

Supplementary Table 5: Illustrative quotes on unmet needs across the care journey.

Lack of knowledge and information	<p>a) "I observe doctors who are not very concerned and who do not give much information about the disease. I think they could offer more help, for example, 'free samples' of the creams they prescribe." (Male caregiver, Spain)</p> <p>b) "I wish the physician explained more about the nature of the disease." (Male caregiver, Saudi Arabia)</p> <p>c) "I am worried about the future of the disease; nobody tells me anything." (Female caregiver, China)</p> <p>d) "The relationship is general, not too cold, not too close, and the GP didn't go into detail about the disease and its chronicity." (Female caregiver, China)</p>
Limited access to specialists and lack of government aid	<p>a) "I feel that I can talk directly to the doctor, and I can solve my doubts, but now I want an appointment with the dermatologist, and because of the queues in the public one I am sure I will have to go to a private one [...]." (Female caregiver, Saudi Arabia)</p> <p>b) "Although I don't like going to the doctor, I have to admit that he is very professional and approachable. Of course, there are times when you are waiting 6 hours for a 10-minute consultation [...]." (Female caregiver, Spain)</p>

Lack of support to facilitate AD's management	<p>a) "I'm not really satisfied with the current one because I don't feel she put enough time for us when going for the visit, although we came on time. Also, it's so difficult to communicate with her outside the clinic." (Female caregiver, Saudi Arabia)</p> <p>b) "I prefer to have an adequate time with the HCP; sometimes I feel like my daughter's case is not serious enough to grab the HCP's attention fully." (Female caregiver, Saudi Arabia)</p> <p>c) "The doctor just gave a general education. Individual differences, such as allergies, weather changes, etc., it is me who looks for them and finds them." (Female caregiver, China)</p>
Lack of convenient emollients	<p>a) "I took her to a dermatologist. There is a hospital not far from our house. I didn't like her attitude: she wasn't very responsive and told me that it is an allergy related to food, and gave me some creams to reduce the allergy. It didn't work, and the itching and the redness kept on appearing all over her body." (Female caregiver, Saudi Arabia)</p>
Lack of support to encourage positive self-image	<p>a) "The disease has affected my life a lot, as my face is now a bit deformed. Also, I hate it when I go to a family gathering, and they force me to eat their food, and my face turns red, and I get pimples all over my face. I ask</p>

	for an instant ice cube to mitigate the effect." (17-year-old patient, Saudi Arabia).
Lack of support for changes throughout life stages	a) "Although the HCP usually answers my questions, I don't feel like he has been fully engaged with my daughter's case." (Male caregiver, Saudi Arabia)

HCP: healthcare provider.