

#### APPENDIX 4: Initial code descriptions sent for member-checking

Codes are bolded within the descriptions. Each participant was sent only codes that applied to the focus group they participated in and was given the opportunity to provide anonymous feedback.

1. Patients benefit from knowing their physician **listens to, understands, and believes** them
2. **Prescriptions** and **referrals** are a prominent aspect of the physician-patient relationship
3. Deficits in the physician-patient relationship can contribute to **delayed treatment**
4. Patients often fear being perceived as “**drug seekers**”
5. The experience of chronic illness also spills over into a person’s ability to cope with/sustain **work or employment** and manage **family dynamics**
6. The patient is an **expert on their own body** and should be consulted/treated as such
7. The relationship with a physician may have significant negative **mental health impacts** on patients such as feelings of frustration, depression, guilt, and anxiety
8. It is helpful when the physician is **supportive** towards their patients
9. It is helpful when the physician **normalizes** and **validates** a patient’s experience and is **supportive** towards them
10. Patients can sense when their physicians are **frustrated** with them
11. The relationship with a physician may contribute to feelings of either **hope or hopelessness**
12. One factor that contributes to overall quality of care is when the physician **takes time** during each appointment and **focuses** on the patient
13. Patients value the opportunity to **collaborate** with their physicians when planning next steps or treatments
14. Patients want to know and see their **physician’s effort** towards developing a diagnosis and treatment plan
15. Patients have often had to deal with **unprofessional behaviour** including insensitive comments from physicians as well as outright **refusal of care**
16. Patients want to have a comprehensive **care plan** and want their physicians to explain/teach them about their treatment to gain **knowledge**
17. The **physician’s competence** and **ability to communicate** directly affect the quality of care
18. Patients are often left feeling like they are **losing trust in the healthcare system** and are **reluctant to engage in care**
19. Patients want **honest physicians**
20. It is helpful when the physician **validates** a patient’s experience
21. Patients have experienced serious **physical health impacts** from delayed or poor treatment by physicians
22. Poor quality of care can be **exhausting** for patients
23. Patients are often told from physicians that **nothing is wrong**
24. **Accessibility of care** is paramount and often overlooked when physicians suggest treatments
25. Physicians should **delegate** tasks to other professionals to improve clinical workflow

26. Medical school curricula should **teach medical students communication skills and patients' experiences of illness**
27. Patients want to be looked at as **a whole person** by their physician, not just their specific disease
28. Patients are often cognizant of the challenges physicians face with **burnout** and how this affects their ability to provide care
29. Patients appreciate when physicians are able to **provide collaborative care** in conjunction with many types of healthcare practitioners
30. Patients value receiving **trauma-informed care**
31. Patients often feel like they are **automatically dismissed** by and are a **burden to** physicians
32. Patients struggle when physicians **make assumptions** about why they are having a particular experience
33. Patients struggle when physicians do not **remain current** on the most current medical knowledge
34. Patients who identify as women sometimes perceive their physicians to be **discriminatory** towards them on the basis of gender