

Appendix 1. Characteristics of participating clinics

Clinic ID	Location	Municipality population	Clinic size (mean number of monthly patient visits)
1	Iwate Town, Iwate Prefecture	13,692	1278
2	Fukushima City, Fukushima Prefecture	294,247	2304
3	Maebashi City, Gunma Prefecture	336,154	900
4	Fujimino City, Saitama Prefecture	110,970	1422
5	Kita Ward, Tokyo	341,076	792
6	Arakawa Ward, Tokyo	212,264	1602
7	Arakawa Ward, Tokyo	212,264	756
8	Koganei City, Tokyo	121,396	756
9	Takatsu Ward, Kawasaki City, Kanagawa Prefecture	228,141	1800
10	Saiwai Ward, Kawasaki City, Kanagawa Prefecture	160,890	1260
11	Minato Ward, Nagoya City, Aichi Prefecture	146,745	900
12	Izumo City, Shimane Prefecture	171,938	468
13	Iyo City, Ehime Prefecture	36,827	720

Appendix 2. Item contents of the Japanese version of Primary Care Assessment Tool

First contact	Strongly agree	Somewhat agree	Not sure	Somewhat disagree	Strongly disagree
1. When your Primary Care Practice is closed, is there a phone number you can call when you get sick?	5	4	3	2	1
2. When your Primary Care Practice is closed on Saturday and Sunday and you get sick, would someone from there see you the same day?	5	4	3	2	1
3. When your Primary Care Practice is closed and you get sick during the night, would someone from there see you that night?	5	4	3	2	1
Longitudinality	Strongly agree	Somewhat agree	Not sure	Somewhat disagree	Strongly disagree
1. Does your Primary Care Physician (PCP) give you enough time to talk about your worries or problems?	5	4	3	2	1
2. Do you feel comfortable telling your PCP about your worries or problems?	5	4	3	2	1
3. Does your PCP know you very well as a person, rather than as someone with a medical problem?	5	4	3	2	1
4. Does your PCP know what problems are most important to you?	5	4	3	2	1
5. Does your PCP know your complete medical history?	5	4	3	2	1
Coordination	Strongly agree	Somewhat agree	Not sure	Somewhat disagree	Strongly disagree
1. Have you ever had a visit to any kind of specialist or special service?		Yes		No/Not sure	
2. Did your PCP suggest you go to the specialist or special service?	5	4	3	2	1
3. Did your PCP discuss with you different places you could have gone to get help with that problem?	5	4	3	2	1
4. Did your PCP or someone working with your PCP help you make the appointment for that visit?	5	4	3	2	1
5. Did your PCP write down any information for the specialist about the reason for the visit?	5	4	3	2	1
6. Does your PCP know what the results of the visit were?	5	4	3	2	1
Comprehensiveness (services available)	Strongly agree	Somewhat agree	Not sure	Somewhat disagree	Strongly disagree
For each one, please indicate whether it is available at your PCP's office.					
1. Counseling for mental health problems	5	4	3	2	1
2. Changes in mental or physical abilities that are normal with getting older	5	4	3	2	1
3. Counseling related to dementia	5	4	3	2	1
4. Counseling related to abuse	5	4	3	2	1
5. Counseling related to personal preferences about end of life issues	5	4	3	2	1
Comprehensiveness (services provided)	Strongly agree	Somewhat agree	Not sure	Somewhat disagree	Strongly disagree
In visits to your PCP, are any of the following subjects discussed with you?					

1. Advice about appropriate exercise for you	5	4	3	2	1
2. Advice about regular bowel movements	5	4	3	2	1
3. Advice about over-the-counter medications	5	4	3	2	1
4. Advice about medical information in the media: on TV, in the newspaper, etc.	5	4	3	2	1
5. Advice about a healthy balance of work and rest	5	4	3	2	1
Community orientation	Strongly agree	Somewhat agree	Not sure	Somewhat disagree	Strongly disagree
1. Does anyone at your PCP's office ever make home visits?	5	4	3	2	1
2. Does your PCP know about the important health problems of your community?	5	4	3	2	1
3. Does your PCP get opinions and ideas from people that will help to provide better health care?	5	4	3	2	1
4. Does your PCP investigate whether the available health care is meeting the needs of the community?	5	4	3	2	1
5. Does your PCP investigate the concerns people have about health problems in your community?	5	4	3	2	1