*Supplementary Table 4. Description of reasons, and costs.*

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Hospital | | | | | Total |
|  | A | B | C | D | E |
| Reasons for using ambulance: | N(%) | N(%) | N(%) | N(%) | N(%) | N(%) |
| Affordable | 2(5.4) | 4 (15.4) | 1(4.6) | 2 (9.1) | 4 (5.4) | 13 (7.2) |
| Medical condition | 25 (67.6) | 13 (50.0) | 18(81.8) | 15(68.2) | 20(27.0) | 91(50.3) |
| Advice from doctor/others | 6 (16.2) | 5(19.2) | 0(0) | 2(9.1) | 29(39.2) | 42(23.2) |
| Own initiative | 3(8.1) | 4(15.4) | 1(4.6) | 1 (4.6) | 17(23.0) | 26(14.4) |
| Other | 12.7) | 0(0) | 2 (9.1) | 2(9.1) | 4 (5.4) | 9(5.0) |
| Reasons for not using ambulance: | N(%) | N(%) | N(%) | N(%) | N(%) | N(%) |
| Too expensive | 15(10.6) | 27(6.7) | 2 (1.0) | 50(12.4) | 45(7.1) | 139(7.8) |
| Not available | 49(34.5) | 24 (6.0) | 3 (1.5) | 98 (24.3) | 43(6.8) | 217(12.2) |
| Takes too long | 9(6.3) | 70(17.4) | 29(14.2) | 64(15.9) | 143 (22.6) | 315(17.7) |
| Not necessary | 20(14.1) | 134 (33.3) | 54(26.5) | 83  (20.6) | 79  (12 5) | 370 (20.8) |
| Not aware | 41(28.9) | 118(29.4) | 113(55.4) | 86(21.3) | 317(50.2) | 675(37.9) |
| Other | 8(5.6) | 29 (7.2) | 3 (1.5) | 22(5.5) | 5(0.8) | 67(3.8) |
| Do the patients know how to contact an ambulance? | N(%) | N(%) | N(%) | N(%) | N(%) | N(%) |
| Yes | 44(24.6) | 164 (38.3) | 69(30.5) | 54 (12.7) | 149 (21.1) | 480 (24.4) |
| No | 135(75.4) | 263 (61.5) | 157 (69.5) | 367 (86.4) | 553 (78.3) | 1475 (75.1) |
| NA | 0(0) | 1(0.2) | 0(0) | 4(1.0) | 4(0.6) | 9(0.5) |
| Reasons for choosing the hospital: | N(%) | N(%) | N(%) | N(%) | N(%) | N(%) |
| Nearest hospital | 17(9.5) | 183(42.8) | 94 (41.59) | 317(74.6) | 136(19.3) | 747(38.0) |
| Referral hospital | 106(59.2) | 64(15.0) | 64(28.32) | 32(7.5) | 132(18.7) | 398(20.3) |
| Been treated before | 24 (13.4) | 91(21.3) | 61 (26.99) | 47 (11.1) | 88(12.5) | 311(15.8) |
| Inexpensive | 0(0) | 4 (0.9) | 0(0) | 0(0) | 15(2.1) | 19(1.0) |
| Government hospital | 17(9.5) | 34(7.9) | 3(1.33) | 5(1.2) | 278(39.4) | 337(17.2) |
| Personal reason | 14(7.8) | 43(10.1) | 4(1.77) | 4 (0.9) | 46(6.5) | 111(5.7) |
| Other | 1(0.6) | 9(2.1) | 0(0) | 20(4.7) | 11(1.6) | 42(2.1) |
| Transport cost (IDR (GBP))\* | N(%) | N(%) | N(%) | N(%) | N(%) | N(%) |
| < 100 k  (< £5.54) | 116(64.8) | 359(83.9) | 186(82.3) | 402(95.0) | 522(73.9) | 1585(80.7) |
| 100 - 500 k (£5.54 - £27.68) | 37(20.7) | 46(10.8) | 37(16.4) | 16(3.8) | 111(15.7) | 247(12.6) |
| 500 - 1,000 k (£27.68 - £55.37) | 17(9.5) | 15(3.5) | 1(0.4) | 3(0.7) | 53(7.5) | 89 (4.5) |
| > 1,000 k (> £55.37) | 6(3.4) | 7(1.6) | 2(0.9) | 2(0.5) | 6(0.9) | 23 (1.2) |
| Unknown | 3(1.7) | 1 (0.2) | 0(0) | 2(0.5) | 14 (2.0) | 20(1.0) |

\* The conversion rate Rp18061.29 to £1 provided by xe.com on 20/05/2020.

All figures are rounded to 1 decimal point. The summation of the percentages may exceed 100% due to the rounding effect.