

Additional File 1. Perceived quality of cannabis products and services: dimensions and related items

<p>1. Quality of medical cannabis products (1 = very poor to 5 = very good)</p> <ul style="list-style-type: none"> • Presentation (humidity; appearance; grind) • Potency (THC content) • Strains (selection of strains; availability of preferred strains) • Availability of cannabis products (edibles, tinctures, etc.) • Effectiveness • Overall product satisfaction
<p>2. Quality of care and service (1 = strongly disagree to 5 = strongly agree)</p> <ul style="list-style-type: none"> • They always listen to what I have to say; • They understand my needs; • There are opportunities for me to provide feedback; • I find it easy to talk with them; they answer my questions; • They explain things in a way that I can understand; • I believe they care about me; • I talk with them about things that are happening in my life, not just about my medical condition or cannabis products; • I get personalized attention from them; and • I have built a good relationship with them.
<p>3. Quality of expertise and support (1 = strongly disagree to 5 = strongly agree)</p> <ul style="list-style-type: none"> • I can rely on them to be well trained and qualified; • They carry out their tasks competently; • They provide thorough explanations about the medicine and different ways to take it; • They make good recommendations for strains and products most appropriate for my particular condition and symptoms; • They help me to keep track of the cannabis strains and products I have used; and • They support me to meet my needs around medical cannabis.
<p>4. Administrative quality and accessibility (1 = strongly disagree to 5 = strongly agree)</p> <ul style="list-style-type: none"> • I receive medical cannabis in a timely manner; • Generally, appointments run on time; • They have responded to my calls or other inquiries in a timely manner; • The registration procedures are accurate; • I believe is well managed; • The hours of operation meet my needs; • The location is convenient; • The options for accessing medical cannabis meet my needs (i.e., mail, in-person); and • I feel safe getting cannabis through this source
<p>5. Affordability (1 = strongly disagree; 5 = strongly agree)</p>
<ul style="list-style-type: none"> • The cannabis and associated costs are affordable
<p>6. Overall Satisfaction (1 = completely unsatisfied and 5 = completely satisfied)</p>
<ul style="list-style-type: none"> • How would you rate your overall satisfaction with the following sources

