

## Annex 1: Scale Expectations

Complete Care
I expected to be seen sooner for my first antenatal visit
I expected to have my antenatal visits take a long time
I expected to get more from my antenatal visits than being weighed and having my baby's heart checked
I expected to receive information during my visits without having to ask so many questions
Provider Continuity
I expected to have one provider (=gynaecologist, midwife or doctor) that I routinely see for my antenatal visits
I expected to have the provider that I routinely see deliver my baby
Personalized Care
I expected my provider to care how I feel mentally as well as physically
I expected my provider to be gentle during my physical exam
I expected someone to listen to my problems
I expected a referral when I tell the clinic/office staff about a problem
Other Services
I expected the services of a social worker to be part of antenatal care
I expected the services of a nutritionist to be part of antenatal care