

Clinic					
	C	T	Depth_C	Depth_T	Relation
setup: global vs local	Y		2		is a type of
setup: general vs special service provided	Y	Y	2	2	is a type of
setup: affiliation with larger hospitals		Y		2	is a part of
environment: hospital campus		Y		2	is a part of
environment: treatment areas	Y		2		is a part of
environment: spacing between seats	Y		3		is a part of
environment: comfortable couch	Y		3		is a part of
environment: clinic size	Y	Y	2	2	is an aspect of
environment: relaxing ambience	Y	Y	2	2	is a property of
environment: cleanliness		Y		2	is a property of
environment: aesthetic looking style	Y		2		is an aspect of
environment: good decorations	Y		2		is a part of
environment: soothing music	Y		2		is a part of
environment: disability accessibility	Y		2		is a property of
environment: advanced equipments	Y		2		is a part of
treatment: fairness	Y		2		is an aspect of
treatment: comfort	Y		2		is an aspect of
treatment: medicine	Y	Y	2	2	is a part of
treatment: number of medicine prescribed	Y	Y	3	3	is a part of
treatment: medicine effectiveness		Y		3	is a property of
treatment: effectiveness	Y	Y	2	2	is a property of
treatment: diagnosis accuracy	Y		3		is a property of
treatment: ability to cure	Y		3		is an aspect of
treatment: service variety	Y	Y	2	2	is a part of
treatment: no unnecessary follow up required	Y		2		is a part of
treatment: initial appointment quality		Y		2	is a part of
treatment: personalized care		Y		2	is a part of
treatment: smooth check in / check out		Y		2	is a part of
treatment: feel not rushed		Y		2	is a part of
recommendations: friend / family's recommendations	Y	Y	2	2	is a part of

recommendations: primary care doctor's referral		Y		2	is a part of
recommendations: reviews	Y	Y	2	2	is a part of
recommendations: number of reviews	Y	Y	3	3	is an aspect of
recommendations: positive reviews	Y	Y	3	3	is a part of
recommendations: ratings in reviews	Y	Y	3	3	is a part of
recommendations: complains	Y		3		is a part of
recommendations: popularity / reputation		Y		2	is an aspect of
location: travel time	Y	Y	2	2	is a part of
location: proximity to home	Y	Y	2	2	is a property of
location: transportation options	Y	Y	2	2	is a part of
location: bus accessible	Y	Y	3	3	is a type of
location: uber accessible	Y		3		is a type of
staff: doctors	Y	Y	2	2	is a part of
staff: doctors' experience	Y	Y	3	3	is an aspect of
staff: doctors' friendliness	Y	Y	3	3	is a property of
staff: doctors' specialties		Y		3	is an aspect of
staff: doctors' ability to understand patient's concerns		Y		3	is an aspect of
staff: verified credentials of doctors (credibility)		Y		3	is a part of
staff: doctors' cultural background		Y		3	is an aspect of
staff: doctors' trainings		Y		3	is a part of
staff: doctors' bachelor's med school		Y		4	is a part of
staff: doctors' practical training place		Y		4	is a part of
staff: doctors' advanced degrees		Y		4	is a part of
staff: staff members	Y	Y	2	2	is a part of
staff: experienced staff members	Y		3		is a property of
staff: professional staff	Y	Y	3	3	is a property of
staff: good receptionist	Y		3		is a part of
staff: therapists		Y		2	is a part of
staff: therapists' country background		Y		3	is an aspect of
staff: communication honesty	Y		2		is a property of
availability: open time		Y		2	is a part of

availability: extended hours in evening		Y		3	is a part of
availability: appointment	Y	Y	2	2	is a part of
availability: same day appointment		Y		3	is a type of
availability: next day appointment		Y		3	is a type of
availability: weekend appointment		Y		3	is a type of
availability: in person appointment availability	Y	Y	3	3	is an option of
availability: virtual appointment availability		Y		3	is an option of
availability: amount of time required	Y		2		is a part of
availability: wait time on call		Y		2	is a part of
tech: online appointment booking and rebooking		Y		2	is a part of
tech: video chat options		Y		2	is a part of
tech: clinic app		Y		2	is a part of
tech: intuitive GUI to show locations		Y		3	is a part of
tech: buy medicine in app		Y		3	is a part of
tech: medical records tracking		Y		3	is a part of
tech: insurance tracking		Y		3	is a part of
tech: doctors' profile viewing		Y		3	is a part of
affordability: insurance	Y	Y	2	2	is a part of
affordability: insurance coverage	Y	Y	3	3	is an aspect of
affordability: cost of service	Y	Y	2	2	is a part of
affordability: copay price	Y		3		is a part of
affordability: no inflated bills	Y		3		is a property of
affordability: pricing transparency	Y		3		is a property of
personal conditions: severity of illness	Y		2		is a part of
personal conditions: illness type		Y		2	is a part of
personal conditions: previous visit experience	Y		2		is a part of