**Supplemental Material:**

*Data on All Survey Respondents*

There were 1,168 encounters by patients with NDD and 14,929 encounters by patients without NDD. The median age of patients with NDD was 6 years (IQR of 7 years), and 6 years (IQR of 9 years) for patients without NDD (unadjusted p value < 0.001). 33.9% of patients with NDD were female compared to 47.6% of patients without NDD (unadjusted p value =0.741). Among patients with NDD 54.5% were Hispanic whereas 64.2% of patients without NDD were Hispanic (unadjusted p value < 0.001). A total of 917 (78.5%) patients with NDD had Medicaid insurance and a total of 10,701 (71.7%) patients without NDD had Medicaid insurance (unadjusted p value < 0.001). Among patients with NDD 12.4% had ESI score of 2 compared to 7.4% of patients without NDD (unadjusted p value=0.006).

There were 359 patients with pervasive developmental disorders such as autism (F84), 209 patients with attention-deficit/hyperactivity disorders (F90), 52 patients with intellectual disabilities (F70-79), 739 patients with specific developmental disorders of speech and language/specific developmental disorders of scholastic skills/specific developmental disorder of motor function (F80, F81, F82), and 206 patients with other disorders of psychological development/unspecified disorders of psychological development (F88, 89). 318 patients had multiple diagnoses.

Among patients with NDD 832 (71.2%) of caregivers rated the ED highly (9 or 10/10). Among patients without NDD 11,266 (75.5%) of caregivers rated the ED highly (9 or 10/10).

**Supplemental Table 1.**  Demographics and Visit Characteristics of All Patients as Stratified by Caregiver Satisfaction, N = 16,097

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Highly satisfied, n(%)** |  |  |
| **Variable** | **No**  | **Yes** |  **Unadjusted Odds Ratio (95% CI)** | **P Value** |
| Age | 6.33 (5.17)\* | 6.86 (5.21)\* | 1.02 (1.01, 1.03) | < 0.001 |
| Sex |  |  |  | 0.741 |
|  Female | 1875 (46.89) | 5634 (46.57) | 3.00 (2.85, 3.17) |
|  Male | 2124 (53.11) | 6464 (53.43) | 1.01 (0.94, 1.09) |
| Ethnicity |  |  |  | < 0.001 |
|  Hispanic or Latino | 2178 (54.46) | 8054 (66.57) | 3.70 (3.53, 3.88) |
|  Not Hispanic or Latino | 1789 (44.74) | 3973 (32.84) | 0.60 (0.56, 0.65) |
|  Unknown | 32 (0.80) | 71 (0.59) | 0.60 (0.40, 0.92) |
| Language |  |  |  | < 0.001 |
|  English | 3176 (79.42) | 7597 (62.80) | 2.39 (2.30, 2.49) |
|  Spanish | 823 (20.58) | 4501 (37.20) | 2.29 (2.10, 2.49) |
| Health insurance |  |  |  | < 0.001 |
|  Commercial | 1495 (37.38) | 2984 (24.67) | 2.00 (1.88, 2.12) |
|  Medicaid | 2504 (62.62) | 9114 (75.33) | 1.82 (1.69, 1.97) |
| Acuity (ESI score)\*\* |  |  |  | 0.006 |
|  ESI 2 | 271 (6.78) | 979 (8.09) | 3.61 (3.16, 4.14) |
|  ESI 3 | 1391 (34.78) | 4243 (35.07) | 0.84 (0.73, 0.98) |
|  ESI 4 | 2067 (51.69) | 5968 (49.33) | 0.80 (0.69, 0.92) |
|  ESI 5 | 270 (6.75) | 908 (7.51) | 0.93 (0.77, 1.13) |
| Hour of arrival |  |  |  | 0.378 |
|  8am to 10pm | 3392 (84.82) | 10189 (84.22) | 3.00 (2.89, 3.12) |
|  11pm to 7am | 607 (15.18) | 1909 (15.78) | 1.05 (0.95, 1.16) |
| ED length of stay (hours) | 3.32 (1.99)\* | 2.79 (1.74)\* | 0.86 (0.85, 0.88) | < 0.001 |
| Time to triage (minutes) | 1.55 (2.71)\* | 1.53 (2.24)\* | 1.00 (0.98, 1.01) | 0.590 |
| Time to provider assessment (hours)\*\*\* | 1.12 (1.14)\* | 0.73 (0.85)\* | 0.67 (0.65, 0.70) | < 0.001 |
| NDD  |  |  |  | 0.001 |
|  No | 3663 (91.60) | 11266 (93.12) | 3.08 (2.96, 3.19) |
|  Yes | 336 (8.40) | 832 (6.88) | 0.81 (0.71, 0.92) |

\* Median (interquartile range)

\*\* There were no patients with an Emergency Severity Index (ESI) of 1 in this study

\*\*\* Time to provider assessment is the time between a patient’s triage and when a provider signs up for that patient.

**Supplementary Table 2.**  Propensity Score Matching Results: A Summary of Balance of Demographics and Visit Characteristics for the Matched Cohort

|  |  |  |  |
| --- | --- | --- | --- |
| **Variable** | **Means, patients with NDD** | **Means, patients without NDD** | **Std. Mean Diff** |
|  | **Matched** | **Raw** | **Matched** | **Raw** | **Matched** | **Raw** |
| Age | 6.93 | 6.94 | 6.92 | 6.71 | 0.00 | 0.05 |
| Sex |  |  |  |  |  |  |
|  Female | 0.34 | 0.34 | 0.34 | 0.48 | 0.00 | -0.29 |
|  Male | 0.67 | 0.66 | 0.66 | 0.52 | 0.00 | 0.29 |
| Ethnicity |  |  |  |  |  |  |
|  Hispanic or Latino | 0.55 | 0.54 | 0.55 | 0.64 | 0.00 | -0.20 |
|  Not Hispanic or Latino | 0.45 | 0.45 | 0.45 | 0.35 | 0.00 | 0.20 |
|  Unknown | 0.01 | 0.01 | 0.01 | 0.01 | 0.00 | 0.02 |
| Health insurance |  |  |  |  |  |  |
|  Commercial | 0.21 | 0.21 | 0.21 | 0.28 | 0.00 | -0.17 |
|  Medicaid | 0.79 | 0.78 | 0.79 | 0.72 | 0.00 | 0.17 |
| Acuity (ESI score)\* |  |  |  |  |  |  |
|  ESI 2 | 0.12 | 0.12 | 0.12 | 0.07 | 0.00 | 0.15 |
|  ESI 3 | 0.38 | 0.38 | 0.38 | 0.35 | 0.00 | 0.07 |
|  ESI 4 | 0.43 | 0.42 | 0.43 | 0.51 | 0.00 | -0.17 |
|  ESI 5 | 0.07 | 0.07 | 0.07 | 0.07 | 0.00 | 0.00 |

\* There were no patients with an ESI of 1 in this study