Appendix 1

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## A. Script - Group conversation with health system users

| Question                                                                 | Aim                                                                 |
|--------------------------------------------------------------------------|----------------------------------------------------------------------|
| 1. The Unified Health System is obligated to ensure access to treatment | Discuss the conditions that must be treated in the public health system. |
| for the diseases affecting the population. In your opinion, what disorders must be treated by SUS? |                                                                      |
| 2. Do you think that the government should buy all the medicines available to treat diseases affecting their citizens? | Discuss about the meaning of integral pharmaceutical services in the public health system and its importance for the system's sustainability. |
| 3. How to ensure that everyone that needs medicines will have access to them? | Discuss the importance of medicines selection for universal access to medicines. |
| 4. What are the requirements for a medicine to be considered essential? | Discuss the criteria for elaboration of essential medicines lists. |
| 5. Who is responsible for supplying treatments in the municipality? Who selects the medicines? Who finances the acquisition? | Discuss the organization of pharmaceutical services and the responsibilities of federal, state and municipal governments. |
| 6. Present the Municipal List of Essential Medicines, inform about the Project and its purposes. | Inform participants about the existence of medicines lists funded by the public health system and inform about the strategy to disseminate the municipal list for prescribers. |
| 7. In your opinion, what are the challenges to have public pharmacies at each health unit? | Discuss the infrastructure requirements for pharmacies needed to provide an adequate environment for medicines conservation, under technical supervision of a pharmacist. |
| 8. Where are public pharmacies located? | Inform about the locations of pharmacies. |
| 9. What documents are required to get medicines in the public pharmacies? | Inform about the documents required for medicines dispensation in the municipality |
| 10. What can you do to avoid failing to get your medicines? | Encourage participants to check medical prescription at the end of the consultation. |
| 11. At the pharmacy, how can I be sure that I am taking the medicine prescribed for me? | Encourage participants to check dispensed medicines in order to prevent medication errors. |
| 12. If there is shortage at the public pharmacy, what options do I have to get my medicine? | Inform about the “Programa Farmácia Popular” created to complement access to medicines through provision of free or co-financing items in private pharmacies affiliated to the program. In addition, it is also possible to encourage users to use generic medicines. |
## B. Educational outreach visits - evaluation form

Health unit: ____________________________ Date: ___/___/____

In a scale from 1 to 5, in which 1 is totally dissatisfied and 5 is totally satisfied, answer the following questions:

|                  | Totally dissatisfied | Dissatisfied | Neutral | Satisfied | Totally satisfied | Uninformed |
|------------------|----------------------|--------------|---------|-----------|-------------------|------------|
| Questions        | 1                    | 2            | 3       | 4         | 5                 | 6          |

### Questions

- Did the facilitator succeed to present the project plainly?
- Was the duration of presentation suitable?
- Was the printed material appropriate?
- Did the facilitator answer the doubts properly?
- Did the facilitator keep an appropriate posture during the presentation?
- Was the verbal expression adequate?

### In general:

- Was there anything that you did not like during the visit? 
  ( ) Yes ( ) No If you answered yes, could you inform what?
  ___________________________________________________________
  ___________________________________________________________
  ___________________________________________________________

- Could this visit be improved? 
  ( ) Yes ( ) No If you answered yes, could you inform how?
  ___________________________________________________________
  ___________________________________________________________
  ___________________________________________________________

- Do you have any additional comments?
  ___________________________________________________________
  ___________________________________________________________
C.

Table 1S: Characterization of medicines lawsuits in regard to age group, medical report, reasons for litigation, legal representation and type of service that provided the prescription.

| Variables                                    | Frequency n (%) |
|----------------------------------------------|-----------------|
| **Age group**                                |                 |
| 0 – 17 years                                 | 7 (13.7)        |
| 18 – 60 years                                | 31 (60.8)       |
| Above 61 years                               | 13 (25.5)       |
| **Medical report**                           |                 |
| Yes                                          | 45 (54.9)       |
| No                                           | 37 (45.1)       |
| **Reasons for litigation**                   |                 |
| Financial issues                             | 30 (36.6)       |
| Lack of response to the treatments available| 6 (7.3)         |
| Allergy                                      | 1 (1.2)         |
| **Legal representation**                     |                 |
| Public defender                              | 63 (81.8)       |
| Private lawyers                              | 14 (18.2)       |
| **Type of service that provided the prescription** |           |
| Public health unit                           | 68 (82.9)       |
| Private health unit                          | 9 (11.0)        |
| Public and private health units              | 5 (6.1)         |
### Table 2S: Characterization of lawsuits according to the most frequent ICD-10 blocks and medical specialties (described in at least three lawsuits).

