

Supplementary Table 1. Modified MISS-21J items for parent evaluation of pharmacists

Item No.	Modified item	Subscale
1	The pharmacist told me just what my child's problem was.	Distress relief
2	After talking with the pharmacist, I know just how serious my child's illness is.	Distress relief
3	The pharmacist told me all I wanted to know about my child's illness.	Distress relief
4	I am not really certain about how to follow the pharmacist's advice.	Communication comfort
5	After talking with the pharmacist, I have a good idea of how long it will be before my child is well again.	Distress relief
6	The pharmacist seemed interested in my child not only as a patient but also as a person.	Rapport
7	The pharmacist seemed warm and friendly to me.	Rapport
8	The pharmacist seemed to take my child's problem seriously.	Rapport
9	I felt embarrassed while talking with the pharmacist.	Communication comfort
10	I felt free to talk to this pharmacist about private matters.	Rapport
11	The pharmacist gave me a chance to say what was really on my mind.	Rapport
12	I really felt that the pharmacist understood my child very well.	Rapport
13	The pharmacist or pharmacy staff did not allow me to say everything I wanted to say about my child's problem.	Communication comfort
14	The pharmacist did not really understand my child's main reason for coming.	Communication comfort
15	I can trust this pharmacist.	Rapport
16	The pharmacist seemed to explain the medication instructions with a proper understanding of their content.	Rapport
17	The pharmacist relieved my worries about my child's illness.	Distress relief
18	The pharmacist seemed to know just what to do for my child's problem.	Distress relief
19	I expect that it will be easy for me to follow the pharmacist's advice in the future.	Compliance intent
20	It may be difficult for me to do exactly what the pharmacist told me to do.	Compliance intent
21	I'm not sure the pharmacist's recommendations will be worth the trouble it will take.	Compliance intent

Items were adapted from the MISS-21J for parents of children younger than 6 years. The items shown are English translations of the modified Japanese items used in this survey. Each item was rated on a 7-point scale. Subscale assignment was based on the original MISS-21J structure.

Supplementary Table 2. Survey items related to child characteristics and pharmacy continuity

Question content	Item List
A How many children do you have?	1 child 2 children 3 children 4 children 5 or more children No children
B How old is your child? If you have two or more children, please answer about your youngest child.	0 to <6 months 6 months to <1 year 1 to <2 years 2 to <3 years 3 to <4 years 4 to <5 years 5 to <6 years ≥6 years
C In the past year, which best describes the community pharmacy where you receive medication for your child? If you have two or more children, please answer about your youngest child.	Always the same community pharmacy Usually the same community pharmacy Different community pharmacy each time

Supplementary Table 3. Factor analysis of the 21 adapted MISS-21J items

Original subscale	Item	Factor 1	Factor 2	Factor 3	Factor 4
Distress relief	1	-0.034	0.361	0.178	0.777
Distress relief	2	-0.068	0.268	0.265	0.814
Distress relief	3	-0.165	0.285	0.299	0.732
Distress relief	5	-0.356	0.199	0.451	0.506
Distress relief	17	-0.062	0.637	0.383	0.321
Distress relief	18	-0.149	0.657	0.303	0.296
Communication comfort	4	0.783	0.029	-0.206	-0.190
Communication comfort	9	0.846	-0.018	-0.148	-0.084
Communication comfort	13	0.839	-0.037	-0.101	-0.084
Communication comfort	14	0.857	-0.050	-0.081	0.009
Rapport	6	-0.323	0.146	0.656	0.378
Rapport	7	0.047	0.474	0.482	0.318
Rapport	8	-0.013	0.477	0.437	0.422
Rapport	10	-0.256	0.260	0.763	0.150
Rapport	11	-0.283	0.258	0.741	0.204
Rapport	12	-0.188	0.372	0.654	0.321
Rapport	15	0.025	0.698	0.313	0.225
Rapport	16	0.087	0.787	0.094	0.188
Compliance intent	19	-0.077	0.794	0.088	0.099
Compliance intent	20	0.825	-0.057	-0.147	-0.038
Compliance intent	21	0.854	0.018	-0.110	-0.036
Variance explained (%)		22.2	17.4	15.6	14.2

Factor analysis using the principal axis method with Varimax rotation was performed using a four-factor solution to facilitate comparison with the original MISS-21 structure. Loadings with absolute values ≥ 0.40 are shown in bold. The four factors explained 69.4% of the total variance.

Supplementary Table 4. Sensitivity analysis excluding participants who used a different pharmacy each time

Outcome	Comparison	Adjusted mean difference (95% CI)	p value
Distress relief	Always same pharmacy vs Usually same pharmacy	0.213 (0.121 to 0.304)	<0.001
Communication comfort	Always same pharmacy vs Usually same pharmacy	-0.172 (-0.305 to -0.040)	0.011
Rapport	Always same pharmacy vs Usually same pharmacy	0.255 (0.164 to 0.346)	<0.001

Analysis included 1,709 participants after excluding 79 participants who reported using a different pharmacy each time. Models were adjusted for parent age, parent sex, child age group, and number of children.