Supplement file 1

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| **Survey on Health System Responsiveness** |
| **Category** | **Item** | **Score 1（Worse） to 5(Better)a** |
| Dignity | In the course of medical treatment and health education, doctors, nurses and other medical personnel whether respect for you？ |  |
| Confidentiality | In the process of examination or treatment, your privacy (especially the body parts) is protected by medical staff? |  |
| Autonomy | How do you evaluate the extent to which the medical personnel listened to your condition description, explained the treatment plan for you, and participated in the discussion of the plan? |  |
| Communication | What do you think of the level of communication between medical staff and you? |  |
| Choice | Could you choose a doctor to see a doctor? |  |
| Prompt attention | How do you evaluate the extent to which medical needs are handled in a timely manner? |  |
| Basic amenities | What do you think of the medical environment of the institution (such as sanitary conditions, diet, facilities and equipment, parking space.)? |  |
| Social support | How do you evaluate the help provided by others in this diagnosis and treatment service? |  |
| Note:a1. Very poor; 2. Poor; 3. Normal; 4. Good; 5, Very good |