**Appendix**

**Table I**

Patients’ reasons for perceiving collaboration/lack of collaboration between primary care and secondary care doctors, by study area.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **PC and SC doctors collaborate to solve patient’s health problemsa** | | | | | |  | **PC and SC doctors do not collaborate to solve patient’s health problemsa** | | | | | |
|  | **Argentina** | **Brazil** | **Chile** | **Colombia** | **Mexico** | **Uruguay** |  | **Argentina** | **Brazil** | **Chile** | **Colombia** | **Mexico** | **Uruguay** |
|  | **(n = 736)**  **n (%)** | **(n = 162)**  **n (%)** | **(n = 471)**  **n (%)** | **(n = 317)**  **n (%)** | **(n = 494)**  **n (%)** | **(n = 607)**  **n (%)** |  | **(n = 76)**  **n (%)** | **(n = 485)**  **n (%)** | **(n = 610)**  **n (%)** | **(n = 382)**  **n (%)** | **(n = 152)**  **n (%)** | **(n = 45)**  **n (%)** |
| They communicate with each other, they exchange information **/** *They don’t communicate with each other, they don’t exchange information* | 250 (34.0) | 61 (37.7) | 168 (35.7) | 170 (53.6) | 64 (13.0) | 181 (29.8) |  | 29 (38.1) | 188 (38.8) | 217 (35.6) | 168 (44.0) | 88 (57.9) | 19 (42.2) |
| The care is good, they solve the health problem / *The care is poor, they don’t solve the health problem* | 150 (20.4) | 56 (34.6) | 65 (13.8) |  | 239 (48.4) | 183 (30.1) |  | 23 (30.3) | 19 (3.9) | 33 (5.4) |  |  | 3 (6.7) |
| They refer you between levels | 104 (14.2) | 15 (9.3) | 62 (13.2) | 13 (4.1) | 104 (21.1) |  |  |  |  |  |  |  |  |
| The doctors show concern, they care about the patient’s health / *The doctors do not show concern* | 89 (12.1) |  | 26 (5.5) |  | 16 (3.2) |  |  |  |  | 35 (5.7) |  |  | 5 (11.1) |
| They agree on treatment, they don’t duplicate tests / *They don’t agree on treatment, they duplicate tests* | 34 (4.6) | 16 (9.9) | 83 (17.6) | 109 (34.4) | 71 (14.4) | 16 (2.6) |  | 12 (15.8) | 13 (2.7) | 36 (5.9) | 32 (8.4) | 7 (4.6) | 3 (6.7) |
| They coordinate, there is team work */ They don’t coordinate, there is no team work* |  |  |  |  |  | 124 (20.4) |  |  |  | 111 (18.2) | 62 (16.2) | 45 (29.6) | 8 (17.8) |
| *The professionals don’t know each other* |  |  |  |  |  |  |  | 6 (7.9) | 118 (24.3) | 70 (11.5) | 62 (16.2) |  |  |
| *Lack of time/resources* |  |  |  |  |  |  |  |  | 11 (2.3) | 24 (4.0) | 40 (10.5) |  | 3 (6.7) |
| They know what the patient’s situation is |  | 10 (6.2) |  |  |  | 28 (4.6) |  |  |  |  |  |  |  |
| *They don’t communicate with the patient* |  |  |  |  |  |  |  |  | 56 (11.5) |  |  |  |  |
| *They’re from different places/specialties* |  |  |  |  |  |  |  |  | 42 (8.7) |  |  |  |  |
| Others2 | 109 (14.8) | 4 (2.5) | 67 (14.1) | 25 (7.9) | 0 (0.0) | 75 (12.4) |  | 6 (7.9) | 38 (7.8) | 94 (15.4) | 18 (4.7) | 12 (7.9) | 4 (8.9) |

aCountries listed in alphabetical order. Response categories listed in descending order of frequency for Argentina (PC and SC doctors collaborate to solve the patient’s health problems1). Response categories for lack of collaboration are shown in italics. Various answers possible.

b“Others” groups together categories with percentages of less than 5%. For perceived collaboration the most frequent categories are: They’re good professionals; they provide information; it’s their duty; the professionals know each other; my illness requires it. For perceived lack of collaboration the most frequent categories are: There’s high staff turnover; they do not attend the patients; they don’t refer the patient in time; the professionals have no vocation to serve.

The empty cells mean that patients in this country did not report this category.

