

Supplemental Online Content

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

eAppendix. Patient Survey

CLINICIAN AND GROUP EXPERIENCE SURVEY

SURVEY INSTRUCTIONS: Answer each question by completely filling in the circle to the left of your answer. You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next.

YOUR PROVIDER

1. Our records show that you visited the provider named below
Precode 3
Is that right?
 - Yes
 - No → **If No, please stop and return the survey in the envelope provided.**

The questions in this survey will refer to the provider named in Question 1 as "this provider." Please think of that person as you answer the survey.

2. Is this the provider you usually see if you need a check-up, want advice about a health problem, or get sick or hurt?
 - Yes
 - No

Questions that ask about "this visit" are referring to your visit with this provider on Precode 1

APPOINTMENT AND OFFICE CONTACT

3. Was this visit with this provider an appointment for an illness, injury or condition that **needed care right away**?
 - Yes
 - No → **If No, go to #5**
4. When you made this appointment for **care you needed right away**, did you get this appointment as soon as you thought you needed?
 - Yes
 - No
5. Was this visit with this provider an appointment **for a check-up or routine care**?
 - Yes
 - No → **If No, go to #7**
6. When you made this appointment **for a check-up or routine care**, did you get this appointment as soon as you thought you needed?
 - Yes
 - No

7. In the last 3 months, did you phone this provider's office with a medical question during regular office hours?
 - Yes
 - No → **If No, go to #9**
8. In the last 3 months, when you phoned this provider's office during regular office hours, how often did you get an answer to your medical question that same day?
 - Never
 - Sometimes
 - Usually
 - Always
9. In the last 3 months, did you phone this provider's office with a medical question **after** regular office hours?
 - Yes
 - No → **If No, go to #11**
10. In the last 3 months, when you phoned this provider's office **after** regular office hours, how often did you get an answer to your medical question as soon as you needed?
 - Never
 - Sometimes
 - Usually
 - Always
11. In the last 3 months, did this provider order a blood test, x-ray, or other test for you?
 - Yes
 - No → **If No, go to #13**
12. In the last 3 months, when this provider ordered a blood test, x-ray, or other test for you, how often did someone from this provider's office follow-up to give you the results?
 - Never
 - Sometimes
 - Usually
 - Always

Continued...

YOUR CARE FROM THIS PROVIDER ON

Precode 2

13. Wait time includes time spent in the waiting room and exam room. During this visit, did you see this provider **within 15 minutes** of your appointment time?
- Yes
 - No
14. During this visit, did this provider explain things in a way that was easy to understand?
- Yes, definitely
 - Yes, somewhat
 - No
15. During this visit, did this provider listen carefully to you?
- Yes, definitely
 - Yes, somewhat
 - No
16. During this visit, did you talk with this provider about any health questions or concerns?
- Yes
 - No → **If No, go to #18**
17. During this visit, did this provider give you easy to understand information about these health questions or concerns?
- Yes, definitely
 - Yes, somewhat
 - No
18. During this visit, did this provider seem to know the important information about your medical history?
- Yes, definitely
 - Yes, somewhat
 - No
19. During this visit, did this provider have your medical records?
- Yes
 - No
20. During this visit, did this provider show respect for what you had to say?
- Yes, definitely
 - Yes, somewhat
 - No
21. During this visit, did this provider spend enough time with you?
- Yes, definitely
 - Yes, somewhat
 - No

22. Using any number from 1 to 10, where 0 is the worst provider possible and 10 is the best provider possible. What number would you use to rate this provider?
- 0 Worst provider possible
 - 1
 - 2
 - 3
 - 4
 - 5
 - 6
 - 7
 - 8
 - 9
 - 10 Best provider possible
23. Would you recommend this provider's office to your family and friends?
- Yes, definitely
 - Yes, somewhat
 - No

CLERKS AND RECEPTIONISTS AT THIS PROVIDER'S OFFICE

24. During this visit, were clerks and receptionists at this provider's office as helpful as you thought they should be?
- Yes, definitely
 - Yes, somewhat
 - No
25. During this visit, did clerks and receptionists at this provider's office treat you with courtesy and respect?
- Yes, definitely
 - Yes, somewhat
 - No

ALL YOUR CARE IN THE LAST 3 MONTHS

These questions ask about all your health care. Include all the providers you saw for health care in the last 3 months. Do not include the times you saw a dentist.

26. In the last 3 months, did you take any prescription medicine?
- Yes
 - No → **If No, go to #28**
27. In the last 3 months, how often did you and anyone on your health care team talk about all the prescription medicines you were taking?
- Never
 - Sometimes
 - Usually
 - Always

Continued...

