

S3: Example of the thematic analysis process

Data extract	Category	Theme
<p><i>"After tests, we come to know what the problem is. The doctor can understand the disease with the help of tests. [...] He will give treatment according to diagnosis."</i></p> <p>-Father, interview 11</p>	Understand the purpose and importance of the tests	Diagnostic acceptability wavers on caregiver preference and assessment of need
<p><i>"We came here because here there is treatment of every disease. Doctors can detect the problem of the patient properly. When we go somewhere else, they only give the medicine and send us back."</i></p> <p>-Mother, interview 18</p>	Trust in care and treatment	
<p><i>"The doctor told for a blood test, but I thought my child is looking normal and is having slight cough and cold, so there is no need for test."</i></p> <p>-Mother, interview 41</p>	Severity of illness	
<p><i>"I thought that the prescribed bottle of medicine would give him relief, so I avoided the tests."</i></p> <p>-Mother, interview 34</p>	Preference for medicines instead of tests	
<p><i>"If they can explain what is written on the doctor's slip, which room we should go to, then the person coming to the hospital will not need to wander here and there in search of the correct place to get their work done."</i></p> <p>-Mother, interview 37</p>	Navigating the way around the hospital	Organization of diagnostic services inadequately meets caregiver needs
<p><i>"Sometimes there is a waiting of 25-50 patients. So poor people have to keep waiting for hours there hungry and thirsty, sometimes they go home before their turn comes. [...] If we can collect reports on the same day then it will be good. Its ok to wait 1-2 hours, but same day is important."</i></p> <p>-Mother, interview 42</p>	Long lines, waiting times, and the need to return	
<p><i>"I came from 100km away to get tests done for my child, and I need to go back and travel the same distance, if they will give the test report on time then the patients can reach their home in a timely manner."</i></p> <p>-Father, interview 2</p>	Limited transportation options	
<p><i>"Some caregivers show the report to another hospital staff sitting at ground floor and ask 'Is there any problem in test report?'. If she says 'No', the patient will take only medicine and will go home."</i></p> <p>-Mother, interview 34</p>	Reports shown to other hospital staff other than the physician from initial visit	
<p><i>"We do not have time to come again and again to the hospital, if we keep on doing this who will do our work?"</i></p> <p>-Mother, interview 32</p>	Competing priorities and obligations	

S2: Example of the thematic analysis process

<p><i>"Today I did not take my child for the test because I did not have money. If I manage money by tomorrow I will come for the test."</i></p> <p>-Mother, interview 18</p>	Cost of diagnostic tests	Direct and indirect costs of diagnostics impact affordability for caregivers
<p><i>"For one trip we need to burn up petrol of 150 rupees and if we need to return two to three times then it will cause great loss."</i></p> <p>-Mother, interview 14</p>	Travel expenses	
<p><i>"I am a daily wage labourer. We lost our daily wages coming here. If we will not work how will we earn?"</i></p> <p>-Father, interview 15</p>	Lost wages	
<p><i>"Patients get the tests done at RD Gardi Medical College and then show them to other doctors at private clinics. Tests we can have from anywhere we want."</i></p> <p>-Mother, interview 42</p>	Combining providers to maximize care for limited resources	