

Table S1: Facility Characteristics (LR = lower retention, HR = higher retention)

Clinic	2018 12 - Month Retention Rate	2018 Size (# of patients)	Description, Setting
Facility 1 (HR)	73.9%	Small (156)	• 18,7 km from City Centre. • An old, historic building surrounded by grass and trees. • Situated in residential neighbourhood, on border between an upper middle class residential and commercial area. • Draws patients from the local community and are also from across Cape Town. • Close to major transport routes (busses, taxis, trains). • Area is considered by staff to be safe, especially during business hours.
Facility 2 (LR)	52.0%	Small (208)	• 25,5 km from City Centre. • A built-for-purpose facility. • Situated in residential neighbourhood near shopping area, warehouses and state departments. • Draws a mix of patients: nearby residents, others working in the area, including many people who are homeless and unemployed. • Near large taxi rank, bus station, and train station. • Area is viewed by staff as safe.
Facility 3 (HR)	71.9%	Medium (540)	• 25,5 km from City Centre. • A built-for-purpose facility. • Situated in a poor, working-class area. • Draws patients from poor areas and informal settlements. • Not close to transport routes, but accessible from surrounding communities; close to taxi and bus route. • High gang membership and crime levels.
Facility 4 (LR)	56.3%	Medium (308)	• 24,2 km from City Centre. • Built-for-purpose facility. • Situated in poor working-class area. • Situated in a warehouse and wholesale business area, with residential space around. • Near a train station and taxi routes. • Area is viewed by staff as safe during the day (gangs are a risk at night).
Facility 5 (HR)	71.8%	Large (993)	• 29,8 km from the City Centre. • A built-for-purpose facility. • Situated in poor working-class township.

			• Draws a large mix of patients with a high number of poor. • Near large taxi rank and bus station. • Staff report that violence and theft are common in the area.
Facility 6 (LR)	59.2%	Large (992)	• 23,6 km from City Centre. • A built-for purpose facility. • Located near a shopping centre, surrounded by commercial property and high-density residential property. • The area is close to an informal settlement. • Draws patients mainly from informal settlements. • Area considered by staff to be unsafe, with reports of robberies.