ABOUT YOU

- 28. In general, how would you rate your overall health?
 - Excellent
 - Very good
 - Good
 - Fair
 - Poor

- 29. In general, how would you rate your overall **mental or emotional** health?
 - Excellent
 - Very good
 - Good
 - Fair
 - Poor

- 30. What is the highest grade or level of school that you have completed?
 - 8th grade or less
 - Some high school, but did not graduate
 - High school graduate or GED
 - Some college or 2-year degree
 - 4-year college graduate
 - More than 4-year college degree

- 31. Are you of Hispanic, Latino, or Spanish origin?
 - Yes, Hispanic, Latino, or Spanish
 - No, not Hispanic, Latino, or Spanish

- 32. What is your race? Mark one or more.
 - White
 - Black or African American
 - Asian
 - Native Hawaiian or Other Pacific Islander
 - American Indian or Alaskan Native
 - Other _____ (specify)

- 33. Did someone help you complete this survey?
 - Yes
 - No → **If No, go to ADDITIONAL QUESTIONS ABOUT THIS VISIT**

- 34. How did that person help you? Mark one or more.
 - Read the questions to me
 - Wrote down the answers I gave
 - Answered the questions for me
 - Translated the questions into my language
 - Helped in some other way
 Please print: _____

PRESS GANEY SURVEY

Now that we have asked you to tell us about *what happened* during your recent experience with the provider and his/her office, please rate how satisfied you were with the services you received during this visit. **INSTRUCTIONS: Mark the response that best describes your experience. If a question does not apply to you, please skip to the next question. Space is provided for you to comment on your experiences.**

ACCESS

	Very Poor	Poor	Fair	Good	Very Good
	1	2	3	4	5
1. Ease of scheduling your appointment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Courtesy of person who scheduled your appointment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Ability of getting an appointment within a reasonable time frame...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Ease of getting through to the practice on the phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Our helpfulness on the telephone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Our promptness in returning your phone calls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Convenience of our office hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Courtesy of staff in the registration area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments (describe good or bad experience): _____

MOVING THROUGH YOUR VISIT

	Very Poor	Poor	Fair	Good	Very Good
	1	2	3	4	5
1. Comfort and pleasantness of the reception area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Comfort and pleasantness of the exam room	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Degree to which you were informed about any delays	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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	Very Poor	Poor	Fair	Good	Very Good
	1	2	3	4	5
<u>MOVING THROUGH YOUR VISIT (...continued)</u>					
4. Wait time at clinic (from arriving to leaving)	○	○	○	○	○

Comments (describe good or bad experience): _____

	Very Poor	Poor	Fair	Good	Very Good
	1	2	3	4	5
<u>NURSE/ASSISTANT</u>					
1. Friendliness/courtesy of nurse/assistant	○	○	○	○	○
2. Concern the nurse/assistant showed for your problem	○	○	○	○	○

Comments (describe good or bad experience): _____

	Very Poor	Poor	Fair	Good	Very Good
	1	2	3	4	5
<u>CARE PROVIDER</u>					
Please answer these questions with the Provider named in the first question of this survey in mind					
1. Friendliness/courtesy of the care provider	○	○	○	○	○
2. Explanations the care provider gave you about your problem or condition	○	○	○	○	○
3. Concern the care provider showed for your questions or worries ..	○	○	○	○	○
4. Care provider's efforts to include you in decisions about your treatment	○	○	○	○	○
5. Information the care provider gave you about medications (if any).	○	○	○	○	○
6. Instructions the care provider gave you about follow-up care (if any)	○	○	○	○	○
7. Degree to which care provider talked with you using words you could understand	○	○	○	○	○
8. Amount of time the care provider spent with you	○	○	○	○	○
9. Your confidence in this care provider	○	○	○	○	○
10. Likelihood of your recommending this care provider to others	○	○	○	○	○

Comments (describe good or bad experience): _____

	Very Poor	Poor	Fair	Good	Very Good
	1	2	3	4	5
<u>PERSONAL ISSUES</u>					
1. How well staff protected your safety (washing hands, wearing gloves, etc.)	○	○	○	○	○
2. Our sensitivity to your needs	○	○	○	○	○
3. Our concern for your privacy	○	○	○	○	○
4. Cleanliness of our practice	○	○	○	○	○
5. Degree to which staff cleaned (gel or soap) their hands before and after caring for you	○	○	○	○	○

