Table S-1: Linear regression results examining complementarity of non-clinical variables with clinical variables

| Variables                             | Dependent variable: | Satisfaction with general care |
|---------------------------------------|----------------------|--------------------------------|
|                                       | RP                   | SP                             |
| **Respect and dignity**               |                      |                                |
| Welcome                               | 0.299***             | 0.148**                        |
| General attitude                      | 0.224***             | 0.055                          |
| **Quality of basic amenities**        |                      |                                |
| Cleanliness                           | -0.012               | 0.57                           |
| **Confidentiality**                   |                      |                                |
| Level of privacy                      | 0.069                | 0.163***                       |
| **Effective communication**           |                      |                                |
| Understanding health problem          | 0.091                | 0.302***                       |
| Explaining health condition           | 0.142***             | 0.286***                       |
| **Clinical quality variable**         |                      |                                |
| Medical history                       | 0.028                | 0.044                          |
| **Socio-demographic**                 |                      |                                |
| Age (Ref. 15-30 years)                |                      |                                |
| ≥ 30 years                            | 0.021                | -0.008                         |
| **Gender (Ref. Male)**                |                      |                                |
| Female                                | 0.024                | -0.076                         |
| **Race (Ref. African)**               |                      |                                |
| Coloured                              | -0.004               | -0.067                         |
| **Education (Ref. < Matric)**         |                      |                                |
| Matric                                | 0.046**              | 0.080                          |
| > Matric                              | 0.031                | -0.102                         |
| **Province (Ref. Eastern Cape)**      |                      |                                |
| Western Cape                          | 0.033                | 0.006                          |
| Motor vehicle or bakkie               | -0.011               | 0.128*                         |
| Fridge or freezer                     | -0.032               | -0.137                         |
| Constant                              | 0.118**              | 0.177                          |

Clusters (facilities) 39 39
Observations (visits) 1021 336
R-squared 0.414 0.437

Note: Robust standard errors adjusted for clustering at facility level shown in parentheses. Significance at *** 1%, ** 5%, * 10% level. Control variables include: age, gender, race, education, province, motor vehicle or bakkie, and fridge or freezer.