| Variable | Frequency n (%) |
|----------|-----------------|
| **ICD blocks** | |
| **Chapter II - Neoplasms** | 7 (8.5) |
| CID C00-97 Malignant neoplasms of independent (primary) multiple sites | 7 (8.5) |
| **Chapter IV - Endocrine, nutritional and metabolic diseases** | 25 (30.5) |
| CID E10-14 Diabetes mellitus | 21 (25.6) |
| CID E20-35 Disorders of other endocrine glands | 4 (4.9) |
| **Chapter V - Mental and behavioural disorders** | 10 (12.2) |
| CID F20-29 Schizophrenia, schizotypal and delusional disorders | 3 (3.7) |
| CID F30-39 Mood [affective] disorders | 4 (4.9) |
| **Chapter VI - Diseases of the nervous system** | 8 (9.8) |
| CID G40-47 Episodic and paroxysmal disorders | 5 (6.1) |
| **Chapter X - Diseases of the respiratory system** | 6 (7.3) |
| CID J40-47 Chronic lower respiratory diseases | 6 (7.3) |
| **Chapter XI - Diseases of the digestive system** | 4 (4.9) |
| CID K50-52 Noninfective enteritis and colitis | 3 (3.7) |
| **Chapter XIV - Diseases of the genitourinary system** | 8 (9.8) |
| CID N17-19 Renal failure | 4 (4.9) |
| **Medical specialties** | |
| Endocrinologist | 23 (28.0) |
| Neurologist | 17 (20.7) |
| Physician (specialty not described) | 10 (12.2) |
| Psychiatrist | 8 (9.8) |
| Nephrologist | 6 (7.3) |
| Geriatrician | 5 (6.1) |
| Pulmonologist | 5 (6.1) |
| Oncologist | 3 (3.7) |
| Cardiologist | 3 (3.7) |
| Rheumatologist | 3 (3.7) |
### E.

**Table 3S:** Characterization of medicines required in the lawsuits according to the first level of ATC classification system (anatomical main group) and main preparations demanded (present in at least three lawsuits). Values correspond to the percentage in relation to the total number of preparations (n=150).

| Anatomical main group (ATC) and dosage forms most frequently required | Frequency n(%) |
|---------------------------------------------------------------------|----------------|
| **Antiinfectives for systemic use**                                  | 1 (0.7)        |
| **Antineoplastic and immunomodulating agents**                      | 11 (7.3)       |
| **Dermatologicals**                                                 | 9 (6.0)        |
| **Sensory organs**                                                  | 4 (2.7)        |
| **Systemic hormonal preparations, excl. sexual hormones and insulins** | 6 (4.0)        |
| **Antiparasitic products, insecticides and repellents**             | 1 (0.7)        |
| **Blood and blood forming organs**                                  | 6 (4.0)        |
| **Cardiovascular system**                                           | 5 (3.3)        |
| Diosmin + hesperidin (450 mg + 50 mg)                               | 3 (2.0)        |
| **Genito urinary system and sex hormones**                          | 5 (3.3)        |
| Oxybutynin chloride 5 mg                                            | 3 (2.0)        |
| **Musculo-skeletal system**                                         | 7 (4.7)        |
| **Nervous system**                                                  | 45 (30.0)      |
| Carbamazepine (200 mg<sup>a,c</sup>, 400 mg<sup>c</sup>)            | 3 (2.0)        |
| Clonazepam 10 mg<sup>c</sup>                                        | 4 (2.7)        |
| Clonazepam (2 mg<sup>a</sup>, 2.5 mg/mL<sup>a,c</sup>)              | 6 (4.0)        |
| Duloxetine chloride 30 mg                                           | 3 (2.0)        |
| Pregabalin (75 mg, 150 mg)                                          | 5 (3.3)        |
| Topiramate (50 mg, 100 mg)<sup>b,c</sup>                            | 5 (3.3)        |
| Sodium valproate (500 mg, 250 mg/5/mL)<sup>a,c</sup>                | 3 (2.0)        |
| **Respiratory System**                                              | 12 (8.0)       |
| Formoterol fumarate + Budesonide (6 mcg + 100 mcg, 12 mcg + 400 mcg<sup>b,c</sup>) | 6 (4.0)       |
| **Alimentary tract and metabolism**                                 | 38 (25.3)      |
| Ascorbic acid (300 mg, 1 g)                                         | 3 (2.0)        |
| **Insulin aspart 100 UI/mL**                                        | 9 (6.0)        |
| **Insulin glargine 100 UI/mL**                                      | 14 (9.3)       |
| Insulin glulisine 100 UI/mL                                          | 3 (2.0)        |
| **Insulin lispro 100 UI/mL**                                        | 9 (6.0)        |
| Omeprazole 20 mg<sup>a,c</sup>                                      | 3 (2.0)        |
| **Total**                                                           | 150 (100.00)   |