Comments (describe good or bad experience): _____

	Very Poor	Poor	Fair	Good	Very Good
	1	2	3	4	5
<u>OVERALL ASSESSMENT</u>					
1. How well the staff worked together to care for you	○	○	○	○	○
2. Overall rating of your experience during your visit	○	○	○	○	○

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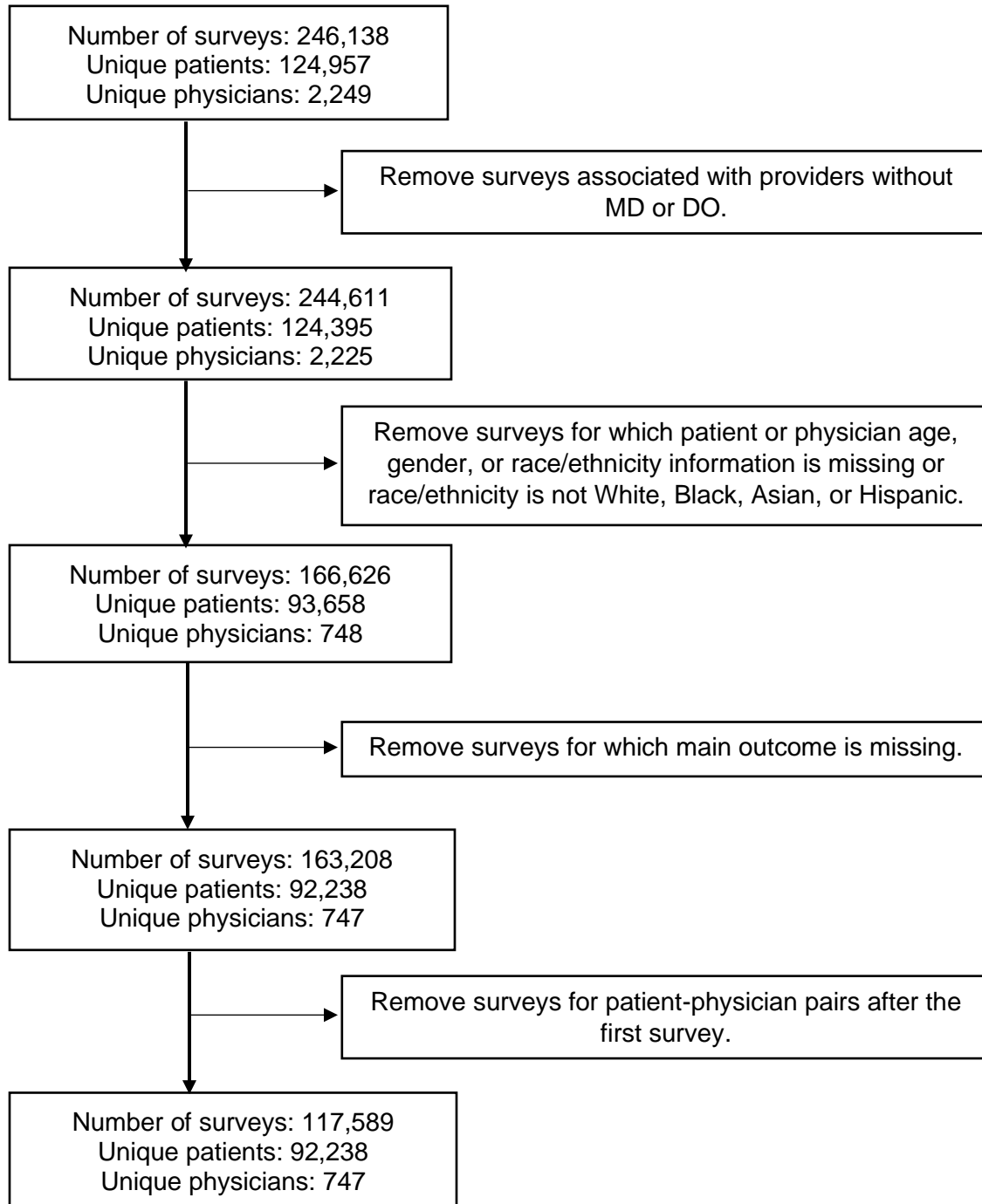
OVERALL ASSESSMENT (... continued)	Very Poor	Poor	Fair	Good	Very Good
	1	2	3	4	5
3. Likelihood of your recommending our practice to others	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments (describe good or bad experience): _____

