

**Appendix Table A2.** Unannounced Standardized Patient Checklist.

<b>Section 1: To be completed immediately after the eye examination</b>
1. Do you feel the optical shop has identified you as an unknown sample patient?
2. Why do you think you were identified as an unknown sample patient?
3. Are there any certifications or certificates of registration available in the optical shop?
4. Did the refractionist ask you about your previous spectacles?
5. Did you bring your current spectacles with you?
6. Did the refractionist test focimetry (individually or allocated) to your current spectacles?
7. Did the refractionist test the distance vision from the beginning of the eye examination?
8. If yes, was the distance vision tested with or without spectacles?
9. Was a distance vision tested with a pinhole?
10. What sorts of distance vision charts were used?
11. Approximately how big is the size of the room where you have your eyes examined?
12. Did the refractionist test the near vision from the beginning?
13. If yes, was near vision tested with or without your spectacles (if any)?
14. What objective evaluations of refractive errors were carried out by the refractionist?
15. Was the eye examination performed in a light or dark room?
16. What subjective refraction techniques did the refractionist perform?
17. What kinds of charts were used during eye examination?
18. Did the refractionist perform spherical subjective refraction for the distance refractive error?
19. Did the refractionist perform cylindrical subjective refraction for the distance refractive error?
20. Was vision tested at the end of the distance subjective refraction?
21. Did the refractionist test your near vision with the distance subjective refraction findings?
22. Did the refractionist perform near refraction techniques?
23. Did the refractionist introduce new spectacles to you?
24. What kinds of spectacles were introduced to you?
25. Did the refractionist perform pupillary distance (individually or allocated)?
26. Did the refractionist recommend a referral to secondary/tertiary eye care services?
27. Did the refractionist advise you on follow up eye examination?
28. When were you recommended to have the next eye examination?
29. Were the frames recommended to you?
30. Did the refractionist and staff members communicate clearly?
<b>Section 2: To be completed after spectacles were provided examination</b>
1. Did the refractionist provide you a prescription?
2. Do you feel the optical shop has identified you as an unknown patient?
3. If yes, why do you think you were or might have been identified as unknown sample patient?