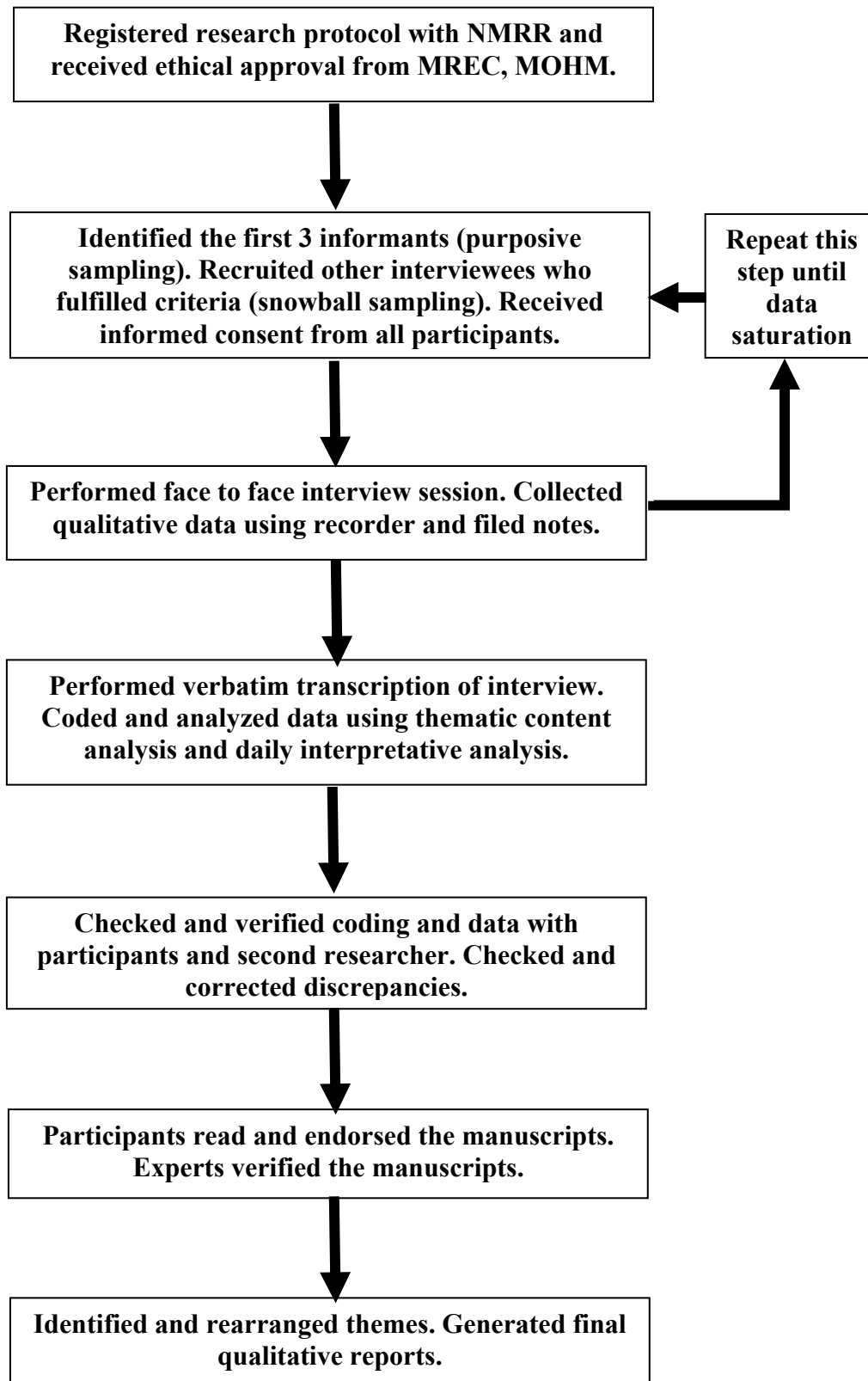
