

Supplementary Materials

Survey contents

- 1) Common items for both pharmacists and patients

Pharmacists' behaviors related to information sharing

- 1 Talk with patients about how to watch for medication side effects.
 - 2 Talk with patients even if the patients don't have any medication questions.
 - 3 Talk with patients about whether or not it is OK to take their medications with over-the-counter products.
 - 4 Show an interest in working with patients to meet their healthcare needs.
 - 5 Communicate a desire to help patients manage their medications.
 - 6 Make sure that patients understand how to use their medications before they leave the pharmacy
 - 7 Communicate a desire to help patients with their medication concerns.
 - 8 Listen to patients when they have a medication question.
 - 9 Be easily approachable to discuss a patient's medication concerns.
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Seven-point Likert scale, from 1, "very strongly disagree," to 7, "very strongly agree."

2) Items for patients

Trust in community pharmacist

- 1 I feel I can consult the pharmacist at all times.
- 2 I feel at ease when the pharmacist listens to what I have to say.
- 3 I feel relaxed after speaking to the pharmacist.
- 4 I feel supported by the pharmacist when I have questions or concerns about medications for treatment.
- 5 When I have questions about medication, I want to consult the pharmacist.
- 6 I think that the pharmacist understands my perspective.
- 7 I feel that the pharmacist can be trusted to keep my secrets.

Six-point Likert scale, from 1, “very strongly disagree,” to 6, “very strongly agree.”

Patient willingness to self-disclose to the community pharmacist

- 1 I would actively inform the pharmacist about my history of illness(es) for which I have been taking medications from the pharmacy(ies).
- 2 I would actively inform the pharmacist about the explanations provided to me by my doctor regarding treatment using the drugs.
- 3 I would actively speak to the pharmacist about my questions and concerns about drug treatments.
- 4 I would actively speak to the pharmacist if I took a drug prescribed by a doctor and experienced unusual symptoms or any changes in my physical condition.
- 5 I would actively inform the pharmacist of the results of blood tests performed at hospitals.

Seven-point Likert scale, from 1, “very strongly disagree,” to 7, “very strongly agree.”

Patient characteristics

Age

Gender

Number of medications they took

Number of pharmacies they went to regularly

An explanation was provided by the family pharmacist

Medical conditions them (self-report)

Hypertension

Heart diseases (e.g., angina pectoris, myocardial infarction, and arrhythmia)

Diabetes mellitus

Dyslipidemia

Gout and hyperuricemia

Osteoporosis

Allergic disease

Respiratory diseases (including asthma)

Migraine headache

Back pain and hernia

Rheumatoid arthritis

Diseases related to the thyroid gland

Diseases of digestive organs (stomach, duodenum, and small and large intestines)

Skin diseases

Hepatic diseases

Renal diseases

Gynecological diseases

Urological diseases

Psychiatric diseases

Insomnia

Cancer

3) Items for pharmacists

Pharmacist characteristics

Years of experience

Gender

Certifications

Education system-qualified by the Japan Education Pharmacists Center

Primary care-certified pharmacist

Board-certified pharmacist in home care pharmacy

JPEC-certified pharmacist in pediatric pharmacotherapy

Pharmacist certified in Chinese and other herbal medicines

Certified practical training supervisor pharmacist
