Table S1: The experiences of persons with physical disability in accessing healthcare services in Hawassa city, Southern Ethiopia, June, 2020.

|  |  |  |  |
| --- | --- | --- | --- |
| **Variables** | **Category** | **No.** | **(%)** |
| Access to healthcare services in the last 12 months | Yes | 326 | (99.7) |
| No | 1 | (0.3) |
| Reason of healthcare service visit | Seeking treatment | 243 | (74.3) |
| Regular check-up | 46 | (14.1) |
| Laboratory tests | 36 | (11.0) |
| Emergency Service | 2 | (0.6) |
| Frequency of health service visit in the last 12 months | Less than twices | 204 | (62.4) |
| Between 2 to 4 times | 116 | (35.5) |
| Between 5 to 7 times | 7 | (2.1) |
| Distance by walking to access health services | Less than 15 minutes | 34 | (10.4) |
| Between 15 to 30 minutes | 145 | (44.3) |
| Between 30-60 minutes | 109 | (33.3) |
| More than 1 hour | 39 | (11.9) |
| Frequently visited healthcare services | Hospital/ Health Center | 247 | (75.5) |
| Private health facilities | 75 | (22.9) |
| Traditional/spiritual healers | 2 | (0.6) |
| Rehabilitation centers | 3 | (.9) |
| Health cost covered by | Self | 112 | (34.3) |
| NGOs | 70 | (21.4) |
| Health insurance | 145 | (44.3) |

Table S2: Persons with physical disability who were discriminated against during their previous visit to health facilities in Hawassa city, Southern Ethiopia, June 2020.

|  |  |  |  |
| --- | --- | --- | --- |
| **Variables** | **Category** | **No.** | **(%)** |
| Faced discrimination from health workers during previous health facility visit | Yes | 198 | (60.6) |
| No | 129 | (39.4) |
| Healthcare provider responsible for discrimination | Doctor | 16 | (7.9) |
| Nurse | 63 | (31.2) |
| Laboratory professional | 43 | (21.3) |
| Pharmacy professional | 54 | (26.7) |
| Guards | 14 | (6.9) |
| Cleaners | 9 | (4.5) |
| Card room Personnel | 3 | (1.5) |
| Perceived reason for discrimination | Disability | 193 | (95.5) |
| Social class | 8 | (4.0) |
| Type of healthcare/services | 1 | (.5) |
| Forms of discrimination faced | Use of derogatory words | 46 | (22.8) |
| Delay in the process of delivery | 99 | (49.0) |
| Frustration at the service points | 39 | (19.3) |
| Denial of the service | 18 | (8.9) |
| Service providers allow to ask question | Yes | 110 | (33.6) |
| No | 217 | (66.4) |
| Service providers allocated enough time | Yes | 102 | (31.2) |
| No | 225 | (68.8) |
| Service providers explain issues to you to understand easily | Yes | 116 | (35.5) |
| No | 211 | (64.5) |

**Physical barriers**

* Lack/ unavailability of:
  + Infrastructure
  + Transportation
  + Medical and equipment
* Distance

**Socio-demographic factors**

* Age
* Gender
* Marital status
* Educational attainment
* Residence
* Occupational status

**Financial barriers**

* Level of income
* Transportation cost
* Amount of health service cost
* Insurance coverage

**Other related barriers**

* Healthcare providers
* Perceived quality of care
* Discrimination
* Compassionate and respectful
* Type of disability

**Communication and information barriers**

* Unavailability of:
  + Visual signs
  + Disability Assistants
  + Assistive devices
* Lack of knowledge on available services

Figure S1: Conceptual framework for barriers to access healthcare services faced by ICF (with modification from reviewed literature).