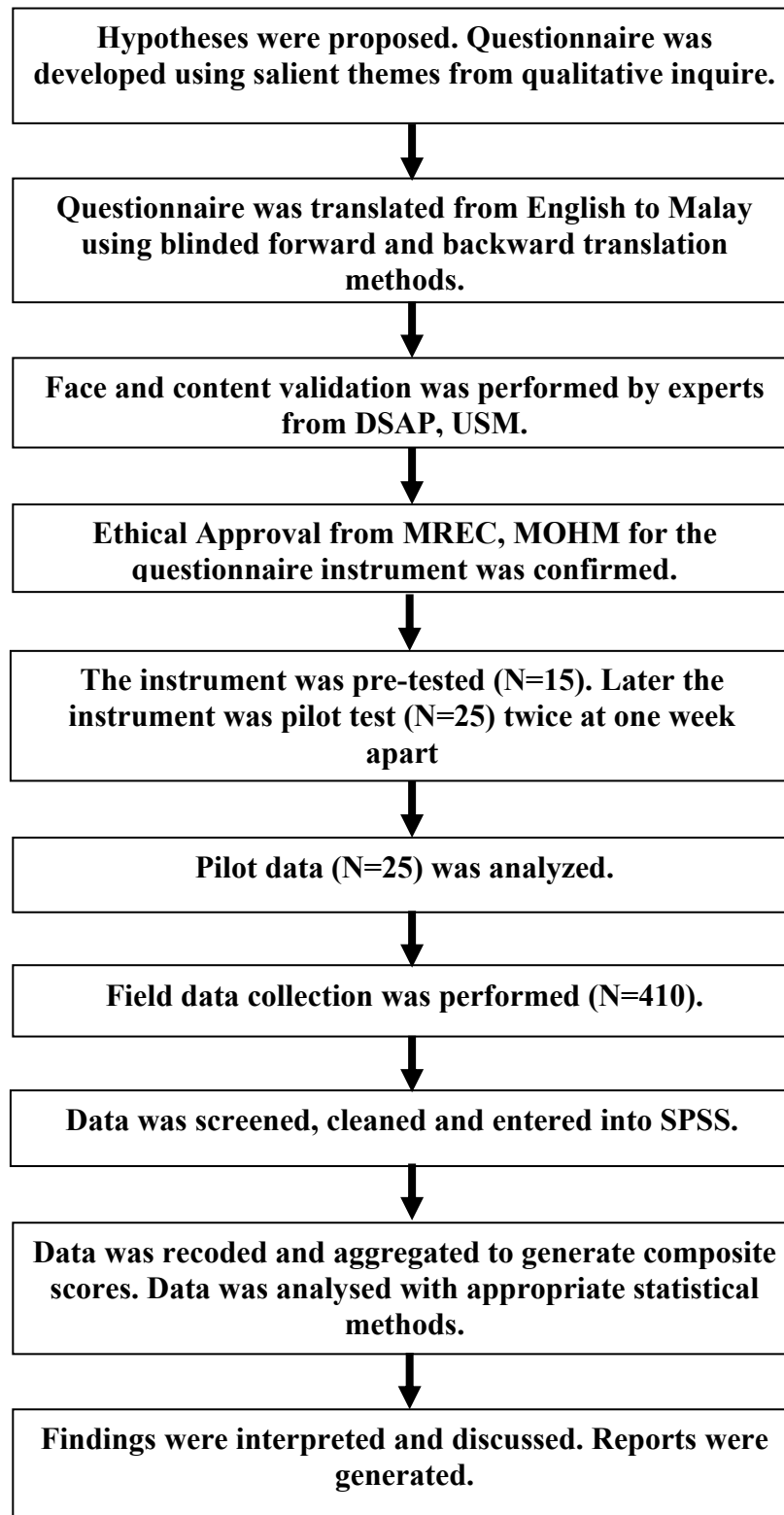


