

CATEGORY	CODE	EXAMPLE RESPONSE
Low health understanding (63)	Low comprehension (33)	Poor knowledge of medication they take
	Limited basic health knowledge (10)	Not understanding basic health information
	Asking questions (9)	They ask a lot of questions about their condition
	Unable to repeat (6)	Appear confused when you ask them to repeat instructions back
	No questions (5)	Simply saying 'yes' or agreeing to everything that is said without asking questions or clarifying information
Poor access of health services (47)	Low engagement with health professional (21)	An unwillingness to listen to the information provided by the pharmacist
	Delayed or no contact (19)	Unwilling to see doctor or go to hospital when referred
	Not knowing where to go (3)	Lack of knowledge of available health/support services
	Incorrect registration (3)	Incomplete or inaccuracy in past and current medical history
	Other (1)	Repeated admissions to hospital
Treatment issues (32)	Poor adherence (27)	Poor compliance with health interventions
	Incorrectly using (5)	Not taking their medication properly
Patient demeanour (30)	Disinterest (7)	Showing a lack of interest in their own healthcare
	Confusion (7)	Looking confused when being explained
	Frustration (4)	Getting frustrated or upset when trying to understand health or medication related concepts
	Other (12)	Impatience
Low level of self-care (25)	General care (7)	Engaging them in activities that could harm them and their condition
	Hygiene (5)	Poor personal hygiene
	Diet (4)	Unhealthy eating behaviours – leading to diabetes/obesity
	Other (9)	Extreme BMI (low or high)

Patient background (24)	Languages understood (8)	Doesn't speak English fluently
	Completed education (5)	Minimal education
	Socioeconomic status (5)	Low socioeconomic area
	Functional literacy (4)	Reading and writing difficulties
	Other (2)	Being new to Australia and not knowing the system
Poor health (12)	General health (5)	Poor health
	Cognitive health (3)	Cognitive decline
	Other (4)	Mental health disorder
Non-traditional health beliefs (11)	Appraising information (8)	When they do not scrutinize their own mislead beliefs
	Using information (3)	Medicating themselves with non scientific research
No shared decision-making (5)		Refusing all treatment options
Vague (22)		Ignorant
Other (5)		Stress in health service