

Supplementary Table 1. Characteristics of services used by patients with inflammatory bowel disease.

	IBD (n=133)	Crohn's disease (n=69)	Ulcerative colitis (n=64)	P-value**
Use of the hospital structure (n [%])				
Hospitalization	78 (58.65)	45 (65.22)	33 (51.56)	0.1101
Surgery	44 (33.08)	33 (47.83)	11 (17.19)	0.0002
Emergency room	98 (73.68)	52 (75.36)	46 (71.88)	0.6481
Digestive endoscopy service (colonoscopy)	118 (88.72)	63 (91.30)	55 (85.94)	0.3283
Infusion center	45 (33.83)	30 (43.48)	15 (23.44)	0.0147
Number of procedures (one year)				
Appointments in IBD outpatient clinic	4.46 ± 4.08	4.55 ± 3.65	4.37 ± 4.50	0.7802
Blood test	4.70 ± 3.21	4.51 ± 2.88	4.90 ± 3.55	0.4902
X-ray and abdominal CT exams	0.91 ± 1.5	0.95 ± 1.26	0.87 ± 1.72	0.7485
Colonoscopy	1.42 ± 1.09	1.29 ± 1.16	1.55 ± 1.00	0.2284
Time of travel to the IBD outpatient clinic (hours)	1.27 ± 0.96	1.27 ± 0.98	1.26 ± 0.96	0.9209
Waiting time for consultation (hours)	2.10 ± 1.28	2.05 ± 1.29	2.15 ± 1.28	0.6730
Stress while waiting for consultation (n [%])	59 (44.70)	28 (41.18)	31 (48.44)	0.4017

Data are expressed as mean ± standard deviation or frequency (proportion).

Inflammatory bowel disease; CT, computed tomography

**P-value (Crohn's disease vs ulcerative colitis)

Supplementary Table 2. Score according to each item for the QUOTE-IBD in patients with inflammatory bowel disease.

QUOTE-IBD items	IBD (n=133)	Crohn's disease (n=69)	Ulcerative colitis (n=64)	P-value
Generic questions: Doctors, nurses, and other healthcare workers...				
...understand my problems	9.95 ± 0.37	10.00 ± 0.0	9.91 ± 0.53	0.8641
...consider the patient's opinion	9.37 ± 2.08	9.33 ± 2.05	9.41 ± 2.13	0.8908
...take patient opinions seriously	9.82 ± 0.96	9.78 ± 1.07	9.86 ± 0.83	0.8877
...are punctual in consultations	9.06 ± 2.67	9.12 ± 2.61	9.00 ± 2.76	0.8244
...do not delay more than 15 minutes for the consultation	7.89 ± 3.15	7.74 ± 3.24	8.05 ± 3.06	0.5278
...use understandable language	9.51 ± 2.04	9.43 ± 2.18	9.59 ± 1.89	0.7665
...prescribe medications covered by the National Health System	9.48 ± 1.93	9.49 ± 1.97	9.47 ± 1.89	0.9642
...are easy to be reached by telephone	6.72 ± 3.77	6.75 ± 3.68	6.69 ± 3.89	0.9348
...provide an appointment with another specialist within 2 weeks	7.37 ± 3.62	7.61 ± 3.37	7.11 ± 3.89	0.2893
...communicate with other health and social care providers about services I require	8.55 ± 3.06	8.43 ± 3.21	8.67 ± 2.90	0.6403
IBD-specific questions				
Waiting areas and consulting rooms should be clean and orderly	8.81 ± 3.16	8.81 ± 3.15	8.81 ± 3.20	0.9988
Doctors and nurses should also approach my physical complaints from a psychological point of view.	8.52 ± 3.16	8.52 ± 3.21	8.52 ± 3.14	0.9904
Doctors and nurses should inform me clearly about the examinations I am subjected to	9.50 ± 1.98	9.41 ± 2.07	9.59 ± 1.89	0.7253
I should usually be seen by the same doctor.	7.54 ± 3.85	7.06 ± 4.15	8.06 ± 3.45	0.2588
Doctors should inform me clearly about other possible physical problems because of IBD	7.37 ± 4.10	7.51 ± 4.06	7.22 ± 4.17	0.7790
Nurses at the endoscopy department should have specific expertise in IBD	7.87 ± 3.54	7.96 ± 3.58	7.78 ± 3.52	0.8167
Hospitals and medical practice rooms should have good toilet facilities	6.86 ± 4.50	6.87 ± 4.63	6.84 ± 4.39	0.9838
If my doctor is absent an adequately competent substitute should be available	9.50 ± 2.14	9.86 ± 1.20	9.13 ± 2.78	0.1725
In health institutions adequate information about nutrition and IBD should be available to me	8.23 ± 3.56	7.94 ± 3.76	8.53 ± 3.35	0.4507
It should be possible for me to consult my doctor regularly	8.74 ± 2.89	8.42 ± 3.33	9.09 ± 2.31	0.1895
In case of acute problems, a doctor should be available within 24 h.	9.14 ± 2.47	9.12 ± 2.61	9.17 ± 2.34	0.9151
Doctors and nurses should pay attention to the influence of my IBD on my family life and/or work situation.	8.51 ± 2.81	8.48 ± 2.83	8.55 ± 2.81	0.8922
As an IBD patient I should have confidence in my doctor	9.68 ± 1.73	9.57 ± 2.05	9.80 ± 1.30	0.6679

Data are expressed as mean ± standard deviation.

