

Supplementary Online Content

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eTable 1. Full results of the models

eTable 2. Adjusted mean difference in patient satisfaction percentile (by visit, N=1319) associated with patient characteristics and request disposition

This supplementary material has been provided by the authors to give readers additional information about their work.

eTable 1. Full Results of the Models

Variable	All visits included (N=1319)		Visits with no requests excluded (N=897)	
	Adjusted mean difference in patient satisfaction percentile, by visit (95% CI)	P value	Adjusted mean difference in patient satisfaction percentile, by visit (95% CI)	P value
Age (per year)	0.32 (0.21, 0.43)	<0.001	0.31 (0.17, 0.45)	<0.001
Female	-1.07 (-4.23, 2.08)	0.50	-2.21 (-6.15, 1.74)	0.27
Race/ethnicity (ref=Non-Hispanic White)				
Non-Hispanic Black	1.43 (-3.34, 6.19)	0.56	4.49 (-1.39, 10.37)	0.13
Non-Hispanic Asian	2.44 (-3.47, 8.34)	0.42	3.12 (-4.63, 10.88)	0.43
Non-Hispanic other or multiple races	4.86 (-0.54, 10.25)	0.08	3.55 (-3.02, 10.12)	0.29
Hispanic (any race)	2.97 (-0.74, 6.68)	0.12	1.25 (-3.35, 5.86)	0.59
Decline to state	0.58 (-6.92, 8.07)	0.88	1.95 (-7.97, 11.87)	0.70
Education level (ref=less than high school)				
High school degree	3.65 (-4.72, 12.02)	0.39	3.27 (-6.77, 13.32)	0.52
Some college	0.05 (-7.90, 8.00)	0.99	-1.96 (-11.49, 7.58)	0.69
College degree	-5.10 (-13.45, 3.25)	0.23	-4.55 (-14.65, 5.54)	0.38
Some graduate	-6.53 (-14.90, 1.85)	0.13	-7.09 (-17.19, 3.01)	0.17
Marital status (ref=divorced)				
Married or in a domestic partnership	-1.26 (-5.86, 3.35)	0.59	-0.10 (-5.54, 5.35)	0.97
Member non-married couple	-1.43 (-7.60, 4.74)	0.65	-1.22 (-8.70, 6.25)	0.75
Separated	-0.76 (-6.08, 4.55)	0.78	-0.36 (-6.77, 6.04)	0.91
Widowed	-9.36 (-18.39, -0.32)	0.04	-12.34 (-23.01, -1.68)	0.02
Never married	-6.86 (-13.84, 0.12)	0.05	-4.76 (-13.38, 3.86)	0.28
Self-rated health (ref=excellent)				
Very good	-0.99 (-8.46, 6.48)	0.80	3.21 (-5.53, 11.96)	0.47
Good	-3.03 (-10.62, 4.56)	0.43	1.85 (-7.04, 10.74)	0.68
Fair	1.15 (-7.02, 9.31)	0.78	7.41 (-2.24, 17.07)	0.13
Poor	5.58 (-3.58, 14.73)	0.23	12.57 (1.55, 23.59)	0.03
Mental Health Inventory (per unit increase)	-0.02 (-0.13, 0.09)	0.70	-0.06 (-0.19, 0.07)	0.39
Medical skepticism (per unit increase)	-3.91 (-6.11, -1.70)	0.001	-3.97 (-6.67, -1.26)	0.004
Personality factors (per unit increase)				
Extraversion	-0.20 (-2.22, 1.82)	0.85	0.61 (-1.93, 3.14)	0.64
Agreeableness	2.48 (-0.37, 5.34)	0.09	1.93 (-1.68, 5.54)	0.29
Conscientiousness	1.69 (-0.92, 4.31)	0.20	1.58 (-1.75, 4.92)	0.35
Neuroticism	1.66 (-0.83, 4.16)	0.19	2.14 (-0.90, 5.19)	0.17
Openness	0.58 (-2.04, 3.19)	0.67	-0.50 (-3.80, 2.81)	0.77
Life satisfaction (per unit increase)	0.42 (0.13, 0.70)	0.005	0.35 (-0.01, 0.70)	0.05
Worry about symptoms (per unit increase)	-0.95 (-1.54, -0.36)	0.002	-0.40 (-1.11, 0.32)	0.27
Body mass index (per unit increase)	0.26 (0.06, 0.47)	0.01	0.33 (0.07, 0.59)	0.01
≥1 prior visit with study visit physician	12.53 (9.64, 15.42)	<0.001	10.16 (6.56, 13.77)	<0.001
Patient requests				

