

Supplementary material 3

Satisfaction with DOTS service questionnaire

s/n	Items	Excellent	Good	Fair	Poor
	Health facility environment				
1.	The seats in the waiting area are neat and comfortable				
2.	The surroundings of the health facility are neat				
	Process of care				
3.	The availability of the medical staff at DOTS center to answer your question				
4.	The advice you get from the medical staff at DOTS center about problems that might occur with your medication				
5.	Availability of TB drugs are available at the DOTS center				
	Healthcare experience				
6.	The amount of time the staff at DOTS center spends with you				
7.	Satisfaction with attention to your medical concerns by staff at DOTS center				
8.	Nurses and doctors at DOTS center kept my appointment				
9.	Speed of retrieval my records whenever required by staff at DOTS center				
	Diagnosis and treatment				
10.	Timely delivery of my laboratory results				
11.	The nurse or doctor's instructions on your condition and treatment procedures are clear				
12.	The efforts of doctors and nurses to help you improve your health or stay healthy				
	Patient-health worker relationship				
13.	The help you get from the medical staff to avoid unnecessary costs related to your prescriptions				
14.	The availability of a nurse or health worker to answer your questions				
15.	The privacy of your conversations with the nurse or doctor				