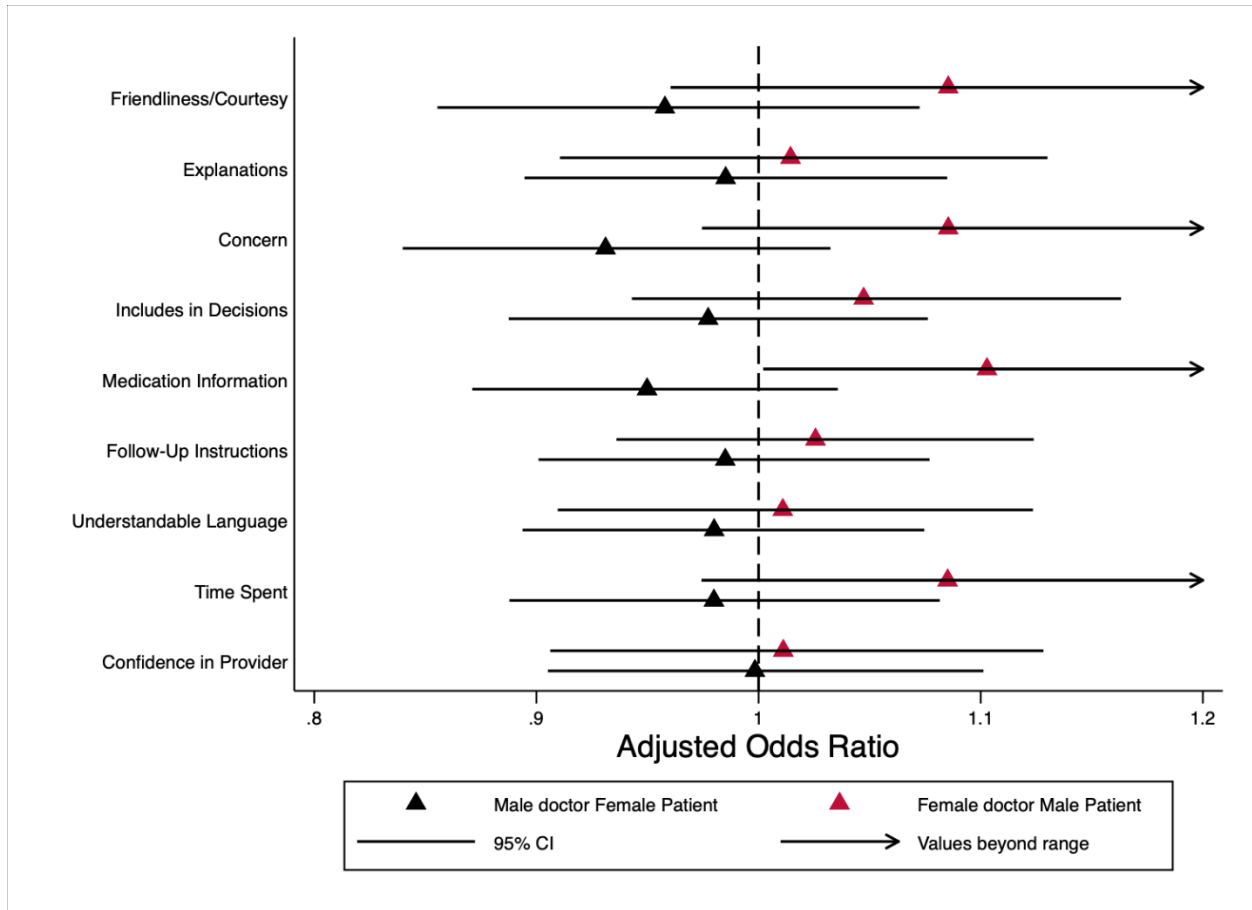
Patient's Name: (optional) _____

Telephone Number: (optional) _____

eFigure 1. Study Selection Flow Diagram



eFigure 2. Adjusted Odds Ratios for Secondary Patient Experience Outcomes by Patient-Physician Gender Discordant Pairs



Gender concordance regression models included the following variables: patient age, gender, race/ethnicity, education, income, marital status, insurance, primary language, overall health, and mental or emotional health; physician age, gender, race/ethnicity, academic track, and academic rank; and clinical counter type, location, and specialty. Gender concordant patient-physician pairs serve as the reference.

