

APPENDIX

Table 1. Racial/ethnic difference in wait time and satisfaction: by Age group ^(a)

Dependent variables: VARIABLES	Satisfaction: Very good			Patient-reported post-scheduled time at waiting area		
	Overall	Age 0-17	Age 18+	Overall	Age 0-17	Age 18+
R/E (ref=NHW)						
Hispanic/Latino	0.96	1.00	0.94	0.86**	0.54	0.93**
Black	0.86	1.03	0.84	0.80*	-1.06	1.01**
Chinese	0.50**	0.50**	0.50**	1.09**	0.93**	1.11**
Asian Indian	0.46**	0.41**	0.49**	1.79**	1.70**	1.80**
Filipino	0.58**	0.56**	0.59**	1.92**	1.66**	1.97**
Japanese	0.62**	0.54*	0.62**	0.029	-0.48	0.13
Korean	0.51**	0.53**	0.50**	0.89	-0.15	1.41*
Vietnamese	0.56**	0.47**	0.58**	2.15**	2.89**	2.00**
Observations	70,806	12,253	58,535	77,817	13,467	64,350
No. providers	833	390	754	856	443	781

** p<0.001, * p<0.01

(a) Estimates from multivariate regression with provider random effects. Also included in the model but are not reported in the table are all the covariates in main Table 2.

Table 2. Racial/ethnic difference in wait time and satisfaction: provider fixed effects model ^(a)

VARIABLES	Dependent variables:	Satisfaction: Very good	Patient-reported post-scheduled time at waiting area
		Odds Ratio	Coefficient (min)
R/E (ref=NHW)			
Hispanic/Latino		0.97	0.83**
Black		0.87	0.71*
Chinese		0.51**	1.04**
Asian Indian		0.47**	1.77**
Filipino		0.59**	1.90**
Japanese		0.62**	0.040
Korean		0.52**	0.87
Vietnamese		0.55**	1.97**
Constant			5.32**
Observations		74,376	83,064
No. providers		874	962

** p<0.001, * p<0.01

(a) Estimates from multivariate regression with provider fixed effects. Also included in the model but are not reported in the table are all the covariates (except for provider-specific variables) in main Table 2.

Table 3. R/E difference in wait time and satisfaction: R/E interaction with wait time ^(a)

Dependent variable:	Satisfaction: Very good			Patient-reported post-scheduled time at waiting area		
	Overall	Waited for 15+ minutes	Waited <15 minutes	Overall	Waited for 15+ minutes	Waited <15 minutes
VARIABLES						
EHR time at waiting area (/10minute)	0.82**	0.73**	0.95**	2.08**	1.85**	1.20**
R/E (Ref: NHW) x EHR time at waiting area						
Hispanic/Latino	1.05			-0.31*		
Black	1.11			-0.096		
Chinese	1.05			-0.067		
Asian Indian	0.95			-0.41*		
Filipino	1.05			-0.25		
Japanese	1.04			-0.44		
Korean	1.04			-0.67		
Vietnamese	1.12			-1.54**		
R/E (ref: NHW)						
Latino	0.92	0.92	1.13	1.14**	1.14**	-0.21
Black	0.78*	0.80*	1.11	0.89	0.82*	0.59
Chinese	0.48**	0.49**	0.52**	1.15**	1.11**	1.30*
Asian Indian	0.48**	0.46**	0.45**	2.16**	1.98**	0.94
Filipino	0.56**	0.58**	0.60**	2.13**	2.05**	1.48
Japanese	0.60**	0.61**	0.61*	0.42	0.066	-0.058
Korean	0.49**	0.50**	0.50*	1.45*	1.22**	-0.28
Vietnamese	0.51**	0.54**	0.59	3.58**	2.59**	0.65
Observations	70,806	56,893	13,908	77,817	63,253	14,564

** p<0.001, * p<0.01

(a) Estimates from multivariate regression with provider random effects. Also included in the model but are not reported in the table are all the covariates in main Table 2.

Table 4. Arrival time relative to scheduled appointment time by RE (row %)

race/ethnicity	N	30-120m early	15-29m early	5-14m early	0-4m early	1-5m late	6-15m late	16-120m late
NHW (ref. group)	80,901	5.5	18.4	34.8	19.0	12.3	7.5	2.5
Hispanic/Latino	11,323	6.6	17.6	30.4	18.0	13.5	10.5	3.4
Black	1,721	8.2	18.3	26.6	17.5	12.8	12.1	4.5
Chinese	9,901	5.2	15.6	30.8	19.8	15.1	10.6	2.9
Asian Indian	6,774	4.6	12.5	29.0	19.8	18.0	12.5	3.5
Filipino	3,259	9.3	20.5	29.7	15.7	12.0	9.0	3.7
Japanese	2,068	6.4	20.7	37.5	18.2	9.0	6.3	1.9
Korean	894	7.1	16.0	29.1	21.0	13.8	10.2	2.9
Vietnamese	740	7.8	15.1	31.1	17.6	14.9	11.6	1.9

For each arrival time category, statistically significant ($P < 0.01$) difference from NHW is **bold**.