

## Appendix 2. List of factors used for conducting the second part of focus group discussions

<b>Factor</b>	<b>Description</b>
drug	drug variety and availability
Equipment	the availability of enough medical equipment, especially the advanced equipment
cost and cost-effectiveness	out-of-pocket cost per visit
service attitude	service attitude
service variety	if there is other service (e.g. health consultation) provided in addition to the regular health service
physical environment	the hardware of the facility, including the design of the hospital buildings
service convenience	service procedure, waiting time or total time consumed for one visit
Medical staff	the attributes that involve medical staff, including their medical skill, seniority of the medical personnel, or patient-doctor relationship
health information technology	the application of the health information technology
payment methods	capitation
social interaction	publicity in community
Self-evaluated clinical outcomes	self-evaluated clinical outcomes such as effectiveness or efficacy of care
transportation convenience	transportation time from home to the facility
reimbursement rate	reimbursement rate by health insurance
choice freedom	if the individual has the freedom to choose health care facilities
previous experience	previous experience of visiting doctor
awareness of facility	individual's awareness of certain facility before seeking health
purpose of diagnosis	holding the purpose of confirming the diagnosis of illness