eTable 1. Patient Characteristics by Physician Race/Ethnicity

Patient Characteristics	White Physician	Black Physician	Asian Physician	Hispanic Physician	All Physicians
Total no. of patients	73,405	5,063	19,619	2,495	100,582
No. of unique patient surveys per physician					
Mean (SD)	167.5 (174.0)	151.4 (149.8)	131.6 (124.0)	109.0 (86.6)	157.4 (162.2)
Median (interquartile range)	126 (50, 220)	121.5 (44, 206)	97 (41, 194)	94 (36, 183)	114 (46, 213)
Age					
Mean (SD)	58.3 (15.2)	54.3 (16.0)	57.3 (15.9)	55.0 (16.7)	57.9 (15.5)
Median (interquartile range)	61 (49, 69)	57 (41, 67)	60 (47, 69)	58 (40, 68)	60 (48, 69)
Gender					
Male	29,960 (40.8)	1,314 (26.0)	7,810 (39.8)	989 (39.6)	40,073 (39.8)
Race/Ethnicity					
White	61,026 (83.1)	3,501 (69.1)	15,667 (79.9)	1,919 (76.9)	82,113 (81.6)
Black	8,499 (11.6)	1,265 (25.0)	2,734 (13.9)	386 (15.5)	12,884 (12.8)
Asian	2,291 (3.1)	164 (3.2)	784 (4.0)	102 (4.1)	3,341 (3.3)
Hispanic	1,589 (2.2)	133 (2.6)	434 (2.2)	88 (3.5)	2,244 (2.2)
Marital Status					
Single	16,299 (22.2)	1,434 (28.3)	4,635 (23.6)	639 (25.6)	23,007 (22.9)
Married or with a partner	48,075 (65.5)	2,976 (58.8)	12,416 (63.3)	1,576 (63.2)	65,043 (64.7)
Divorced or widowed	8,714 (11.9)	632 (12.5)	2,478 (12.6)	267 (10.7)	12,091 (12.0)
Other	317 (0.43)	21 (0.41)	90 (0.46)	13 (0.52)	441 (0.44)
Insurance					
Commercial	39,120 (53.3)	2,973 (58.7)	10,512 (53.6)	1,359 (54.5)	53,964 (53.7)
Medicare	24,878 (33.9)	1,359 (26.8)	6,337 (32.3)	774 (31.0)	33,348 (33.2)
Medicaid	2,534 (3.5)	300 (5.9)	932 (4.8)	130 (5.2)	3,896 (3.9)
Tricare or Veterans Affairs	440 (0.60)	23 (0.45)	153 (0.78)	18 (0.72)	634 (0.63)
Workers' compensation	307 (0.42)	19 (0.38)	61 (0.31)	9 (0.36)	396 (0.39)
Mixed	4,303 (5.9)	293 (5.8)	1,105 (5.6)	140 (5.6)	5,841 (5.8)
Other	1,823 (2.5)	96 (1.9)	519 (2.6)	65 (2.6)	2,503 (2.5)
Education					
Up to high school or general education diploma	11,780 (16.0)	765 (15.1)	3,528 (18.0)	411 (16.5)	16,484 (16.4)

Some college	16,208 (22.1)	1,166 (23.0)	4,412 (22.5)	565 (22.6)	22,351 (22.2)
4-y College graduate	15,996 (21.8)	1,077 (21.3)	4,163 (21.2)	522 (20.9)	21,758 (21.6)
More than 4-y college graduate	28,660 (39.0)	2,008 (39.7)	7,287 (37.1)	973 (39.0)	38,928 (38.7)
Missing	761 (1.0)	47 (0.93)	229 (1.2)	24 (0.96)	1,061 (1.1)
Median Annual Household Income, \$					
Mean (SD)	80,028 (31,572)	72,290 (31,820)	76,800 (31,076)	73,774 (30,426)	78,853 (31,533)
Median (interquartile range)	77,303 (58,784, 99,167)	70,638 (49,329, 94,313)	73,848 (55,481, 95,537)	71,281 (52,647, 93,497)	76,464 (56,634, 97,452)
Primary Language					
English	72,752 (99.1)	5,018 (99.1)	19,407 (98.9)	2,466 (98.8)	99,643 (99.1)
Survey Assistance					
None	70,518 (96.1)	4,913 (97.0)	18,626 (94.9)	2,362 (94.7)	96,419 (95.9)
Answered for me	933 (1.3)	50 (0.99)	363 (1.9)	37 (1.5)	1,383 (1.4)
Wrote answers	501 (0.68)	31 (0.61)	167 (0.85)	28 (1.1)	727 (0.72)
Read questions	409 (0.56)	28 (0.55)	148 (0.75)	24 (0.96)	609 (0.61)
Translation	80 (0.11)	2 (0.04)	38 (0.19)	3 (0.12)	123 (0.12)
Other	185 (0.25)	7 (0.14)	58 (0.30)	13 (0.52)	263 (0.26)
Missing	779 (1.1)	32 (0.63)	219 (1.1)	28 (1.1)	1,058 (1.1)
Overall Health					
Poor	2,169 (3.0)	134 (2.6)	660 (3.4)	106 (4.2)	3,069 (3.05)
Fair	10,084 (13.7)	734 (14.5)	2,825 (14.4)	410 (16.4)	14,053 (14.0)
Good	23,489 (32.0)	1,626 (32.1)	6,469 (33.0)	880 (35.3)	32,464 (32.3)
Very good	26,440 (36.0)	1,839 (36.3)	6,979 (35.6)	787 (31.5)	36,045 (35.8)
Excellent	10,792 (14.7)	700 (13.8)	2,561 (13.0)	296 (11.9)	14,349 (14.3)
Missing	431 (0.59)	30 (0.59)	125 (0.64)	16 (0.64)	602 (0.60)
Overall Mental or Emotional Health					
Poor	966 (1.3)	76 (1.5)	297 (1.5)	48 (1.9)	1,387 (1.4)
Fair	5,953 (8.1)	465 (9.2)	1,751 (8.9)	278 (11.1)	84,47 (8.4)
Good	15,565 (21.2)	1,159 (22.9)	4,412 (22.5)	597 (23.9)	21,733 (21.6)
Very good	25,390 (34.6)	1,819 (35.9)	6,844 (34.9)	865 (34.7)	34,918 (34.7)
Excellent	25,119 (34.2)	1,514 (29.9)	6,197 (31.6)	698 (28.0)	33,528 (33.3)
Missing	412 (0.56)	30 (0.59)	118 (0.60)	9 (0.36)	569 (0.57)