**Table II**

Distribution of answers for each care continuity item in the study areas

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Argentina** |  |  |  |  |  | **Brazil** |  |  |  |  |
|  | **Always** | **Very often** | **Rarely** | **Never** | **Missing** |  | **Always** | **Very often** | **Rarely** | **Never** | **Missing** |
|  | **n (%)** | **n (%)** | **n (%)** | **n (%)** | **n (%)** |  | **n (%)** | **n (%)** | **n (%)** | **n (%)** | **n (%)** |
| *Transfer of information across care levels* |  |  |  |  |  |  |  |  |  |  |  |
| 1. My PC doctor is aware of the instructions given to me by the specialist before I explain them to him/her | 236 (29.9) | 80 (10.1) | 93 (11.8) | 354 (44.9) | 26 (3.3) |  | 196 (24.7) | 101 (12.7) | 184 (23.2) | 291 (36.7) | 21 (2.7) |
| 2. The specialist is aware of the instructions given to me by my PC doctor before I explain them to him/her | 215 (27.3) | 89 (11.3) | 107 (13.6) | 351 (44.5) | 27 (3.4) |  | 127 (16.0) | 90 (11.4) | 176 (22.2) | 376 (47.4) | 24 (3.0) |
| *Care coherence across care levels* |  |  |  |  |  |  |  |  |  |  |  |
| 3. My PC doctor asks me about any appointments I’ve had with specialists) | 627 (79.5) | 71 (9.0) | 38 (4.8) | 41 (5.2) | 12 (1.5) |  | 314 (39.6) | 91 (11.5) | 95 (12.0) | 268 (33.8) | 25 (3.2) |
| 4. My PC doctor is in agreement with the specialist’s instructions | 622 (78.8) | 100 (12.7) | 32 (4.1) | 6 (0.8) | 29 (3.7) |  | 439 (55.4) | 136 (17.2) | 68 (8.6) | 49 (6.2) | 101 (12.7) |
| 5. The specialist is in agreement with my PC doctor’s instructions | 581 (73.6) | 111 (14.1) | 35 (4.4) | 14 (1.8) | 48 (6.1) |  | 390 (49.2) | 151 (19.0) | 76 (9.6) | 61 (7.7) | 115 (14.5) |
| 6. I think that my PC doctor collaborates with the specialist to solve my health problems | 620 (78.6) | 64 (8.1) | 40 (5.1) | 16 (2.0) | 49 (6.2) |  | 105 (13.2) | 50 (6.3) | 78 (9.8) | 384 (48.4) | 176 (22.2) |
| *Accessibility across care levels* |  |  |  |  |  |  |  |  |  |  |  |
| 7. When my PC doctor refers me to the specialists, I do not have to wait long for an appointment | 222 (28.1) | 221 (28.0) | 228 (28.9) | 109 (13.8) | 9 (1.1) |  | 324 (40.9) | 191 (24.1) | 189 (23.8) | 60 (7.6) | 29 (3.7) |
| 8. After consultation with the specialist, when I request to see my PC doctor, I do not have to wait long for an appointment | 80 (10.1) | 88 (11.2) | 267 (33.8) | 343 (43.5) | 11 (1.4) |  | 105 (13.2) | 117 (14.8) | 338 (42.6) | 212 (26.7) | 21 (2.7) |

