

Supplementary Table 1. Factor loadings for the factorial validity, item-total correlation and mean score of the items.

Item code	Items from Primary Health Care Attributes	Item-total correlation	Factor loading	Average score [#]
<u>First contact access — Utilization</u>				
B1	When you need a follow-up oral health appointment with the dentist (routine appointment, check-up), do you go to your “name of the service of oral health/name of the dentist” before going to another service/dentist?	0.68	0.53	3.76
B2	When you have a new issue in the mouth or teeth, do you go to your “name of the service of oral health/name of the dentist” before going to another service/dentist?	0.65	0.56	3.73
B3	When you have to see a dental specialist (for example: to make a root canal — endodontist or gum treatment — periodontic), does your “name of the service of oral health/name of the dentist” have to mandatorily refer you?	0.34	0.36	3.50
<u>First contact access — Accessibility</u>				
C1	Is the “name of the service of oral health/name of the dentist” open on Saturdays or Sundays?	0.85	0.55	1.14
C2	Is the “name of the service of oral health/name of the dentist” open at least until 8 pm in some working days?	0.91	0.64	1.28
C3	When your “name of the service of oral health/name of the dentist” is open and you have a problem in your mouth or the teeth, is there someone to see you on the same day?	0.49	0.66	2.34
C4	When your “name of the service of oral health/name of the dentist” is open, can you get a quick advice by phone if you need some?	0.40	0.39	2.12
C5	When your “name of the service of oral health/name of the dentist” is closed, is there a phone number to which you can call when you have a problem in the mouth or teeth?	0.24	0.51	2.34
C6	When your “name of the service of oral health/name of the dentist” is closed on Saturdays and Sundays, and you have an issue in the mouth or the teeth, does someone of that service see you on the same day?	0.26	0.65	1.12

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C7	When “name of the service of oral health/name of the dentist” is closed, and you have an issue in the mouth or teeth during the night, does someone of this service see you on that same night?	0.21	0.59	1.06
C8	Is it easy to make a follow-up appointment with the dentist (a routine visit, “check-up”) in this “name of the service of oral health/name of the dentist”?	0.64	0.48	2.18
C9	When you arrive at your “name of the service of oral health/name of the dentist”, do you have to wait more than 30 minutes to be seen by a dentist (excluding triage or reception)?	0.25	0.59	2.60
C10	Do you have to wait for a long time, or speak with many people, to schedule an hour in the “name of the service of oral health/name of the dentist”?	0.63	0.60	2.43
C11	Is it difficult for you to get an appointment with the dentist in “name of the service of oral health/name of the dentist” when you think it is necessary to have one?	0.65	0.43	2.25
C12	When you have to go to the “name of the service of oral health/name of the dentist”, do you have to miss work or school?	0.15	0.16	3.01
Continuity				
D1	When you go to your “name of the service of oral health/name of the dentist”, is it the same dentist who sees you at all times?	0.21	0.56	2.98
D2	Do you think your “dentist” understands what you ask?	0.42	0.69	3.76
D3	Does your “dentist” answer your questions in a way you can understand him?	0.43	0.73	3.82
D4	If you have a question, can you call and speak with the “dentist” who knows you best?	0.29	0.22	1.79
D5	Does your “dentist” give you enough time to talk about your concerns or issues?	0.474	0.63	3.43
D6	Do you feel comfortable telling your concerns or problems to your “dentist”?	0.45	0.71	3.41
D7	Does your “dentist” know you more as a person than just someone who has an oral health issue?	0.390	-0.01	1.73
D8	Does your “dentist” know who lives with you?	0.57	0.23	2.40
D9	Does your “dentist” know what issues are important to you?	0.56	0.52	2.55
D10	Does your “dentist” know your general health and oral health history?	0.59	0.47	2.72

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D11	Does your “dentist” know things about your work or employment?	0.54	0.49	2.3
D12	Would your “dentist” know somehow if you had trouble getting or paying for medicines or oral hygiene products, such as a brush, tooth paste or floss, which you need?	0.38	0.46	2.26
D13	Does your “dentist” know about all medicines that you are taking?	0.43	0.47	2.65
D14	Would you swap the “name of the service of oral health/name of the dentist” for another service of oral health if this was something very easy to do?	0.35	0.56	2.64
Coordination				
E2	Did the “name of the service of oral health/name of the dentist” suggest (indicate, refer) that you to need to be seen by a dental expert or a specialized oral health service?	0.66	0.76	2.49
E3	Does the “name of the service of oral health/name of the dentist” know that you have had appointments with this dental expert or specialized oral health service?	0.69	0.75	2.86
E4	Did your “name of the service of oral health/name of the dentist” discuss with you different services where you could be checked for this oral health issue?	0.48	0.47	1.73
E5	Did your “dentist” or someone who works in/with the “name of the service of oral health” help you to make this appointment?	0.69	0.76	2.07
E6	Did your “dentist” write some information for the dental expert about the reason for this appointment?	0.69	0.77	2.13
E7	Does the “name of the service of oral health/name of the dentist” know the results of this appointment?	0.73	0.72	2.41
E8	After having been checked by this dental expert or specialized oral health service, did the “name of the dentist” talk to you about what happened during this appointment?	0.77	0.75	2.14
E9	Did your “name of the service of oral health/name of the dentist” seem interested in the quality of the care provided to you (did he ask you if you were well or poorly attended by this dental expert or specialized oral health service)?	0.66	0.52	2.14
Coordination — Information Systems				
F1	When you go to the “name of the service of oral health/name of the dentist”, do you take with you of the oral health records or	0.19	0.53	1.78

