about illness given</li> <li>• Vendor suggested antimalarial syrup, but refused as had no money</li> <li>• Caregiver requested Aspirin® for 3 days. No money to buy more drugs</li> <li>• Cost was 100UGX, willing to pay up to 500UGX</li> <li>• Continued to be sick but no additional medicines given. Gradually resolved</li> </ul>	<p><b>Nearest PHC Accessed:</b> No <b>Reason not using PHC:</b> Lack of staff, stock-outs, &amp; cost of transport <b>Used:</b> Drug shop ½ mile</p> <p><b>Setting:</b> Drug shop <b>Experience:</b></p> <ul style="list-style-type: none"> <li>• Took child ~ 9 hours from start of symptoms</li> <li>• Blood test done but not told of results</li> <li>• No information about illness given</li> <li>• Bought medicines</li> <li>• Cost was 2000UGX</li> <li>• Improved gradually</li> </ul>	<p><b>Nearest PHC Accessed:</b> Yes <b>Used:</b> Muhuyu HC II</p> <p><b>Setting:</b> Muhuyu HC II <b>Experience:</b></p> <ul style="list-style-type: none"> <li>• Took child after 1 day from start of symptoms</li> <li>• Had to wait 4 hours before being seen</li> <li>• Was examined</li> <li>• No blood test done</li> <li>• No information about illness given</li> <li>• Received free medicines</li> <li>• Cured in a few days</li> </ul>	<p><b>Nearest PHC Accessed:</b> No <b>Reason not using closest PHC:</b> stock-outs <b>Used:</b> Kalabangha HC III ~ 5 miles</p> <p><b>Setting:</b> Kalabangha HC III <b>Experience:</b></p> <ul style="list-style-type: none"> <li>• Took child ~ 12 hours from start of symptoms</li> <li>• Was examined</li> <li>• No blood test done</li> <li>• Told was anemic, had high fever</li> <li>• No medicines given</li> <li>• Referred to hospital in neighboring district of Mbale because had no blood to transfuse</li> <li>• Subsequent action taken</li> </ul>	<p><b>Nearest PHC Accessed:</b> Yes <b>Used:</b> Busaba HC III ~ 3 miles</p> <p><b>Setting:</b> Busaba HC III <b>Experience:</b></p> <ul style="list-style-type: none"> <li>• Took child ~ 6 hours from start of symptoms</li> <li>• Waited 30 minutes before health professionals arrived</li> <li>• Blood test done</li> <li>• Told had malaria &amp; convulsions from fever</li> <li>• Received free medicines &amp; told to buy more from drug shop</li> <li>• Not improved, convulsions worsened</li> <li>• Subsequent action taken</li> </ul>	<p><b>Nearest PHC Accessed:</b> No <b>Reason not using PHC:</b> verbal abuse from health professionals, no injections given, lack of examination &amp; stock-outs <b>Used:</b> Drug Shop ~ 3 miles</p> <p><b>Setting:</b> Drug shop <b>Experience:</b></p> <ul style="list-style-type: none"> <li>• Took child ~ 17 hours from start of symptoms</li> <li>• Provider was busy but was provided immediate care because saw child was in a bad state, told others to wait while she treated the child</li> <li>• No blood test done</li> <li>• Examined, touched &amp; looked at eyes</li> <li>• Told to cover child with blanket, &amp; to return the next day</li> <li>• Bought medicines</li> <li>• Cost was 13000UGX for day 1; 7500UGX for day 2</li> <li>• Malaria resolved gradually, but stomach remained swollen &amp; child continued to convulse</li> </ul>	<p><b>Nearest PHC Accessed:</b> Yes <b>Used:</b> Nabiganda HC II</p> <p><b>Setting:</b> Nabiganda HC II <b>Experience:</b></p> <ul style="list-style-type: none"> <li>• Took child ~ 15 hours from start of symptoms</li> <li>• No blood test done</li> <li>• Told was anemic</li> <li>• Received no medicines</li> <li>• Told would not treat because needed to first receive blood transfusion</li> <li>• Child referred to hospital in neighboring district of Mbale</li> <li>• Subsequent action taken</li> </ul>	<p><b>Nearest PHC Accessed:</b> Yes <b>Used:</b> Nakwasi HC III</p> <p><b>Setting:</b> Nakwasi HC III <b>Experience:</b></p> <ul style="list-style-type: none"> <li>• Took child ~ 1 hour from start of symptoms</li> <li>• No blood test done</li> <li>• No information about illness given</li> <li>• Received free medicines &amp; told to buy more from drug shop</li> <li>• Did not improve</li> <li>• Cost not shared</li> <li>• Not improved, body swollen, could not eat</li> <li>• Subsequent action taken</li> </ul>
<b>2<sup>nd</sup> Action</b>	X	X	X	<p><b>Setting:</b> Busiu hospital in Mbale</p> <p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• Health professionals ignored her child even when asked for help</li> <li>• Blood test done but not told of results</li> <li>• Told to buy water for drip, quinine injections, quinine syrup for 2 weeks and other oral medicines, and then to come back</li> <li>• Cost was 15000UGX</li> <li>• Malaria resolved, but eye sight affected, could not see, left hand became lame, experiences convulsions regularly</li> </ul>	<p><b>Setting:</b> Drug shop &amp; visited Busaba HC III &amp; Busolwe hospital x 1 year</p> <p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• Gave quinine syrup for 1 year on advice from neighbors, health professional, &amp; drug vendor. But stopped when child stopped talking</li> <li>• At Busaba HC III &amp; Busolwe hospital given quinine injections, &amp; bought quinine syrup from drug shop every 2 weeks</li> <li>• Cost 2500UGX every 2 weeks</li> <li>• At times sent away from Busaba HC III because of stock-outs</li> <li>• At Busaba HC III &amp; Busolwe hospital never referred for convulsions</li> <li>• Blood test never repeated</li> <li>• Malaria resolved, but left unable to speak and brain-damaged</li> </ul>	X	<p><b>Setting:</b> Mbale Hospital</p> <p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• Took blood test but not told of results</li> <li>• Caregiver asked to get blood cross-matched at the laboratory, then to buy blood &amp; transfusion kit</li> <li>• Child died before blood could be purchased</li> <li>• Health professional gave no information about illness</li> <li>• No treatment started during the 3 hours at the hospital, arrived 11 am &amp; died at 1 pm</li> <li>• After child died, body cleaned &amp; wrapped, returned to family</li> </ul>	<p><b>Setting:</b> Nakwasi HC III</p> <p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• Returned in 2 weeks, then frequently over 4 months. Last visit at drug shop because HC was closed</li> <li>• Would improve some, but illness would come back</li> <li>• Same treatment at HC as 1<sup>st</sup> action</li> <li>• Free medicines &amp; told to buy more from drug shop</li> <li>• No blood test</li> <li>• No information about illness given</li> <li>• Last visit at drug shop, given tablets for worms, child died later that day</li> </ul>

<sup>a</sup>Abbreviations: Public Health Centre (PHC); Health Centre (HC); Ugandan Shilling (UGX).