Table S-1: <u>Linear</u> regression results examining complementarity of non-clinical variables with clinical variables

Variables	Dependent variable:		Satisfaction with general care	
	RP		SP	
Respect and dignity				
Welcome	0.299***	(0.049)	0.148**	(0.063)
General attitude	0.224***	(0.048)	0.055	(0.075)
Quality of basic amenities				
Cleanliness	-0.012	(0.036)	0.57	(0.049)
Confidentiality				
Level of privacy	0.069	(0.044)	0.163***	(0.047)
Effective communication				
Understanding health problem	0.091	(0.044)	0.302***	(0.067)
Explaining health condition	0.142***	(0.038)	0.286***	(0.069)
Clinical quality variable				
Medical history	0.028	(0.029)	0.044	(0.047)
Socio-demographic				
Age (Ref. 15-30 years)				
≥ 30 years	0.021	(0.022)	-0.008	(0.047)
Gender (Ref. Male)				
Female	0.024	(0.021)	-0.076	(0.059)
Race (Ref. African)				
Coloured	-0.004	(0.033)	-0.067	(0.074))
Education (Ref. < Matric)				
Matric	0.046**	(0.022)	0.080	(0.061)
> Matric	0.031	(0.036)	-0.102	(0.073)
Province (Ref. Eastern Cape)				
Western Cape	0.033	(0.028)	0.006	(0.058)
Motor vehicle or bakkie	-0.011	(0.027)	0.128*	(0.068)
Fridge or freezer	-0.032	(0.036)	-0.137	(0.117)
Constant	0.118**	(0.058)	0.177	(0.148)
Clusters (facilities)	39		39	
Observations (visits)	1021		336	
R-squared	0.414		0.437	

Note: Robust standard errors adjusted for clustering at facility level shown in parentheses. Significance at *** 1% level ** 5% level * 10% level. Control variables include: age, gender, race, education, province, motor vehicle or bakkie, and fridge or freezer.