CATEGORY	CODE	SUB-CODE	EXAMPLE RESPONSE
Patient education (143)	Make info easily understood (42)	Plain language (19)	De-technicalise terms and treatments
		Improve understandability (8)	Provide information at a level that fits with them
		Simplify (7)	Explain things in a simple manner
		Analogies (5)	Relating to things they are familiar with
		Speak slowly (3)	Speak slowly so they understand
	Basic patient education (33)		Provide them with information
	Written (25)	Provide (15)	Give written information that they can refer back to
		Create (5)	Write down notes for them to take home
		Ensure understandability (5)	Provide easy to understand infographics
	Visual (18)	Provide (12)	Provide visual material eg pamphlets
		Ensure understandability (4)	Provide information in a visual manner for the client to understand
		Create (2)	Draw diagrams
	Provide resources (10)		Provide the right resources to help them learn
	Verbal (6)	Provide (5)	Provide verbal counselling/information
		Ensure understandability (1)	Use words that can help a patient to understand the information
	Patient-specific (9)		Educate them on their condition, treatments and potential benefits

Support (54)	Health professional-provided (36)	Build relationship (11)	Build rapport with patients
		Empower patient (11)	Build capacity for help seeking
		Approachable (9)	Do not make them feel bad about this/judge them
		More contact (4)	Follow up with these people, to make sure they are still understanding what to do
		Administrative (3)	Assist in completing forms
	Social (9)	Educate (5)	Provide education and support to their significant others or family members
		Enlist (3)	Seeing if there are family and friends who can support them
		Explore (1)	Examine the person's social system and connections
	Translator/interpreter (7)		Find a way to translate key information
Refer (18)	To resources (6)		Guide them to resources for education
	To health professional (7)		Refer to another professional e.g. diabetes educator
	General (5)		Provide referral
Evaluate understanding (12)	Ask questions (8)		Ask them if they know the consequences of not being compliant
	Ask patient to repeat (4)		Get the patient to recite back information that was just explained to them
Understand patient perspective (9)			Envision yourself in the position of a patient
Give time (7)			Take the time to explain their diagnosis
	Directly (6)		Ask if they need help

Allow questions (10)	Indirectly (4)	Create an environment where people can ask questions
Improve their health literacy (3)		Educate about the importance of health literacy
Vague (12)		Assist
Other (9)		Advocate for improving health literacy within the community