Supplementary Material

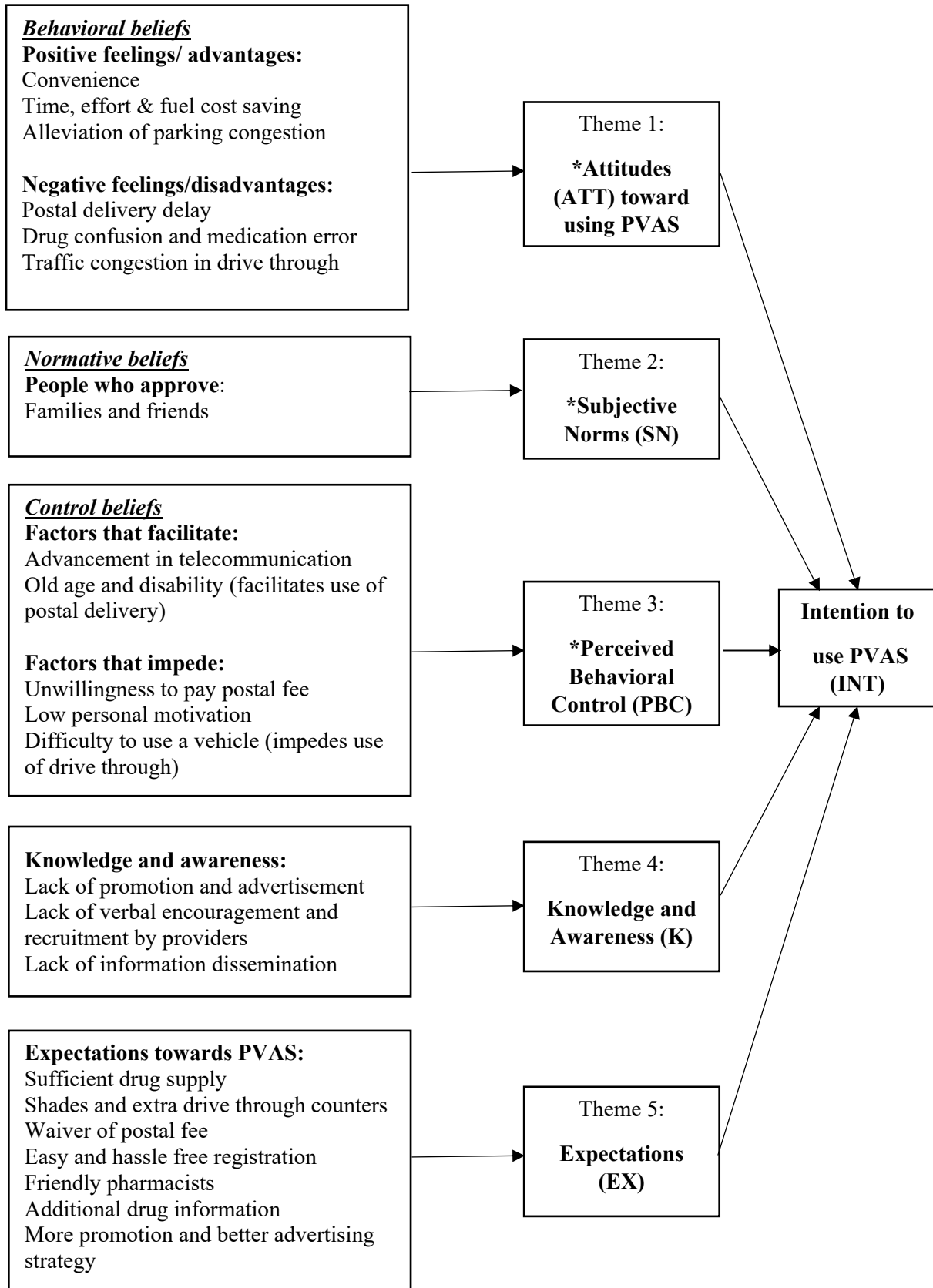
Appendix 1 Flowchart for Phase 1 (Qualitative Interview)



Appendix 2 Flowchart for Phase 2 (Questionnaire Survey)



Appendix 3 The extended Theory of Planned Behavior framework to understand patient's intention to adopt Pharmacy Value Added Services.
(Note: Variables with * stand for original predictors from TPB)



Appendix 4 Respondent's Profile of the Study Population (N = 410)

Demographics	n	(%)
<u>Sampling Location</u>		
Tuanku Ja'afar Seremban Hospital	92	22.4
Seremban Health Clinic	151	36.8
Ampangan Health Clinic	63	15.4
Senawang Health Clinic	56	13.7
Seremban 2 Health Clinic	48	11.7
<u>Gender</u>		
Female	239	58.3
Male	171	41.7
<u>Age</u>		
less than 17 year old	8	2.0
18-30 year old	115	28.0
31-40 year old	111	27.1
41-50 year old	71	17.3
51-60 year old	64	15.6
more than 61 year old	41	10.0
<u>Ethnicity</u>		
Malay	287	70.0
Chinese	47	11.5
Indian	66	16.1
Others	10	2.4
<u>PVAS User</u>		
No	306	74.6
Yes	104	25.4
<u>Medicine collection frequency in the past 6 months</u>		
0 time	11	2.7
1-2 times	250	61.0
3-4 times	103	25.1
5-6 times	41	10.0
> 7 times	5	1.2
<u>Education</u>		
No formal education	1	0.2
Primary school	18	4.4
Secondary school, 'O' Level	179	43.7
Diploma, STPM, 'A' levels, matriculation	140	34.1
Degree	43	10.5
Postgraduate	27	6.6
Others	2	0.5
<u>Occupational Sector</u>		
Government agency	167	40.7
Private sector	93	22.7
Own business	41	10.0
Housewife	33	8.0
Student	20	4.9
Retired	47	11.5
Others	9	2.2
<u>Monthly Income</u>		
No income	67	16.3
RM1-RM2000	145	35.4
RM2001-RM4000	142	34.6
RM4001-RM6000	39	9.5
>RM6000	17	4.1
<u>Number of medicines</u>		
None	11	2.7
1-3 items	289	70.5
4-6 items	88	21.5
7-9 items	16	3.9
More than 10 items	6	1.5