eTable 2. Adjusted Odds Ratios for Secondary Patient Experience Outcomes by Patient-Physician Racial/Ethnic

Discordant Pairs

Secondary Outcomes (survey questions)	Patient	Physician			
		White	Black	Asian	Hispanic
Friendliness/Courtesy	White	reference	0.83 (0.60, 1.15)	0.86 (0.74, 0.98)	1.01 (0.74, 1.38)
	Black	0.86 (0.65, 1.15)	reference	0.81 (0.60, 1.10)	1.09 (0.71, 1.67)
	Asian	1.15 (0.94, 1.41)	0.82 (0.58, 1.17)	reference	1.02 (0.61, 1.70)
	Hispanic	1.06 (0.66, 1.70)	0.94 (0.44, 2.00)	0.91 (0.54, 1.53)	reference
Explanations	White	reference	0.79 (0.62, 1.03)	0.86 (0.76, 0.96)	1.03 (0.81, 1.30)
	Black	0.87 (0.68, 1.12)	reference	0.78 (0.60, 1.02)	1.03 (0.72, 1.50)
	Asian	1.17 (0.96, 1.43)	1.00 (0.71, 1.41)	reference	1.64 (0.94, 2.85)
	Hispanic	1.01 (0.59, 1.72)	0.72 (0.37, 1.37)	0.84 (0.48, 1.49)	reference
Concern	White	reference	0.80 (0.60, 1.06)	0.83 (0.74, 0.94)	1.07 (0.81, 1.41)
	Black	0.83 (0.63, 1.11)	reference	0.69 (0.51, 0.93)	0.93 (0.62, 1.38)
	Asian	1.06 (0.87, 1.29)	0.89 (0.61, 1.28)	reference	1.53 (0.94, 2.48)
	Hispanic	1.03 (0.65, 1.65)	0.90 (0.48, 1.68)	0.91 (0.55, 1.52)	reference
Includes in Decisions	White	reference	0.83 (0.64, 1.08)	0.81 (0.72, 0.91)	1.05 (0.81, 1.36)
	Black	0.80 (0.60, 1.07)	reference	0.65 (0.48, 0.89)	0.87 (0.57, 1.34)
	Asian	1.08 (0.88, 1.34)	0.87 (0.59, 1.28)	reference	1.24 (0.75, 2.04)
	Hispanic	1.05 (0.63, 1.72)	0.90 (0.48, 1.68)	0.87 (0.51, 1.49)	reference
Medication Information	White	reference	0.84 (0.68, 1.04)	0.86 (0.78, 0.96)	1.00 (0.79, 1.27)
	Black	0.85 (0.66, 1.10)	reference	0.75 (0.57, 0.98)	0.91 (0.59, 1.39)
	Asian	1.08 (0.87, 1.35)	0.97 (0.66, 1.41)	reference	1.28 (0.81, 2.03)
	Hispanic	1.07 (0.63, 1.83)	0.96 (0.51, 1.79)	1.01 (0.57, 1.77)	reference
Follow-Up Instructions	White	reference	0.81 (0.64, 1.02)	0.85 (0.77, 0.94)	1.07 (0.87, 1.32)
	Black	0.93 (0.75, 1.15)	reference	0.80 (0.64, 1.01)	1.07 (0.74, 1.54)
	Asian	1.08 (0.87, 1.33)	1.03 (0.69, 1.54)	reference	1.20 (0.70, 2.06)
	Hispanic	1.294 (0.81, 2.07)	1.20 (0.63, 2.28)	1.14 (0.69, 1.91)	reference
Understandable Language	White	reference	0.86 (0.67, 1.11)	0.85 (0.76, 0.95)	1.15 (0.88, 1.50)
	Black	0.82 (0.64, 1.07)	reference	0.75 (0.57, 0.98)	0.93 (0.65, 1.34)
	Asian	1.07 (0.87, 1.32)	0.78 (0.55, 1.10)	reference	1.22 (0.58, 2.55)
	Hispanic	1.08 (0.62, 1.88)	0.88 (0.41, 1.88)	1.01 (0.56, 1.81)	reference
Time Spent	White	reference	0.93 (0.72, 1.21)	0.85 (0.76, 0.95)	1.04 (0.82, 1.32)
	Black	0.75 (0.57, 0.98)	reference	0.64 (0.48, 0.85)	0.87 (0.62, 1.22)
	Asian	1.15 (0.95, 1.40)	1.13 (0.81, 1.59)	reference	1.41 (0.83, 2.40)
	Hispanic	0.99 (0.61, 1.59)	0.78 (0.41, 1.49)	0.73 (0.44, 1.22)	reference

