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**Supplementary file 2.** Interview Guide for Residents With Diabetes (English Version)

## **Living with Diabetes**

1. Can you describe how you were diagnosed with diabetes?
  - a. Who diagnosed your condition and where?
  - b. How and when was it diagnosed?
  - c. What did you do after being diagnosed?
2. How are you managing your diabetes?
  - a. Have you made any changes in your diet and exercise activities?
  - b. What drugs are you using and their frequency? By injection or per-os?
  - c. Please describe consultations with your family doctor and specialists.

## **Receiving care at CHC and hospital**

3. Can you describe your last visit to the CHC regarding diabetes?
  - a. Why did you come?
  - b. What were the doctor's recommendations?
4. Can you describe your last visit to a hospital regarding diabetes?
  - a. Why did you come?
  - b. What were the doctor's recommendations?
5. In what condition do you prefer CHC or hospital?
  - a. Why would you prefer hospital care?
  - b. What are the benefits of care in CHC?
6. Can you describe your interaction with your family doctor?
  - a. How often do you meet with your family doctor? Are you in contact with him/her?
  - b. What kind of health education (diet, exercise, smoking) have you received?
  - c. What recommendations regarding testing?
  - d. Were you able to follow these recommendations? (barriers: challenges to changing diet/smoking habits, tests/drugs too expensive)
  - e. Do you use social media (WeChat) to interact with your family doctor or other patients?
7. Can you describe the referral process from the CHC to the hospital?
  - a. Referral process from the hospital to the CHC?
  - b. Have you had any trouble with the referral process? (waiting time, medical records)
  - c. Repeated tests? Contradicting drug recommendation
8. Have you had a consultation with a specialist in the CHC? What are your thoughts about it?

## **Questions on policy**

9. Why did you sign-up to receive care from a family doctor?
10. When living with diabetes, what kind of payments do you have?
  - a. Who and for what services/products do you pay?
  - b. Does the insurance reimburse you? What costs are still considered high?
  - c. Are there any recommended tests or treatments that you did not take because of cost?
11. Were you asked to give feedback on the care that you receive?
  - a. On the healthcare received by your family doctor? In hospital?
  - b. In your view, why is patient feedback important?
12. How would you recommend improving the diabetes care that you receive?
13. What needs do you have that are not fully addressed?