Supplementary Appendix A Previsit OurDX completion rate by patient race and ethnicity in the participating clinics

Race category	Survey completed	Survey not completed
White, non-Hispanic	5,701 (45.8%)	6,741 (54.2%)
Hispanic	720 (26%)	2,049 (74%)
Asian, non-Hispanic	335 (40.6%)	491 (59.4%)
Black, non-Hispanic	326 (30.8%)	732 (69.2%)
Other race, non-Hispanic	584 (34.1%)	1,130 (65.9%)
Unknown	833 (40%)	1,246 (60%)

Notes: patients may select more than one race category. The denominator in the administrative dataset is not the same as the study sample due to several reasons such as individuals who made an appointment and were sent a survey but then did not keep the appointment, or individuals who did not fully complete the survey.

Supplementary Appendix B Previsit OurDX completion rate by language preference in the participating clinics

Language preference	Survey completed	Survey not completed
English	8,049 (42.8%)	10,761 (57.2%)
Other language	542 (25.2%)	1,605 (74.8%)
Unable to collect	13 (36.1%)	23 (63.9%)
Interpreter needed		
No	8,173 (42.8%)	1,0943 (57.2%)
Yes	266 (16.6%)	1,340 (83.4%)

Notes: The denominator in the administrative dataset is not the same as the study sample due to several reasons such as individuals who made an appointment and were sent a survey but then did not keep the appointment or individuals who did not fully complete the survey.

Supplementary Appendix C Patient-reported diagnostic concerns by language preference

	Reports from participants who prefer English	Reports from participants who prefer a language other than English	p-Value
OurDX reports with diagnostic concerns	645 (11.7%)	58 (27.2%)	<0.0001
Main concerns being heard			
Completely	3,692 (66.9%)	99 (46.5%)	<0.0001
Somewhat	1,201 (21.8%)	30 (14.1%)	0.0074
Not at all	187 (3.4%)	36 (16.9%)	<0.0001
I haven't discussed	530 (9.6%)	32 (15%)	0.0091
Problems with tests/results or referral	348 (6.3%)	21 (9.9%)	0.0382
Other problems	237 (4.3%)	13 (6.1%)	0.2049