Confidence in Provider	White	reference	0.84 (0.64, 1.20)	0.88 (0.79, 0.98)	1.06 (0.83, 1.35)
	Black	0.79 (0.61, 1.02)	reference	0.68 (0.52, 0.90)	0.78 (0.54, 1.13)
	Asian	1.04 (0.87, 1.26)	0.78 (0.54, 1.12)	reference	1.19 (0.82, 1.74)
	Hispanic	0.94 (0.57, 1.53)	0.68 (0.34, 1.37)	0.89 (0.52, 1.50)	reference

Patient-physician racial/ethnic concordance regression models included the following variables: patient age, gender, race/ethnicity, education, income, marital status, insurance, primary language, overall health, and mental or emotional health; physician gender, race/ethnicity, and academic rank; and clinical counter type, location, and specialty.

eTable 3. Primary Model for Patient-Physician Racial/Ethnic Binary Concordance

	Odds Ratio	95% Conf. Interval		P-value
Patient-Physician Racial/Ethnic Concordance				
Concordant	reference			
Discordant	0.88	0.82	0.94	<0.001
Patient Race/Ethnicity				
White	reference			
Black	0.73	0.68	0.78	<0.001
Asian	0.55	0.50	0.60	<0.001
Hispanic	0.92	0.81	1.04	0.18
Patient Age	1.01	1.01	1.02	<0.001
Patient Gender				
Female	reference			
Male	1.06	1.02	1.10	0.005
Patient Education				
Up to high school or general education diploma	reference			
Some college	1.01	0.96	1.07	0.69
4-y College graduate	0.87	0.82	0.92	<0.001
More than 4-y college graduate	0.83	0.79	0.88	<0.001
Patient Income per \$10,000	1.01	1.00	1.01	0.13
Patient Marital Status				
Single	reference			
Married or with a partner	1.19	1.14	1.25	<0.001
Divorced or widowed	1.07	1.01	1.14	0.02
Other	1.07	0.84	1.35	0.59
Patient Insurance				
Commercial	reference			
Medicare	1.08	1.03	1.13	0.001
Medicaid	1.24	1.13	1.37	<0.001
Tricare or Veterans Affairs	1.10	0.89	1.36	0.37
Workers' compensation	1.34	1.05	1.72	0.02
Mixed	1.17	1.08	1.26	<0.001
Other	1.09	0.97	1.22	0.15
Patient Language English				
Yes	reference			
No	0.79	0.68	0.92	0.002
Patient Overall Health^a	1.21	1.18	1.23	<0.001
Patient Mental or Emotional Health^a	1.29	1.26	1.31	<0.001
Physician Age	0.99	0.98	1.00	0.003
Physician Gender				
Female	reference			
Male	1.02	0.93	1.13	0.63
Physician Rank				
Assistant professor	reference			
Associate professor	1.11	1.00	1.23	0.04