Referral (ref=fulfilled request for referral)				
No request for referral	-2.38 (-5.89, 1.13)	0.18	-3.40 (-7.21, 0.42)	0.08
Denied request for referral	-14.09 (-23.77, -4.41)	0.004	-15.24 (-25.26, -5.23)	0.003
Pain medication (ref=fulfilled request for pain medication)				
No request for pain medication	0.95 (-2.97, 4.87)	0.64	-0.62 (-4.84, 3.59)	0.77
Denied request for pain medication	-12.13 (-20.04, -4.22)	0.003	-12.99 (-21.08, -4.89)	0.002
Antibiotics (ref=fulfilled request for antibiotics)				
No request for antibiotics	2.06 (-3.26, 7.38)	0.45	1.33 (-4.23, 6.89)	0.64
Denied request for antibiotics	0.34 (-14.39, 15.08)	0.96	-1.13 (-16.36, 14.10)	0.88
Other medication (ref=fulfilled request for other medication)				
No request for other medication	-4.58 (-8.33, -0.82)	0.02	-5.92 (-9.92, -1.91)	0.004
Denied request for other medication	-15.63 (-24.00, -7.25)	<0.001	-16.49 (-25.11, -7.86)	<0.001
Laboratory test (ref=fulfilled request for laboratory test)				
No request for laboratory test	-3.44 (-6.50, -0.39)	0.03	-6.24 (-9.82, -2.65)	0.001
Denied request for laboratory test	-7.40 (-15.30, 0.49)	0.07	-7.85 (-15.91, 0.20)	0.06
Radiology test (ref=fulfilled request for radiology test)				
No request for radiology test	-3.31 (-8.77, 2.14)	0.23	-4.26 (-9.94, 1.42)	0.14
Denied request for radiology test	-4.62 (-13.18, 3.93)	0.29	-5.68 (-14.49, 3.13)	0.21
Other test (ref=fulfilled request for other test)				
No request for other test	-2.34 (-7.20, 2.53)	0.35	-2.29 (-7.34, 2.75)	0.37
Denied request for other test	-4.06 (-17.91, 9.78)	0.57	-4.23 (-18.39, 9.93)	0.56

eTable 2. Adjusted mean difference in patient satisfaction percentile (by visit, N=1319) associated with patient characteristics and request disposition

Variable	Adjusted mean difference in patient satisfaction percentile (by visit) ^a (95% CI)	P value
Age (per year)	0.32 (0.21, 0.43)	<0.001
Female	-0.17 (2.49, -2.83)	0.50
Race/ethnicity (ref=Non-Hispanic White)		
Non-Hispanic Black	1.43 (-3.34, 6.19)	0.56
Non-Hispanic Asian	2.44 (-3.47, 8.34)	0.42
Non-Hispanic other or multiple races	4.86 (-0.54, 10.25)	0.08
Hispanic (any race)	2.97 (-0.74, 6.68)	0.12
Decline to state	0.58 (-6.92, 8.07)	0.88
Education level (ref=less than high school)		
High school degree	3.65 (-4.72, 12.02)	0.39
Some college	0.05 (-7.90, 8.00)	0.99
College degree	-5.10 (-13.45, 3.25)	0.23
Some graduate education	-6.53 (-14.90, 1.85)	0.13
Marital status (ref=divorced)		
Married or in a domestic partnership	-1.26 (-5.86, 3.35)	0.59
Member non-married couple	-1.43 (-7.60, 4.74)	0.65
Separated	-0.76 (-6.08, 4.55)	0.78
Widowed	-9.36 (-18.39, -0.32)	0.04
Never married	-6.86 (-13.84, 0.12)	0.05
Self-rated health (ref=excellent)		
Very good	-0.99 (-8.46, 6.48)	0.80
Good	-3.03 (-10.62, 4.56)	0.43
Fair	1.15 (-7.02, 9.31)	0.78
Poor	5.58 (-3.58, 14.73)	0.23
Mental Health Inventory (per unit increase)	-0.02 (-0.13, 0.09)	0.70
Medical skepticism (per unit increase)	-3.91 (-6.11, -1.70)	<0.001
Personality factors (per unit increase)		
Extraversion	-0.20 (-2.22, 1.82)	0.84
Agreeableness	2.48 (-0.37, 5.34)	0.09
Conscientiousness	1.69 (-0.92, 4.31)	0.20
Neuroticism	1.66 (-0.83, 4.16)	0.19
Openness	0.58 (-2.04, 3.19)	0.66
Life satisfaction (per unit increase)	0.42 (0.13, 0.70)	0.005
Worry about symptoms (per unit increase)	-0.95 (-1.54, -0.36)	0.002
Body mass index (per unit increase)	0.26 (0.06, 0.47)	0.01
≥1 prior visit with study visit physician	12.53 (9.64, 15.42)	<0.001

eTable 2. Adjusted mean difference in patient satisfaction percentile (by visit, N=1319) associated with patient characteristics and request disposition (continued)

Variable	Adjusted mean difference in patient satisfaction percentile (by visit) ^a (95% CI)	P value
Patient requests		
Referral (ref=fulfilled request for referral)		
No request for referral	-2.38 (-5.89, 1.13)	0.18
Denied request for referral	-14.09 (-23.77, -4.41)	0.004
Pain medication (ref=fulfilled request for pain medication)		
No request for pain medication	0.95 (-2.97, 4.87)	0.64
Denied request for pain medication	-12.13 (-20.04, -4.22)	0.003
Antibiotics (ref=fulfilled request for antibiotics)		
No request for antibiotics	2.06 (-3.26, 7.38)	0.45
Denied request for antibiotics	0.34 (-14.39, 15.08)	0.96
Other medication (ref=fulfilled request for other medication)		
No request for other medication	-4.58 (-8.33, -0.82)	0.02
Denied request for other medication	-15.63 (-24.00, -7.25)	<0.001
Laboratory test (ref=fulfilled request for laboratory test)		
No request for laboratory test	-3.44 (-6.50, -0.39)	0.03
Denied request for laboratory test	-7.40 (-15.30, 0.49)	0.07
Radiology test (ref=fulfilled request for radiology test)		
No request for radiology test	-3.31 (-8.77, 2.14)	0.23
Denied request for radiology test	-4.62 (-13.18, 3.94)	0.29
Other test (ref=fulfilled request for other test)		
No request for other test	-2.34 (-7.20, 2.53)	0.35
Denied request for other test	-4.06 (-17.91, 9.78)	0.56

^a *Positive* parameter estimate=*higher (better)* satisfaction percentile; *negative* parameter estimate=*lower (worse)* satisfaction percentile