

Supplemental Table 4. The characteristics of experienced participants who will take aggressive action comparing with relative action, when they have unsatisfied result

| Variable | Aggressive action | Passive action | Total | P-value |
|----------------------|-------------------|----------------|-------|---------|
| Nationality/regions | | | | <0.001 |
| China | 86 (74.1) | 30 (25.9) | 116 | |
| Japan | 126 (73.7) | 45 (26.3) | 171 | |
| Korea | 124 (63.6) | 71 (36.4) | 195 | |
| Hong Kong | 106 (54.6) | 88 (45.5) | 194 | |
| Taiwan | 93 (35.2) | 171 (67.8) | 264 | |
| Total | 535 (56.9) | 405 (43.1) | 940 | |
| Sex | | | | 0.304 |
| Male | 84 (60.9) | 54 (39.1) | 138 | |
| Female | 450 (56.2) | 351 (43.8) | 801 | |
| Total | 534 (56.9) | 405 (43.1) | 939 | |
| Age group (yr) | | | | 0.006 |
| 10–20 | 12 (37.5) | 20 (62.5) | 32 | |
| 21–30 | 294 (60.7) | 190 (39.3) | 484 | |
| 31–40 | 131 (49.8) | 132 (50.2) | 263 | |
| 41–50 | 58 (59.2) | 40 (40.8) | 98 | |
| >50 | 40 (63.5) | 23 (36.5) | 63 | |
| Total | 535 (56.9) | 405 (43.1) | 940 | |
| Education | | | | 0.918 |
| < High school | 11 (61.1) | 7 (38.9) | 170 | |
| High school | 83 (54.6) | 69 (45.4) | 153 | |
| Technical training | 88 (57.5) | 65 (42.5) | 153 | |
| Bachelors | 280 (56.8) | 213 (43.2) | 120 | |
| > Master | 72 (60.0) | 48 (40.0) | 63 | |
| Total | 534 (57.1) | 402 (42.9) | 936 | |
| Employment | | | | 0.003 |
| Information industry | 24 (72.7) | 9 (27.3) | 33 | |
| Manufacturing | 21 (51.2) | 20 (48.8) | 41 | |
| Service industry | 112 (58.9) | 78 (41.1) | 190 | |
| Public servants | 59 (68.6) | 27 (31.4) | 86 | |
| Educational | 28 (58.3) | 20 (41.7) | 48 | |
| Military | 5 (55.6) | 4 (44.4) | 9 | |
| Medical/health care | 95 (44.4) | 119 (55.6) | 214 | |
| Student | 77 (58.8) | 54 (41.2) | 131 | |
| Homemaker | 43 (56.0) | 33 (44.0) | 75 | |
| Unemployed | 14 (54.8) | 12 (46.2) | 26 | |
| Others | 58 (67.4) | 28 (32.6) | 86 | |
| Total | 535 (57.1) | 404 (42.9) | 939 | |
| Medical institution | | | | 0.555 |
| Medical center | 108 (58.7) | 76 (41.3) | 184 | |
| Clinics | 252 (55.9) | 199 (44.1) | 451 | |
| Oversea | 18 (69.2) | 8 (30.8) | 26 | |
| Familiar doctor | 156 (56.3) | 121 (43.7) | 277 | |
| Total | 534 (56.9) | 404 (43.1) | 938 | |

Aggressive action (write online negative comments, complaint to consumer organization, take legal actions); relative passive action (not re-visiting, warn family/friends to do not visit same doctor).