

Supplement 3: Questionnaires

Questionnaire for round 1

Please consider the following categories:

ACCESSIBILITY OF THE SERVICE: the way or the process of arriving to receive the service provided at the department;

ADEQUACY OF EXAM PRESCRIPTION: the prescribed exam is the most appropriate for the evaluation / study intended in accordance with the condition of the patient;

EXAM PROCESS: from the arrival until the departure of the patient from the Radiology Department, during which the images of the radiological examination are taken;

REPORT: medical description, in text, of the images taken, document where possible diagnoses are pointed out or other tests to complement the patient's evaluation are suggested;

RESULTS: either from the result obtained with the diagnosis or from the satisfaction with the service provided;

SAFETY: everything that jeopardizes the patient's well-being as well as the measures taken to prevent or reduce the damage, namely protective measures against radiation;

CONTRIBUTION TO THE INSTITUTION: the way the Radiology Department participates or adds to the institution it belongs to.

Part 1 - Benefit indicators organized by category

1. For the category **ACCESSIBILITY OF THE SERVICE** (the way or the process of arriving to receive the service provided at the department), please rate the following indicators in terms of their importance for the value (benefit) that the radiology department generates.

		1-Not important	2- Somewhat important	3-Important	4-Very important	5- Extremely important	I did not understand
A1	Number of time slots available for exams appointments						
A2	Time elapsed from the prescription until the exam is scheduled						
A3	Percentage of tests scheduled and performed at a time and place that is the most convenient for the patient						
A4	Percentage of examinations and other complementary examinations scheduled for the same day						

- 2 to 7. Similar questions were asked for the other categories and corresponding indicators (detailed in Table 2 of the manuscript).

Part 2 - Categories of benefit indicators

Please rate the following categories of benefit indicators in terms of their importance for the value (benefit) that the radiology department generates.

	Categories	1-Not important	2-Somewhat important	3-Important	4-Very important	5-Extremely important	I did not understand
P1	ACCESSIBILITY OF THE SERVICE						
P2	ADEQUACY OF EXAM PRESCRIPTION						
P3	EXAM PROCESS						
P4	REPORT						
P5	RESULTS						
P6	SAFETY						
P7	CONTRIBUTION TO THE INSTITUTION						

Questionnaires for rounds 2 and 3

I. For external participants

Note: The questionnaire uses rank-order scales implemented using a drag-and-drop functionality.

Part 1 - Benefit indicators organized by category

For the category ACCESSIBILITY OF THE SERVICE (the way or the process of arriving to receive the service provided at the department), please rank the indicators from the most important (to be placed on the top) to the least important (to be placed in the last position) for the value (benefit) that the radiology department generates.

A1	Number of time slots available for exams appointments
A2	Time elapsed from the prescription until the exam is scheduled
A3	Percentage of tests scheduled and performed at a time and place that is the most convenient for the patient
A4	Percentage of examinations and other complementary examinations scheduled for the same day

2 to 7. Similar questions were asked for the other categories and corresponding indicators (detailed in Table 2 of the manuscript).

Part 2 - Categories of benefit indicators

Please rank the following categories of benefit indicators from the most important (to be placed on the top) to the least important (to be placed in the last position) for the value (benefit) that the radiology department generates.

P1	ACCESSIBILITY OF THE SERVICE
P2	ADEQUACY OF EXAM PRESCRIPTION
P3	EXAM PROCESS
P4	REPORT
P5	RESULTS
P6	SAFETY
P7	CONTRIBUTION TO THE INSTITUTION

II. For internal participants

In each question, you will be asked to indicate how much you prefer A over B on a scale of 1 to 9 (where 1 is *Equally Preferred* and 9 corresponds to *Extremely Preferred*).

For example:

I prefer Yellow to Orange = 1 means *Equally Preferred*, because I like both colors equally;

I prefer Blue to Orange = 9 means *Extremely Preferred*, because I like Blue much more than Orange.

Part 1 - Benefit indicators organized by category

For the category ACCESSIBILITY OF THE SERVICE (the way or the process of arriving to receive the service provided at the department), please select the number corresponding to your degree of preference.

In terms of the value (benefit) generated by the radiology department, I prefer 'NUMBER OF TIME SLOTS AVAILABLE FOR EXAMS APPOINTMENTS' over 'TIME ELAPSED FROM THE PRESCRIPTION UNTIL THE EXAM IS SCHEDULED'

1	2	3	4	5	6	7	8	9
Equally Preferred								Extremely Preferred

Questions with pairwise comparisons were asked for all the pairs of indicators of the seven categories (detailed in Table 2 of the manuscript).

Part 2 - Categories of benefit indicators

Please select the number corresponding to your degree of preference.

In terms of the value (benefit) generated by the radiology department, I prefer 'ACCESSIBILITY OF THE SERVICE' over 'ADEQUACY OF EXAM PRESCRIPTION'

1	2	3	4	5	6	7	8	9
Equally Preferred								Extremely Preferred

Questions with pairwise comparisons were asked for all the pairs of categories (detailed in Table 2 of the manuscript).