

## Annex 2: Scale Satisfaction

<b>Information</b>
I am satisfied with the explanation my provider gave to me of what was going to happen during my antenatal visits
I am satisfied with the explanation my provider gave to me about medical procedures
I am satisfied with the information my provider gave to me about how things are going with my pregnancy
I am satisfied with the kinds of things my provider discussed during my antenatal visits
I am satisfied with the explanation my provider gave to me about what I can expect about parenting a new-born
I am satisfied with the way my provider has prepared me for labour and delivery
<b>Provider Care</b>
I am satisfied with the way my provider treats me
I am satisfied with the respect that I am shown by my provider
I am satisfied with the quality of care that I receive from my provider
I am satisfied with the way I am made to feel that I am not wasting my provider's time
I am satisfied with being able to ask questions without embarrassment
I am satisfied with not having to repeat my story every time I come in for a visit
<b>Staff Interest</b>
I am satisfied with the way the staff expresses concern about my overall personal situation
I am satisfied with the time the staff spends talking about things of interest to me
I am satisfied with the way the staff treats me
I am satisfied with the time the staff takes with me even though I do not have problems with this pregnancy
I am satisfied with the interest and concern the staff has shown me
I am satisfied with the way the staff deals with all my medical problems
<b>System Characteristics</b>
I am satisfied with the amount of time I wait to be seen by my provider
I am satisfied with the total amount of time I spend at the office/clinic
I am satisfied with the parking facilities of the office/clinic
I am satisfied with the waiting room facilities of the office/clinic
I am satisfied with the examination room of the office/clinic
I am satisfied with my ability to schedule antenatal visits at a time convenient for me
I am satisfied with how easy it is to reschedule my antenatal visits
I am satisfied with how easy it was to get antenatal care early in my pregnancy (that is, before the fourth month)
I am satisfied with having all the recommended tests
I am satisfied with the number of antenatal visits I made until now