

Table S1. Description of Study Methodology Using Consolidated Criteria for Reporting Qualitative Studies (Based on COREQ-32 Checklist).

| Item | Description |
|--|--|
| Domain 1: Research team and reflexivity | |
| Personal characteristics | |
| Interviewer/facilitator | K.K. |
| Credentials | Ph.D. |
| Occupation | Faculty (College of Pharmacy) |
| Gender | Female |
| Experience and training | Currently researching pharmacy and health practice in a college of pharmacy; former pharmacist with hospital and community pharmacy experience. |
| Relationship with participants | |
| Relationship established | No prior relationship existed between the interviewer and the participants. |
| Participant knowledge of the interviewer | The participants did not know the interviewer before their interview. The interviewer introduced herself and explained the goals of the research before their interview. |
| Interviewer characteristics | The interviewer is a professor at a college of pharmacy and has conducted healthcare-related research for a long time. |
| Domain 2: Study design | |
| Theoretical framework | |
| Methodological orientation and theory | The dualistic technique of inductive and deductive approach using a codebook and the constant comparative method. |
| Participant selection | |
| Sampling | Maximum variation purposeful sampling |
| Method of approach | Verbal encouragement from department administration, flyers, e-mail notifications, and word of mouth |
| Sample size | 72 employees. |
| Nonparticipation | No participant withdrew from participating in the study. |
| Setting | |
| Setting of data collection | Separate space inside or outside the workplace |
| Presence of nonparticipants | No nonparticipants. |
| Description of sample | Presented in Table 2. |
| Data collection | |
| Interview guide | Presented in Table 1. Semi-structured interview guide was written by Y.K.S. and reviewed by K.K. |
| Repeat interviews | No. |
| Audio/Visual recording | All in-depth interviews were audio-recorded and transcribed verbatim. |
| Field notes | Field notes were made during the interviews by A.K. when necessary. |
| Duration | Interviews took 48–75 minutes per group. |
| Data saturation | Data were collected until we reached thematic saturation and no new codes/themes emerged. |
| Transcripts returned | No. |
| Domain 3: Analysis and findings | |
| Data analysis | |
| Number of data coders | Two (Y.K.S. and K.K.). |

| Item | Description |
|------------------------------|---|
| Description of coding tree | Initial codes with definitions and examples were deductively created through the initial analysis of the literature and a preliminary scan of the raw interview data by the two primary researchers (Y.K.S. and K.K.). For data analysis, once the codebook was in a draft form, the two primary researchers independently applied a template of codes to all interview transcripts, and inductively identified emergent codes and themes. The codebook was refined iteratively with repeat transcript coding and consultative discussions with the authors to ensure methodological rigor. |
| Derivation of themes | Themes derived from the data. Y.K.S., K.K., and the other authors discussed theme emergence during the data analysis process. |
| Software | Excel. |
| Participant checking | Participants did not seek feedback on the findings. |
| Reporting | |
| Quotations presented | Yes, including the participant reference number. |
| Data and findings consistent | Yes. |
| Clarity of major themes | Benefit Role Barrier |
| Clarity of minor themes | Benefit Convenience Sense of belonging Role Acute illness treatment Primary diagnosis Chronic disease management Barrier Lack of communication Confidentiality Provider-centered system |