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| *Transfer of information across care levels* |  |  |  |  |  |  |  |  |  |  |  |
| 1. My PC doctor is aware of the instructions given to me by the specialist before I explain them to him/her | 320 (36.4) | 85 (9.7) | 177 (20.1) | 242 (27.5) | 56 (6.4) |  | 243 (30.6) | 178 (22.5) | 209 (26.4) | 151 (19.0) | 12 (1.5) |
| 2. The specialist is aware of the instructions given to me by my PC doctor before I explain them to him/her | 261 (29.7) | 86 (9.8) | 173 (19.7) | 294 (33.4) | 66 (7.5) |  | 194 (24.5) | 164 (20.7) | 235 (29.6) | 178 (22.5) | 22 (2.8) |
| *Care coherence across care levels* |  |  |  |  |  |  |  |  |  |  |  |
| 3. My PC doctor asks me about any appointments I’ve had with specialists) | 309 (35.1) | 69 (7.8) | 143 (16.3) | 307 (34.9) | 52 (5.9) |  | 378 (47.7) | 124 (15.6) | 151 (19.0) | 122 (15.4) | 18 (2.3) |
| 4. My PC doctor is in agreement with the specialist’s instructions | 446 (50.7) | 98 (11.1) | 93 (10.6) | 109 (12.4) | 134 (15.2) |  | 421 (53.1) | 165 (20.8) | 103 (13.0) | 48 (6.1) | 56 (7.1) |
| 5. The specialist is in agreement with my PC doctor’s instructions | 333 (37.8) | 106 (12.1) | 155 (17.6) | 136 (15.5) | 150 (17.1) |  | 363 (45.8) | 189 (23.8) | 137 (17.3) | 43 (5.4) | 61 (7.7) |
| 6. I think that my PC doctor collaborates with the specialist to solve my health problems | 288 (32.7) | 88 (10.0) | 167 (19.0) | 252 (28.6) | 85 (9.7) |  | 135 (17.0) | 83 (10.5) | 95 (12.0) | 230 (29.0) | 250 (31.5) |
| *Accessibility across care levels* |  |  |  |  |  |  |  |  |  |  |  |
| 7. When my PC doctor refers me to the specialists, I do not have to wait long for an appointment | 425 (48.3) | 147 (16.7) | 152 (17.3) | 87 (9.9) | 69 (7.8) |  | 299 (37.7) | 220 (27.7) | 211 (26.6) | 49 (6.2) | 14 (1.8) |
| 8. After consultation with the specialist, when I request to see my PC doctor, I do not have to wait long for an appointment | 135 (15.3) | 98 (11.1) | 285 (32.4) | 309 (35.1) | 53 (6.0) |  | 95 (12.0) | 101 (12.7) | 347 (43.8) | 230 (29.0) | 20 (2.5) |

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| *Transfer of information across care levels* |  |  |  |  |  |  |  |  |  |  |  |
| 1. My PC doctor is aware of the instructions given to me by the specialist before I explain them to him/her | 251 (31.8) | 169 (21.4) | 122 (15.5) | 202 (25.6) | 45 (5.7) |  | 414 (49.5) | 300 (35.8) | 63 (7.5) | 31 (3.7) | 29 (3.5) |
| 2. The specialist is aware of the instructions given to me by my PC doctor before I explain them to him/her | 199 (25.2) | 129 (16.4) | 160 (20.3) | 254 (32.2) | 47 (6.0) |  | 400 (47.8) | 305 (36.4) | 84 (10.0) | 28 (3.4) | 20 (2.4) |
| *Care coherence across care levels* |  |  |  |  |  |  |  |  |  |  |  |
| 3. My PC doctor asks me about any appointments I’ve had with specialists) | 458 (58.1) | 101 (12.8) | 65 (8.2) | 143 (18.1) | 22 (2.8) |  | 412 (49.2) | 274 (32.7) | 78 (9.3) | 54 (6.5) | 19 (2.3) |
| 4. My PC doctor is in agreement with the specialist’s instructions | 479 (60.7) | 142 (18.0) | 46 (5.8) | 47 (6.0) | 75 (9.5) |  | 473 (56.5) | 250 (29.9) | 33 (3.9) | 7 (0.8) | 74 (8.8) |
| 5. The specialist is in agreement with my PC doctor’s instructions | 378 (47.9) | 149 (18.9) | 67 (8.5) | 56 (7.1) | 139 (17.6) |  | 477 (57.0) | 254 (30.4) | 28 (3.4) | 7 (0.8) | 71 (8.5) |
| 6. I think that my PC doctor collaborates with the specialist to solve my health problems | 385 (48.8) | 104 (13.2) | 67 (8.5) | 105 (13.3) | 128 (16.2) |  | 507 (60.6) | 107 (12.8) | 25 (3.0) | 12 (1.4) | 186 (22.2) |
| *Accessibility across care levels* |  |  |  |  |  |  |  |  |  |  |  |
| 7. When my PC doctor refers me to the specialists, I do not have to wait long for an appointment | 206 (26.1) | 212 (26.9) | 158 (20.0) | 151 (19.1) | 62 (7.9) |  | —a | —a | —a | —a | —a |
| 8. After consultation with the specialist, when I request to see my PC doctor, I do not have to wait long for an appointment | 68 (8.6) | 51 (6.5) | 223 (28.3) | 424 (53.7) | 23 (2.9) |  | 81 (9.7) | 221 (26.4) | 413 (49.3) | 90 (10.8) | 32 (3.8) |

PC: primary care.

aNon-comparable question in Uruguay.