QUOTE-IBD, Quality of Care Through the Eyes of Patients with Inflammatory Bowel Disease; IBD, inflammatory bowel disease.

Supplementary Table 3. Associations between clinical-, quality of life-, and psychological-related variables and satisfaction with care (as per QUOTE-IBD total care scores) in patients with inflammatory bowel disease.

	Satisfaction (n=69)	No satisfaction (n=64)	P-value
Age (years)	37.03 ± 12.84	37.52 ± 13.37	0.8308
Female gender (n [%])	40 (57.97)	45 (70.31)	0.1387
Family income (BRL)	2306.75 ± 980.58	2375.7 ± 1434.06	0.7260
Time since diagnosis (years)	8.88 ± 8.06	7.97 ± 7.10	0.2897
Crohn's disease (n [%])	44 (63.76)	25 (39.06)	0.0044
Perianal disease (n [%])	21 (30.43)	7 (10.14)	0.1087
CDAI (points)	137.69 ± 114.61	145.78 ± 110.76	0.9444
Mayo partial score (points)	1.88 ± 2.45	2.31 ± 2.89	0.8847
Disease activity (n [%])	22 (31.88)	23 (35.94)	0.6216
Medications in use (n [%])			
Mesalazine	11 (15.94)	20 (31.25)	0.0370
Azathioprine	37 (53.62)	28 (43.75)	0.2551
Corticosteroid	3 (4.35)	6 (9.38)	0.3118
Infliximab	29 (42.03)	16 (25)	0.0381
Adalimumab	11 (15.94)	9 (14.06)	0.7619
Certolizumab pegol	1 (1.45)	0	1.0
Previous hospitalization (n [%])	44 (63.77)	33 (51.56)	0.1543
Number of previous hospitalizations	0.79 ± 0.95	0.79 ± 1.47	0.9646
Previous surgery (n [%])	29 (42.03)	15 (23.44)	0.0228
Number of previous surgeries	0.60 ± 0.95	0.52 ± 1.39	0.5860
Presence of ostomy (n [%])	9 (13.04)	5 (7.81)	0.3260
Psychological monitoring (n [%])	6 (8.70)	15 (23.44)	0.0198
Infusion center consultation (n [%])	27 (39.13)	18 (28.13)	0.1801
IBD appointments (per year)	4.38 ± 3.34	4.54 ± 4.76	0.8014
Time of travel to the IBD center (hours)	1.26 ± 0.91	1.27 ± 1.02	0.9824
Waiting time for consultation (hours)	1.84 ± 1.15	2.36 ± 1.36	0.0270
Quality of life (IBDQ)* (n [%])			0.1878
Excellent	17 (25.0)	8 (12.50)	
Good	30 (44.12)	30 (46.88)	
Regular	16 (23.53)	16 (25.00)	
Poor	5 (7.35)	10 (15.63)	
IBDQ score (points)			
Bowel function	54.15 ± 12.53	50.97 ± 14.62	0.1813
Systemic symptoms	23.76 ± 6.71	20.47 ± 7.34	0.0080
Social function	27.40 ± 7.87	25.80 ± 8.55	0.2651
Emotional status	60.43 ± 16.27	56.13 ± 17.27	0.1431
Total score	165.74 ± 41.03	153.36 ± 43.86	0.0964
SF-36			
Physical aspects	66.67 ± 40.82	53.52 ± 44.07	0.0763
Physical function	76.16 ± 29.06	67.97 ± 29.22	0.1076
Bodily pain	49.86 ± 8.49	49.53 ± 8.25	0.8240
General health	54.93 ± 19.41	54.38 ± 20.09	0.8721
Mental health	62.96 ± 21.51	57.06 ± 22.42	0.1243
Vitality	55.29 ± 23.17	49.38 ± 22.12	0.1351
Emotional aspects	67.15 ± 41.02	52.60 ± 45.93	0.0559
Social function	47.10 ± 15.03	47.66 ± 15.57	0.8347
SF-36 Total score	60.01 ± 17.31	54.01 ± 18.53	0.0556
Presence of anxiety (n [%])	25 (37.31)	28 (43.75)	0.4531

Presence of depression (n [%])	20 (29.85)	18 (28.13)	0.8278
Self-esteem scale (n [%])			
Low self-esteem	60 (86.96)	49 (76.56)	0.2950
Medium self-esteem	7 (10.14)	12 (18.75)	
High self-esteem	2 (2.90)	3 (4.69)	

Data are expressed as mean \pm standard deviation or frequency (proportion).

*n=68 patients with Crohn's disease.

QUOTE-IBD, Quality of Care Through the Eyes of Patients with Inflammatory Bowel Disease; CDAI, Crohn's Disease Activity Index; IBD, inflammatory bowel disease; IBDQ, Inflammatory Bowel Disease Questionnaire; SF-36, 36-Item Short-Form Health Survey.