

ESM 1. Materials (.docx). The document describes the scenarios and their narratives (numbered 1 to 8). The colors refer to the three main sections of the scenario: Orange = M, mammography, yellow = W, wait, and light blue = H, history (white narratives were ‘fillers’)
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Scenario

type

Narrative

Start

- 1 The mammography started. Each of my breasts was placed in turn in the machine and compressed between the plates. The examiner did not seem confident and she was distracted. The compression was painful and seemed to last a long time.
- 2 After the examination was over, the radiographer told me when I was going to get the results. She then provided me with further explanations. She used medical jargon that I did not really understand, and the debriefing information was unclear.
- 3 After I left the examination room, I knew I had to be visited by a specialist breast nurse. I made my way downstairs towards the hospital reception, as I did not remember where to go.
- 4 I went to the main hospital reception, and I told the woman behind the counter my surname. The lady gave me directions on how to reach the waiting room. I went there and sat on a chair by the wall.
- 5 I read for a magazine for a short while, then my name was called. I put down the magazine and started walking down the corridor to go to room no. 3, where my visit was going to take place.
- 6 I was called in by a specialist breast care nurse. She checked my personal details and medical records. She also asked me about any symptoms and whether there was any history of breast disease in my family.
- 7 The nurse then asked me for some general information, so she could update my medical record. After I provided her with this, the nurse sat down in front of the computer and started typing at the keyboard.
- 8 At the end, I asked a few questions about breast screening and the nurse answered them. I then said goodbye to the nurse, made my way out and left the hospital to go back home.

Middle

- 1 I went to the main hospital reception, and I told the woman behind the counter my surname. The lady gave me directions on how to reach the waiting room. I went there and sat on a chair by the wall.
- 2 I read a magazine for a short while, then my name was called. I put down the magazine and started walking down the corridor to go to room no. 3, where my mammography was going to take place.
- 3 When I entered the room, I was greeted by a female radiographer who explained what was going to happen. She wrote down my personal information on a form and then made some adjustments to the testing machine.
- 4 The mammography started. Each of my breasts was placed in turn in the machine and compressed between the plates. The examiner did not seem confident and she was distracted. The compression was painful and seemed to last a long time.
- 5 After the examination was over, the radiographer provided me with further explanations. She used medical jargon that I did not really understand, and the debriefing information was unclear. I then left the examination room, closing the door behind me.
- 6 After the mammography, I was called in by a specialist breast care nurse. She checked my personal details and medical records. She also asked me about any symptoms and whether there was any history of breast disease in my family.
- 7 The nurse then asked me for some general information, so she could update my medical record. After I provided her with this, the nurse sat down in front of the computer and started typing at the keyboard.
- 8 At the end, I asked a few questions about breast screening and the nurse answered them. I then said goodbye to the nurse, made my way out and left the hospital to go back home.

End

- 1 I went to the main hospital reception, and I told the woman behind the counter my surname. The lady gave me directions on how to reach the waiting room. I went there and sat on a chair by the wall.
- 2 I read for a magazine for a short while, then my name was called. I put down the magazine and started walking down the corridor to go to room no. 3, where my visit was going to take place.

- 3 I was called in by a specialist breast care nurse. She checked my personal details and medical records. She also asked me about any symptoms and whether there was any history of breast disease in my family.
- 4 The nurse then asked me for some general information, so she could update my medical record. After I provided her with this, the nurse sat down in front of the computer and started typing at the keyboard.
- 5 At the end, I asked a few questions about breast screening and the nurse answered them. I then said goodbye to the nurse, I left the room and started making my way to the mammography testing room.
- 6 When I entered the room, I was greeted by a female radiographer who explained what was going to happen. She wrote down my personal information on a form and then made some adjustments to the testing machine.
- 7 The mammography started. Each of my breasts was placed in turn in the machine and compressed between the plates. The examiner did not seem confident and she was distracted. The compression was painful and seemed to last a long time.
- 8 After the examination was over, the radiographer provided me with further explanations. She used medical jargon that I did not really understand, and the debriefing information was unclear. I made my way out and left the hospital to go back home.

