

### Online Appendix 1. Data collection tool and coding

Parameter	Description
<b>Observer ID</b>	Observer identification code
<b>Pharmacy Code</b>	Retail pharmacy code for each Pharmacy Chain
<b>Pharmacy ID</b>	Retail pharmacy location code for each Pharmacy
<b>Walk-in</b>	Did the Pharmacy have a walk-in?
<b>Drive-thru</b>	Did the Pharmacy have a drive-through window?
<b>Counseling area</b>	Did the Pharmacy have a separate counseling area or window?
<b>Date</b>	Date of data collection
<b>Day</b>	Day of data collection
<b>Time</b>	Time of data collection (24-hour scale)
<b>Period</b>	Morning (6 AM to 11:59AM); Afternoon (12:00 noon to 6:00 PM); Evening (after 6 PM)
<b>Patient wait time</b>	Time (seconds) from when the patient joined the queue till initial contact with Pharmacy staff
<b>Patient sex</b>	Male or Female
<b>Number of patients remaining in queue</b>	Number of patients waiting in queue excluding the patient currently in contact with Pharmacy staff
<b>Initial contact Personal</b>	Pharmacist or Pharmacy Technician
<b>Initial contact duration</b>	Time (seconds) from when the patient interacts with the Pharmacy staff (initial contact) till the interaction is complete and the patient leaves the counter.
<b>After initial contact with technician, any subsequent contact with pharmacist?</b>	Yes/No
<b>Subsequent contact duration</b>	Time (seconds) for the duration of subsequent contact with Pharmacist, if any
<b>Number of pharmacists</b>	Number of Pharmacists present in the pharmacy
<b>Number of technicians</b>	Number of Pharmacy technicians present in the pharmacy
<b>Sex of pharmacist that assisted patient</b>	Sex of Pharmacist
<b>Sex of technician that assisted patient</b>	Sex of Pharmacy technician that assisted the patient
<b>Prescription or OTC</b>	Did the patient pick up a prescription or OTC product?
<b>Show-and-tell performed</b>	Was show-and-tell performed? Yes/No
<b>Use of counseling area</b>	Was the counselling area or window used? Yes/No