

Supplementary File. Interview guide

1. How would you describe your experiences with HAMSMaRT so far?
 - a. How did you first encounter the program?
 - b. How do you think HAMSMaRT's services could be improved?
 - i. Was there a specific time when HAMSMaRT didn't meet your needs?
 - c. What is it about HAMSMaRT that you feel would be good to apply in other similar programs?
2. Can you tell me about any experiences when you felt like you got good quality care?
 - a. What changes would you like to see in the healthcare system to better serve your needs?
 - b. How do you know when you've received good quality care? Some people say it's a feeling they get or it's their physical health that's improved – what is it for you?
3. Based on your experiences, what was a time when you received poor quality health care?
 - a. How do you know when you've received poor quality care? Is it a feeling, a change in your physical health, or something else?
 - b. Have there been times when you weren't treated well? If so, what happened that made you feel that way?
 - c. Have you ever experienced stigma while getting care? If so, how did it affect the care you received?
 - d. Why do you think you received poor care?
4. What barriers have you experienced in accessing health care?
 - a. What was the effect of those barriers on your ability to get care?
 - b. How could your access to health care have been improved?
5. In general, what qualities do you hope for in a doctor?
 - a. How do you like to make decisions with your doctor?
 - b. What are the most important things to you to have a good relationship with your doctor?
 - c. What kind of relationship do you like to have with your doctor?
 - d. What training do you think docs/HC providers are missing to provide better care?