

Labels	Statements
<b>Structure</b>	
S1	I think my health care providers have functional equipment to provide complete chronic disease care
S2 +	I think this health facility has regular supply of medicines for the treatment of my illness <sup>a</sup>
S3 -	I think this health facility does not have regular supply of medicines for the treatment of my illness <sup>a</sup>
S4	I am able to get health care whenever I need it
<b>Process</b>	
P1	Health care providers are good about explaining the reason for medical tests
P2	Health care providers sometimes ignore what I tell them
P3	Health care providers are professional in the conduct of their clinical duties
P4	My health care providers treat me in a very friendly and courteous manner
P5 +	Health care providers usually refer me to the hospital when there is need for the doctor to review me <sup>a</sup>
P6 -	Health care providers do not refer me to the hospital when there is need for the doctor to review me <sup>a</sup>
P7 +	When I miss clinic appointment(s), the Community (volunteer) Health Workers visit my house to ask why I did not come to the clinic <sup>a</sup>
P8 -	The Community (volunteer) Health Workers do not visit my house when I miss clinic appointment(s) <sup>a</sup>
P9 +	Health care providers prepack my drugs the day before my clinic appointment(s) <sup>a</sup>
P10 -	Health care providers do not prepack my drugs the day before my clinic appointment(s) <sup>a</sup>
P11	When I visit the clinic, the providers are careful to check everything when treating and examining me
P12 +	Health care providers usually spend plenty of time with me
P13 -	Those who provide my health care sometimes hurry too much when they treat me
P14	I find it hard to get an appointment when I need it <sup>b</sup>
<b>Outcome</b>	
O1 +	I am satisfied with the quality of coherent integrated chronic disease care that I receive <sup>b</sup>
O2 -	I am dissatisfied with the quality of coherent integrated chronic disease care that I receive <sup>b</sup>
O3	Sometimes health care providers make me wonder if their diagnosis is correct
O4	When I come to receive health care, i have to wait for too long to access services <sup>b</sup>
O5	I have some doubts about the ability of the health care providers who treat me
<b>Dropped</b>	
D1 +	I feel confident that I can get the health care I need without being set back financially
D2 -	I have to pay for more of my health care than I can afford

<sup>a</sup>Priority areas of the ICDM model in South Africa

<sup>b</sup>Priority areas of the ICDM model in South Africa originally contained in the PSQ-18

+ sign indicates positive statements phrased in opposite directions

- sign indicates negative statements phrased in opposite directions

Dropped: statements excluded from the adapted PSQ because of free PHC service offered in South Africa