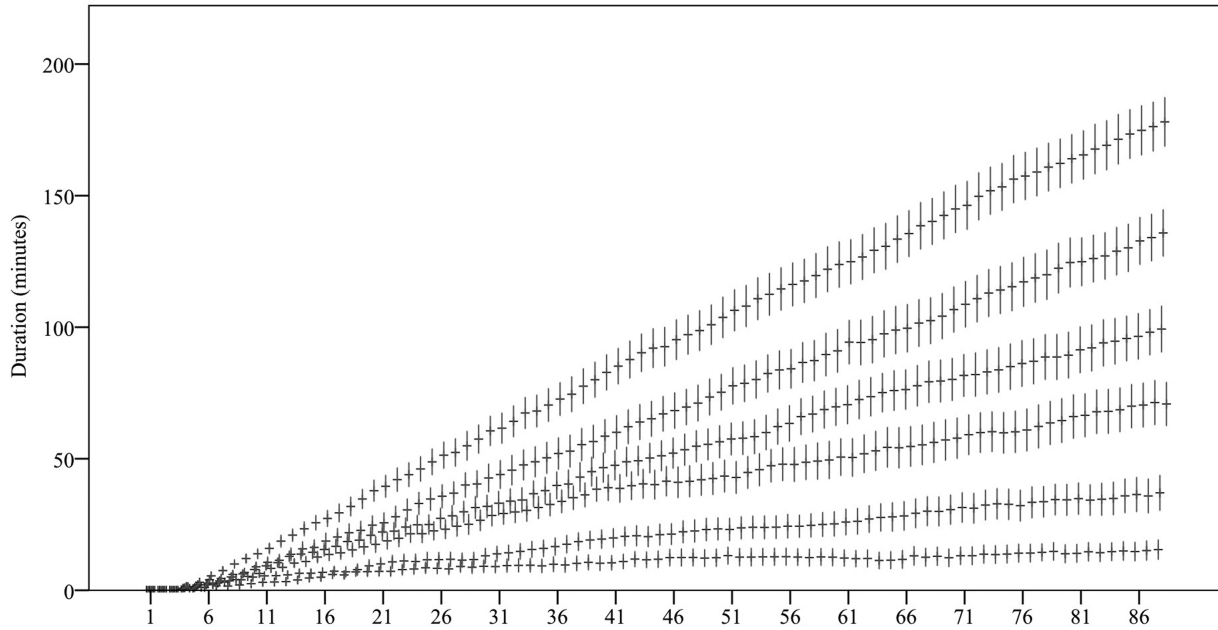
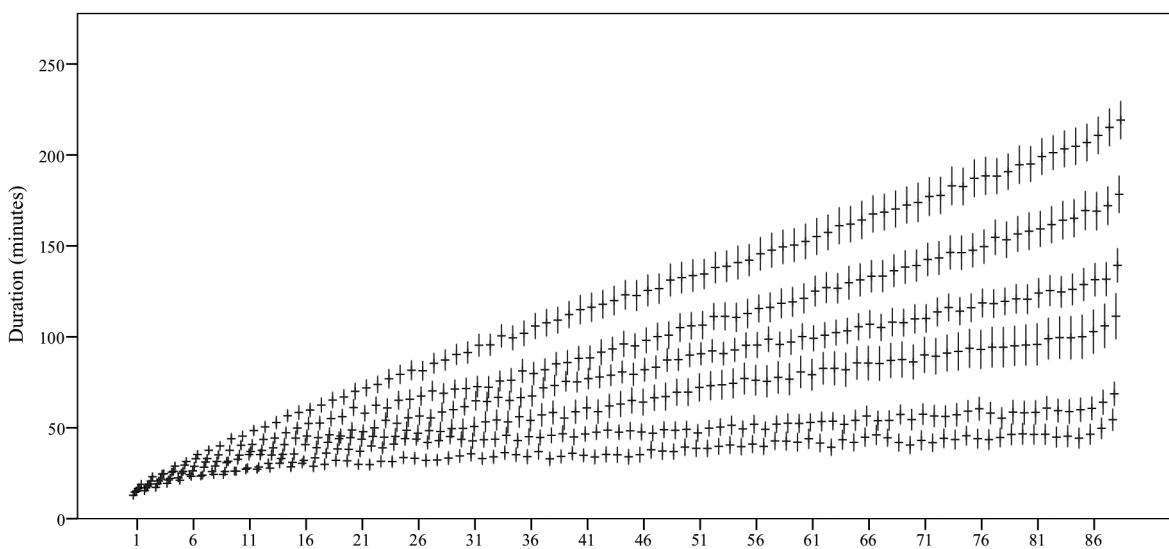


Supplementary Table S1 Fill-up form used to estimate the time per task

	Maximum time per patient	Minimum time per patient	Average time per patient	Daily number of visitors (minimum, average, maximum)
General doctor\chronic clinic				
Reception				
pharmacy				
Laboratory				
X-ray				
Others if any				



Supplementary Fig. S1 The patients waiting time error bars with 95% confidence intervals.



Supplementary Fig. S2 The total duration of patients visit error bars with 95% confidence intervals.