

Table S1: List of keywords, terms and text strings used for data searching.

This study focuses on a list of 9 healthcare service topics. Each of these topics is represented by a service lexicon composed of service keywords and terms. There are 9 lexica, comprising 53 service keywords and terms. The first column in this table holds lexica names, subsequent columns hold service keywords and terms.

A. Chinese vision

主题	关键词	检索策略
就诊环境	环境	医院 AND (环境 OR 条件 OR 布局)
	条件	医院 AND 门诊 AND (环境 OR 条件 OR 布局)
	布局	医院 AND 诊室 AND (环境 OR 条件 OR 布局)
	门诊	医院 AND 缴费窗口 AND (环境 OR 条件 OR 布局)
	诊室	医院 AND (诊断 OR 治疗) AND (环境 OR 条件 OR 布局)
	缴费窗口	
	诊断	
	治疗	
预约诊疗	预约	医院 AND 门诊 AND (预约 OR 挂号 OR 转诊 OR 分时预约)
	挂号	
	转诊	
	分时预约	
服务效率	等待时间	医院 AND 门诊 AND (等待 OR 就诊 OR 治疗 OR 检查 OR 取药 OR 缴费) AND 时间
	就诊时间	
	治疗时间	
	检查时间	
	取药时间	
	缴费时间	
信息技术	微博	医院 AND (微博 OR 微信 OR 公众号 OR 服务号 OR 网站 OR 自助机) AND (信息 OR 服务)
	微信	
	公众号	
	服务号	
	网站	
住院服务	住院	医院 AND (住院 OR 出院 OR 入院) AND 服务
	出院	医院 AND (探视 OR 陪护) AND 条件
	入院	医院 AND 住院 AND (膳食 OR 饭 OR 餐)
	探视	
	陪护	

	膳食 饭 餐	
护理服务	护理质量 护理技术 护士态度	医院 AND (护士 OR 护理) AND (质量 OR 技术 OR 态度)
患者安全	处方 检查 检验 手术 用药 安全	医院 AND 医生 AND 处方 医院 AND (检查 OR 检验 OR 手术 OR 用药) AND 安全 医院 AND 医疗 AND 安全
人文关怀	医德 隐私保护 患者隐私 人文关怀 社工 志愿者	医院 AND (医生 OR 护士) AND 医德 医院 AND (隐私保护 OR 患者隐私) 医院 AND (人文关怀 OR 社工 OR 志愿者)
医患关系	医疗纠纷 患者维权 医疗调解 起诉 诉讼 投诉	医院 AND (医疗纠纷 OR 患者维权 OR 医疗调解 OR 起诉 OR 诉讼 OR 投诉)

B. English vision

Topics	keywords and terms	Text strings used for searching with Boolean operators
Service environment	circumstances	hospital AND (environment OR circumstances OR surroundings)
	environment	
	surroundings	hospital AND outpatient service AND (environment OR circumstances OR surroundings)
	outpatient service	hospital AND consulting room AND (environment OR circumstances OR surroundings)
	consulting room	
	cashier desk	hospital AND cashier desk AND (environment OR circumstances OR surroundings)
	diagnosis	hospital AND (diagnosis OR treatment) AND (environment OR circumstances OR surroundings)
Appointment-driven service	treatment	
	appointment	hospital AND outpatient service AND (appointment OR registration service OR referral OR timeshare appointment)
	registration service	
	referral	
Service efficiency	timeshare appointment	
	waiting time	hospital AND outpatient AND (waiting OR consultation OR treatment OR examination OR take the medicine OR payment) AND time
	consultation length	
	treatment time	
	examination time	
	take the medicine time	
Information technology	payment time	
	Weibo	hospital AND (Weibo OR official accounts OR service accounts OR WeChat OR website OR Self-service machine OR App) AND (information OR service)
	WeChat	
	service accounts	
	official accounts	
Inpatient service	website	
	Self-service machine	
	inpatient	hospital AND (inpatient OR discharge OR admission) AND service
	discharge	hospital AND patient visit AND condition
	admission	hospital AND inpatient AND (escort OR dietary OR food OR meal)
	patient visit	
	Escort	

	<p>dietary</p> <p>Food</p> <p>Meal</p>	
Nursing service	<p>nursing quality</p> <p>nursing skill</p> <p>nurse attitude</p>	<p>hospital AND (nurse OR nursing) AND (quality OR skill OR attitude)</p>
Patient safety	<p>prescription</p> <p>examination</p> <p>test</p> <p>operation</p> <p>medication</p> <p>safety</p>	<p>hospital AND doctor AND prescription</p> <p>hospital AND (examination OR test OR operation OR medication) AND safety</p> <p>hospital AND safety</p>
Humanistic care	<p>medical ethic</p> <p>privacy protection</p> <p>patient privacy</p> <p>humanistic care</p> <p>social worker</p> <p>volunteer</p>	<p>hospital AND (doctor OR nurse) AND medical ethic</p> <p>hospital AND (privacy protection OR patient privacy)</p> <p>hospital AND (humanistic care OR social worker OR volunteer)</p>
Doctor-patient relationship	<p>medical dispute</p> <p>patient right</p> <p>medical mediation</p> <p>lawsuit</p> <p>litigation</p> <p>complain</p>	<p>hospital AND (medical dispute OR patient right OR medical mediation OR lawsuit OR litigation OR complain)</p>