Appendix 5 Survey items, communalities and their loadings on four factors

Rotated Factor Matrix^a

Survey items	Factors				Communalities
	ATT	SN	PBC	EX	Extraction ^b
P1 Using VAS to collect medicine is convenient.	0.759	0.202	0.242	0.213	0.721
P2 Using VAS saves my time.	0.773	0.224	0.267	0.237	0.775
P3 Using VAS is beneficial.	0.672	0.287	0.302	0.262	0.693
P7 Pharmacy Value Added services is not good. (negatively worded)	0.438	0.221	0.227	0.239	0.350
P4 Most people who are important to me think that i should use VAS.	0.475	0.494	0.308	0.181	0.597
P5 It is expected of me to use VAS.	0.300	0.749	0.191	0.256	0.752
P6 I am encouraged to use VAS.	0.345	0.594	0.289	0.179	0.588
P8 Home delivery reduces transportation cost.	0.197	-	0.447	0.151	0.271
P9 Using VAS to collect medicine is easy.	0.355	0.381	0.622	0.250	0.721
P10 I have no obstacles using VAS.	0.303	0.420	0.536	0.309	0.650
P12 The decision to use VAS is up to me.	0.234	0.108	0.529	0.216	0.392
P13 I am confident that i can use one of the VAS to collect medicine.	0.181	0.477	0.568	0.248	0.644
E1 Expect more efficient and hassle-free service.	0.265	0.247	0.109	0.749	0.704
E2 Expect sufficient medication supply.	0.108	0.235	0.203	0.804	0.754
E3 Expect friendly pharmacy staff.	0.196	0.122	0.188	0.767	0.677
E4 Expect more VAS promotion and announcement in clinics and hospitals.	0.209	-	0.173	0.787	0.699
E5 Expect additional medicine information.	0.162	0.220	0.195	0.779	0.720
E6 Expect simple and easy registration procedure.	0.242	0.122	0.161	0.778	0.705
E7 Expect big shades at drive through counter to prevent getting wet.	0.112	-	0.249	0.722	0.602

ATT = Attitudes; SN = Subjective Norms; PBC = Perceived Behavioural Control; EX = Expectations.

a. Rotation Method: Varimax with Kaiser Normalization. Rotation converged in 5 iterations.

b. Extraction Method: Principal Axis Factoring

Appendix 6 Mean, Standard Deviations and Correlations among composite measures ($N = 410$) with Bootstrapping 1000 resampling.

	Mean	S.D	INT	ATT	SN	PBC	K	EX
	16.71	3.672						
INT	[16.30-17.10]	[3.416-3.916]	1					
	28.41	5.089	0.626***					
ATT	[27.82-28.96]	[4.774-5.365]	[0.540-0.706]	1				
	16.49	3.647	0.729***	0.679***				
SN	[16.10-16.88]	[3.428-3.846]	[0.670-0.785]	[0.607-0.740]	1			
	22.41	4.392	0.839***	0.717***	0.718***			
PBC	[21.97-22.94]	[4.155-4.610]	[0.792-0.880]	[0.653-0.775]	[0.653-0.777]	1		
	5.36	1.499	0.211***	0.146***	0.141***	0.161***		
K	[5.22-5.50]	[1.397-1.601]	[0.110-0.314]	[0.042-0.240]	[0.050-0.231]	[0.067-0.251]	1	
	44.18	6.090	0.534***	0.548***	0.503***	0.575***	0.129***	
EXP	[43.54-44.85]	[5.567-6.572]	[0.456-0.606]	[0.464-0.628]	[0.428-0.574]	[0.494-0.644]	[0.034-0.226]	1

***Pearson Correlation is significant at the 0.01 level (2-tailed). Bootstrap results are based on 1000 bootstrap samples.

[] denotes for BCa 95% Confidence Interval.

BCa=Bias-corrected and accelerated.

INT = Intention, ATT = Attitude, SN = Subjective Norm , PBC = Perceived Behavioural Control, K = Knowledge, EX = Expectation