Control
(version 1)
MWH

- 1 The mammography started. Each of my breasts was placed in turn in the machine and compressed between the plates. The examiner then made some adjustments to the machine. The compression was moderate and lasted for about 10 seconds.
- 2 After the examination was over, the practitioner explained when and how I was going to get the results. She then provided me with further explanations. She used both medical and common terms to debrief me.
- 3 After I left the examination room, I knew I had to be visited by a specialist breast nurse. I made my way downstairs towards the hospital reception, as I did not remember where to go.
- 4 I went to the main hospital reception, and I told the woman behind the counter my surname. The lady gave me directions on how to reach the waiting room. I went there and sat on a chair.

- 5 I read a magazine for a short while, then my name was called. I put down the magazine and started walking down the corridor to go to room no. 3, where my visit was going to take place.
- 6 I was called in by a specialist breast care nurse. She checked my personal details and medical records. She also asked me about any symptoms and whether there was any history of breast disease in my family.
- 7 The nurse then asked me for some general information, so she could update my medical record. After I provided her with this, the nurse sat down in front of the computer and started typing at the keyboard.
- 8 At the end, I asked a few questions about breast screening and the nurse answered them. I then said goodbye to the nurse, made my way out and left the hospital to go back home.

Control
(version 2)
WMH

- 1 I went to the main hospital reception, and I told the woman behind the counter my surname. The lady gave me directions on how to reach the waiting room. I went there and sat on a chair.
- 2 I read for a magazine for a short while, then my name was called. I put down the magazine and started walking down the corridor to go to room no. 3, where my mammography was going to take place.
- 3 When I entered the room, I was greeted by a female radiographer who explained what was going to happen. She wrote down my personal information on a form and then made some adjustments to the testing machine.
- 4 The mammography started. Each of my breasts was placed in turn in the machine and compressed between the plates. The examiner then made some adjustments to the machine. The compression was moderate and lasted for about 10 seconds.
- 5 After the examination was over, the radiographer provided me with further explanations. She then provided me with further explanations. She used both medical and common terms to debrief me. I then left the examination room, closing the door behind me.
- 6 After the mammography, I was called in by a specialist breast care nurse. She checked my personal details and medical records. She also asked me about any symptoms and whether there was any history of breast disease in my family.

- 7 The nurse then asked me for some general information, so she could update my medical record. After I provided her with this, the nurse sat down in front of the computer and started typing at the keyboard.
- 8 At the end, I asked a few questions about breast screening and the nurse answered them. I then said goodbye to the nurse, made my way out and left the hospital to go back home.

Control
(version 3)
WHM

- 1 I went to the main hospital reception, and I told the woman behind the counter my surname. The lady gave me directions on how to reach the waiting room. I went there and sat on a chair.
- 2 I read a magazine for a short while, then my name was called. I put down the magazine and started walking down the corridor to go to room no. 3, where my visit was going to take place.
- 3 I was called in by a specialist breast care nurse. She checked my personal details and medical records. She also asked me about any symptoms and whether there was any history of breast disease in my family.
- 4 The nurse then asked me for some general information, so she could update my medical record. After I provided her with this, the nurse sat down in front of the computer and started typing at the keyboard.
- 5 At the end, I asked a few questions about breast screening and the nurse answered them. I then said goodbye to the nurse, I left the room and started making my way to the mammography testing room.
- 6 When I entered the room, I was greeted by a female radiographer who explained what was going to happen. She wrote down my personal information on a form and then made some adjustments to the testing machine.
- 7 The mammography started. Each of my breasts was placed in turn in the machine and compressed between the plates. The examiner then made some adjustments to the machine. The compression was moderate and lasted for about 10 seconds.
- 8 After the examination was over, the radiographer provided me with further explanations. She used both medical and common terms to debrief me. I made my way out and left the hospital to go back home.