<sup>a</sup>: Listed on REMUME; <sup>b</sup>: Listed on medicines provided by the state government; <sup>c</sup>: Listed on RENAME.
### Table 4. Therapeutic alternatives for non-incorporated medicines required in the lawsuits according to the National List of Essential Medicines (RENAME, in portuguese).

| Dosage forms litigated                                      | ATC   | Frequency n (%) | Therapeutic alternatives | ATC   | Component     |
|------------------------------------------------------------|-------|-----------------|--------------------------|-------|---------------|
| **Blood glucose lowering drugs, excl. insulins**           |       |                 |                          |       |               |
| Dapagliflozin 10 mg                                        | A10BK01 | 1 (0.4)        | Metformin chloride       | A10BA02 |               |
| Empagliflozin 25 mg                                        | A10BK03 | 1 (0.4)        |                          |       |               |
| Glimepiride 4 mg                                           | A10BB12 | 1 (0.4)        | Glibenclamide            | A10BB01 |               |
| Liraglutide 1,2 mg/mL                                      | A10BJ02 | 1 (0.4)        |                          |       |               |
| Liraglutide 6 mg                                           | 1 (0.4) | Gliclazide      | A10BB09                  |       |               |
| Sitagliptin phosphate 100 mg                               | A10BH01 | 2 (0.9)        |                          |       |               |
| Vildagliptin 50 mg                                         | A10BH02 | 1 (0.4)        |                          |       |               |
| **Insulins and analogues**                                 |       |                 |                          |       |               |
| Insulin aspart 100 UI/mL                                   | A10AD05 | 9 (4.0)        | Insulin human            | A10AB01 |               |
| Insulin glulisine 100 UI/mL                                 | A10AB06 | 3 (1.3)        |                          |       |               |
| Insulin lispro 100 UI/mL                                   | A10AB04 | 9 (4.0)        |                          |       |               |
| Insulin glargine 100 UI/mL                                 | A10AE04 | 14 (6.2)       | Insulin human NPH        | A10AC01 | Basic         |
| Insulin detemir 100 UI/mL                                   | A10AE06 | 1 (0.4)        |                          |       |               |
| **Antipsychotics**                                         |       |                 |                          |       |               |
| Aripiprazole 10 mg                                         | N05AX12 | 1 (0.4)        | Lithium carbonate        | N05AN01 |               |
|                                                            |       |                 | Chlorpromazine chloride  | N05AA01 | Basic         |
|                                                            |       |                 | Haloperidol decanoate    | N05AD01 |               |
|                                                            |       |                 | Haloperidol              |         |               |
| Aripiprazole 15 mg                                         | 1 (0.4) | Haloperidol     | N05AD01                  |       |               |
| Levomepromazine maleate 25 mg                              | N05AA02 | 1 (0.4)        | Clozapine                | N05AH02 |               |
| Levomepromazine maleate 100 mg                             | 1 (0.4) | Ziprasidone chloride | N05AE04 |               |
|                                                            |       | Quetiapine hemifumarate | N05AH04 | Specialized |
| Paliperidone palmitate 75 mg                                | N05AX13 | 1 (0.4)        | Olanzapine               | N05AH03 |               |
|                                                            |       | Risperidone     | N05AX08                  |       |               |
| Antiepileptics                                      | Strength/Quantity | Code | Category  |
|----------------------------------------------------|-------------------|------|-----------|
| Divalproex sodium 500 mg                           | 2 (0.9)           | N03AG01 | Valproic acid N03AG01 |
|                                                   |                   |      | Carbamazepine N03AF01 |
|                                                   |                   |      | Clonazepam N03AE01    |
|                                                   |                   |      | Phenytoin N03AB02     |
| Oxcarbazepine chloride 600 mg                      | 2 (0.8)           | N03AF02 | Phenobarbital N03AA02 |
|                                                   |                   |      | Ethosuximide* N03AD01 |
|                                                   |                   |      | Gabapentin N03AX12    |
| Pregabalin 75 mg                                   | 3 (1.3)           | N03AX16 | Lamotrigine N03AX09   |
|                                                   |                   |      | Primidone* N03AA03    |
| Pregabalin 150 mg                                  | 2 (0.9)           |       | Topiramate N03AX11    |
|                                                   |                   |      | Vigabatrin N03AG04    |

*Medicines listed on RENAME, however they were not incorporated by the state government and therefore, they were not available at the specialized pharmacy in the municipality studied.