Professor	1.33	1.14	1.54	<0.001
Other	0.84	0.71	1.00	0.05
Visit Type				
New	reference			
Return	1.23	1.17	1.29	<0.001
Procedure	1.53	1.23	1.90	<0.001
Location				
Main	reference			
Affiliated – Philadelphia	0.89	0.83	0.95	0.001
Satellite – Pennsylvania	0.87	0.81	0.94	0.001
Satellite – New Jersey	0.95	0.76	1.19	0.67
Specialty				
Medical	reference			
Surgical	0.73	0.65	0.83	<0.001
Dermatology	0.80	0.64	0.99	0.04
Other	0.85	0.76	0.95	0.004
Constant	0.90	0.67	1.21	0.49

^aCategorical variables analyzed as continuous (1 = poor health, 2 = fair health, 3 = good health, 4 = very good health, 5 = excellent health)

eTable 4. Primary Model for Patient-Physician Gender Binary Concordance

	Odds Ratio	95% Conf. Interval		P-value
Patient-Physician Gender Concordance				
Yes	reference			
No	1.00	0.96	1.04	0.13
Patient Race/Ethnicity				
White	reference			
Black	0.67	0.63	0.71	<0.001
Asian	0.51	0.47	0.55	<0.001
Hispanic	0.84	0.75	0.94	0.002
Patient Age	1.01	1.01	1.02	<0.001
Patient Gender				
Female	reference			
Male	1.01	1.01	1.02	0.004
Patient Education				
Up to high school or general education diploma	reference			
Some college	1.01	0.96	1.07	0.71
4-y College graduate	0.87	0.82	0.92	<0.001
More than 4-y college graduate	0.83	0.79	0.88	<0.001
Patient Income per \$10,000	1.01	1.00	1.01	0.117
Patient Marital Status				
Single	reference			
Married or with a partner	1.19	1.14	1.25	<0.001
Divorced or widowed	1.07	1.01	1.14	0.02
Other	1.07	0.84	1.35	0.59
Patient Insurance				
Commercial	reference			
Medicare	1.08	1.03	1.14	0.001
Medicaid	1.24	1.13	1.37	<0.001
Tricare or Veterans Affairs	1.10	0.89	1.35	0.39
Workers' compensation	1.33	1.04	1.72	0.02
Mixed	1.17	1.08	1.26	<0.001
Other	1.09	0.97	1.23	0.13
Patient Language English				
Yes	reference			
No	0.79	0.68	0.92	0.003
Patient Overall Health^a	1.21	1.18	1.23	<0.001
Patient Mental or Emotional Health^a	1.29	1.26	1.31	<0.001
Physician Age	0.99	0.98	1.00	0.02
Physician Race/Ethnicity				
White	reference			
Black	0.99	0.78	1.26	0.96
Asian	0.88	0.80	0.98	0.02
Hispanic	1.03	0.83	1.28	0.78

Physician Track				
Academic clinician	reference			
Clinical	0.95	0.81	1.12	0.56
Clinician Educator	1.06	0.95	1.18	0.27
Tenure	0.90	0.72	1.13	0.36
Others	0.85	0.72	1.01	0.06
Physician Rank				
Assistant professor	reference			
Associate professor	1.10	1.00	1.22	0.06
Professor	1.34	1.15	1.56	<0.001
Other	0.84	0.71	0.99	0.04
Physician Track				
Academic clinician	reference			
Clinical	0.95	0.81	1.12	0.56
Clinician Educator	1.06	0.95	1.18	0.27
Tenure	0.90	0.72	1.13	0.36
Others	0.85	0.72	1.01	0.06
Visit Type				
New	reference			
Return	1.23	1.17	1.29	<0.001
Procedure	1.53	1.22	1.91	<0.001
Location				
Main	reference			
Affiliated – Philadelphia	0.90	0.83	0.97	0.005
Satellite – Pennsylvania	0.87	0.80	0.95	0.001
Satellite – New Jersey	0.96	0.77	1.20	0.71
Specialty				
Medical	reference			
Surgical	0.73	0.65	0.82	<0.001
Dermatology	0.81	0.65	1.00	0.05
Other	0.83	0.74	0.93	0.001
Constant	0.85	0.62	1.18	0.34

^aCategorical variables analyzed as continuous (1 = poor health, 2 = fair health, 3 = good health, 4 = very good health, 5 = excellent health)