

**Table SII. Satisfaction of patients (n = 71) with patient care during the diagnostic process, and their current patient care**

Patients satisfied with diagnostic process, n = 36 (51%)		Patients unsatisfied with diagnostic process, n = 35 (49%)	
Reasons categorized	Times mentioned, n	Reasons categorized	Times mentioned, n
Quick diagnosis	10	Misdiagnosis/mistreatment	31
Good disease recognition	5	Lack of recognition of non-bullous variant (n = 2)	
Good awareness	3	High number of doctors seen before diagnosis	6
Disease information provided	3	Lack of disease knowledge	5
Good treatment	3	Symptoms were not taken seriously	2
Good disease knowledge	2	Side-effects of steroids	2
Determined to find the correct diagnosis, after unspecific results of biopsy	2	Long waiting time for referral to specialist	2
		Lack of information	2
		Doctor induced BP by drug prescription	1
		Poor treatment	1
		Many referrals and thereby high costs of care	1
		No biopsy taken	1
Patients satisfied with current patient care, n = 54 (76%)		Patients unsatisfied with current patient care, n = 17 (24%)	
Reasons categorized	Times mentioned, n	Reasons categorized	Times mentioned, n
Satisfied with therapy/in remission	22	Side-effects	5
		Steroids (n = 3)/other therapy (n = 1)	
Experienced/professional dermatologist/care centre	20	Little disease knowledge by doctor	5
Happy with correct diagnosis	3	Insurance issues	4
		Insurance does not cover therapy (n = 3)	
Disease information provided	2	Specialist did not accept the medical insurance (n = 1)	
		Not satisfied with interaction with specialist	2
		No information/support for patients in remission still dealing with skin issues	1
		No satisfactory treatment for itching	1

BP: bullous pemphigoid.