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	the patient bulletins that you got from the dentist in the past? (Exemplify if “record” is not understood: emergency care files obtained from dentist, exams, x-rays of the teeth)			
F2	When you go to the “name of the service of oral health/name of the dentist”, is your patient record (dental clinical history) always available during the appointment?	0.28	0.44	2.55
F3	Would you able to read (check) your medical record/file if you wanted at the “name of the service of oral health/name of the dentist”?	0.21	0.38	3.65
Comprehensiveness — Available services				
G1	Preventive examination of the mouth (mouth cancer)	0,323	0,495	2,21
G2	Restoration or filling of teeth	0,115	0,592	3,72
G3	Tooth extraction, i.e., pulling teeth that cannot be treated	0,126	0,405	3,69
G4	Application of fluoride on the teeth and guidance on its use	0.22	0.60	3.46
G5	Treatment of diseases of the gums/teeth cleaning	0.32	0.54	3.55
G7	Treatment and guidelines for people with bad breath	0.60	0.39	2.48
G8	Treatment of pregnant women with dentist/pre-natal dental service	0.34	0.30	3.01
G9	Treatment and guidelines for thrush	0.54	0.50	2.40
G10	Guidelines on how to take care of dental prostheses (dentures, removable prostheses, for example)	0.51	0.36	2.64
G11	Guidelines and treatment of symptoms in case of pain in the articulation of the mouth/jaw	0.58	0.49	2.29
G13	Treatment and guidance in case of pain in the wisdom tooth	0.48	0.36	2.68
G15	Advice on how to stop smoking	0.39	0.37	3.02
G16	Treatment and guidelines for providing home oral health care to bedridden patients or to those who cannot leave their homes	0.45	0.8	2.4
G17	Guidelines for oral health care for those who provide care (caregivers) to bedridden or disabled patients	0.59	0.78	2.34
G18	Guidance and referral of people who breathe through the mouth in order to receive medical treatment	0.58	0.51	2.10

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G19	Guidance on mouth sores/herpes simplex	0.62	0.53	2.47
G20	Guidelines and referral of people with malformations on the lip and on the roof of the mouth (cleft lip, cleft palate, labioschisis)	0.60	0.53	2.16
G21	Guidance on changes to the taste of the food/palate	0.61	0.76	2.07
G22	Guidance to people who gnash their teeth/bruxism	0.58	0.54	2.30
G23	Guidance on eating disorders/food problems	0.61	0.45	2.11
G24	Guidance on problems caused by excess fluoride in the teeth/fluorosis	0.63	0.64	2.2
G25	Elucidations on issues that can occur when using a mouth piercing	0.55	0.61	2.11
G26	Guidance and oral health care for high blood pressure (hypertension) and diabetic patients	0.54	0.41	2.56
Comprehensiveness — Provided services				
H1	Oral examination/teeth examination	0.23	0.50	3.79
H2	Guidance on habits that may harm the mouth and teeth (nail biting, biting cheeks, for example)	0.53	0.52	2.48
H3	Guidance on what to do to prevent cancer of the mouth	0.62	0.46	1.8
H4	Treatment and guidance about tooth wear	0.55	0.47	1.91
H5	Guidance on medicines/drugs that interfere in the mouth	0.62	0.45	1.65
H6	Guidelines on how to perform oral hygiene (brush/flossing)	0.35	0.29	3.57
H7	Performance of health education activities at the health unit or in the community (groups, workshops, lectures, for instance)	0.41	0.36	2.46
H8	Guidance on changes that occur in the mouth with aging	0.62	0.44	1.55
H9	Guidelines on the water you drink	0.56	0.63	1.66
Family-centeredness				
I1	Does your “dentist” ask you about your ideas and opinions (about what you think) when planning the treatment and care for you or for a member of your family?	0.39	0.36	2.09
I2	Did your “dentist” already asked you about diseases or common issues that can occur in your family (oral cancer, diabetes, high blood pressure, smoking, alcoholism)?	0.42	0.50	2.11

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I3	Would your “dentist” meet with members of your family if you thought that was necessary? <hr/> Community orientation	0.36	0.32	2.37
J1	Does someone in the “name of the service of oral health/name of the dentist” perform home visits?	0.49	0.42	2.23
J2	Does your “name of the service of oral health/name of the dentist” know important health issues in your neighborhood?	0.54	0.38	2.37
J3	Does your “name of the service of oral health/name of the dentist” listen to opinions and ideas from the community on how to improve health services?	0.63	0.71	2.43
J4	Does he perform activities with patients to see if the dental health services are meeting (satisfying) to the needs of the people?	0.61	0.55	1.97
J5	Does he conduct research in the community to identify health problems that he should know?	0.69	0.62	1.91
J6	Does he invite you and your family to participate in the local management council on health or in the user council?	0.40	0.58	1.60

#Scores ranging from 1 to 4.