Figure, Supplemental Digital Content 1, showing attributes, levels, and pictorial examples that were presented in the DCE.

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| --- | --- | --- | --- |
| **Number** | **Attribute** | **Level** | **Pictorial Example** |
| Attribute 1: | Relationship with Ward 86 clinic team | providers and staff get to know me as a person | PhotosForDCE_Survey/ProviderKnowsMeAsAPerson.jpg |
| providers and staff don’t get to know me as a person | PhotosForDCE_Survey/ProviderDoesNotKnowMeAsAPerson.jpg |
| Attribute 2: | Appointment scheduling for Ward 86 clinic visits | only scheduled visits | PhotosForDCE_Survey/ScheduledVisits.jpg |
| unscheduled drop-in visits (Monday-Friday afternoon) | ../../Screen%20Shot%202018-11-21%20at%203.28.18%20PM.png |
| Attribute 3: | Gift cards for Ward 86 clinic visits | $10 gift card at the end of clinic visit (limit 1 per week) | Image result for green dollar sign icon |
| $15 gift card at the end of clinic visit (limit 1 per week) | A close up of a logo  Description automatically generated |
| $20 gift card at the end of clinic visit (limit 1 per week) | A picture containing drawing, food  Description automatically generated |
| Attribute 4: | Level of access to Ward 86 clinic team | Through phone calls to the front desk during clinic hours | A picture containing drawing  Description automatically generated |
| Phone calls directly to a member of your care team during clinic hours | Image result for care team icon |
| Attribute 5: | Distance from where you stay to the Ward 86 clinic | 2 city blocks | A picture containing pool ball  Description automatically generated |
| 20 city blocks | A picture containing drawing  Description automatically generated |

Table, Supplemental Digital Content 2, showing mixed logit regression model results

|  |  |  |  |
| --- | --- | --- | --- |
| **Clinic attribute** | **β-coefficient** | **95% CI** | ***p*-Value** |
| Phone calls directly to care provider versus phone calls to the front desk | 0.28 | -0.001, 0.57 | 0.051 |
| Gift Card Amount/clinic visit (per $5) | 0.60 | 0.30, 0.90 | 0.001 |
| 20 vs. 2 city blocks to the clinic | -0.18 | -0.49, 0.13 | 0.041 |
| Patient-centered vs. not patient-centered providers | 3.80 | 2.57, 5.02 | 0.000 |
| Drop-in vs. scheduled appointments | 1.32 | 0.85, 1.80 | 0.000 |
| Model specification | Log likelihood = -208.4213; Prob > chi-squared = 0.000; Wald chi-squared (7) = 77.43 | | |

The **β**-coefficient represents relative utility; positive values represent positive preferences.