

Online Supplementary Material

Shelley BM, Sussman AL, Williams RL, Segal A, Crabtree BF. 'They don't ask me so I don't tell them': patient clinician communication about traditional, complementary, and alternative medicine. *Ann Fam Med*. 2009;7(2):139-147.

<http://www.annfammed.org/cgi/content/full/7/2/139/DC1>

Supplemental Appendix 1. Clinic Staff Interview Guide

1. Can you please describe your role here in the practice? How long have you been working here?
2. How would you describe the patients that are seen here in terms of general demographics such as ethnic background, primary language, age or other factors that you think are relevant?
3. What are the most important health concerns of people in this community? How do you think this practice does in addressing the health concerns of patients?
4. We are interested in the different ways that people take care of themselves here in this community. Some patients do other things—like taking herbs, going to healers or using traditional treatments—besides coming to this type of clinic to stay healthy or treat their health problems. Have you found that people do these kinds of things?
 - 4a. *If Yes:* what types of things do people do? How do people talk about these things? Where do they go? How prevalent do you think this is? Which group(s) use these treatments? Does it vary by age, gender, religion or other factors?

Clinician/practice related: Are clinicians here in this practice aware that people do other things? How do you think they feel about it? In your experience, do you find that patients talk to you or their clinician about these topics or do they tend to keep this information private?
 - 4b. *If No:* Did people do these types of things in the past? Do people in communities in this area do these things?

Clinician/practice related: How do you think clinicians here would respond to people using these types of things?
5. Is there anything else about these issues that you would like to discuss?

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Supplemental Appendix 2. Patient Interview Guide

Introduction: Thank you for taking the time today to talk to us about things that are important to people here in the community about their health. We're very interested in the different ways that people take care of themselves and have been talking to folks here in the clinic and out in the community about this. One of the things that we've been hearing is that some people are doing other things for their health besides coming here to the clinic to see a doctor. They may do traditional things that they learned from their family or use (culturally appropriate examples; ie, herbs, prayer, etc) from (culturally appropriate examples; ie, a curandera).

1. Do you know anyone here in the community, like friends or family members, who do these kinds of things?

- *Prompts*—What kinds of things do people use? For what kinds of health problems do they use these things? Where do they go to get these things?

2. Is this something that you do sometimes?

- *Prompts*—When did you first start doing this? For what kinds of health problems do you use these things? Do other people in your family do these same things? Are these kinds of things available here in the community? Where do you get information from about these things?
- *If no use:* Have you thought about doing these kinds of things for your health? Are there any reasons that you haven't been able to do this?

3. How often do you come here to the clinic? When you have an injury or don't feel well, do you try to take care of it at home or do you come right in to see the doctor? At what point when you're sick do you decide to come to the doctor?

- *Transition into Communication with Clinician:* We've also heard from some patients that it can be hard to talk about the different things people do for their health with their doctor. Sometimes the doctor is very busy or may not know a lot about these traditional ways.

4. Have you talked about these things with your doctor?

- *If Yes:* Can you share with us what you talked about? What does your doctor think about you using these things? Are there other things you do for your health that you would like to talk about with your doctor?
- *If No:* How do you think your doctor would feel about you using these kinds of things? Would you like to discuss these issues with your doctor?

5. How do you think this clinic does in taking care of people here in this community? Are there other services that you would like to have available to you? Would you like to be able to get information here about traditional treatments like (culturally appropriate examples)?

- *Prompt:* Would you come to the clinic to see/use (culturally appropriate examples; ie, a curandera/herbs etc)?

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Supplemental Appendix 3. Clinician Interview Guide

1. Can you please describe the types of patients you see here in the clinic?
 - Health concerns
 - Demographic factors
2. Does the use of traditional and complementary and alternative medicine play a role in the lives of your patients?
 - Can you tell me what kinds of things people are doing? What types of patients use TM/CAM?
3. Do discussions about TM/CAM come up with your patients? (Probe for specific example, if relevant.)

(Prompts to explore circumstances of TM/CAM counseling; patient receptivity)

 - How receptive are patients to discussing these things?
 - If a patient brings this up, how do you typically respond?
4. Given all the things that you need to address in the patient encounter, it may be hard for many clinicians to bring up a discussion about TM/CAM. How do you feel about that?
5. One of our goals is to help clinicians identify patients that may be using other types of care. In your experience, are there ways to tell if a patient is using TM/CAM as part of their care?
 - What kinds of information would help you identify these patients?
6. Is it practical to help the patient integrate the care that you provide with what they get elsewhere?
 - What are the challenges in talking to your patients about these things?
 - (If respondent indicates wanting more TM/CAM knowledge): What kinds of things would you and your colleagues be most interested in learning about with regard to TM/CAM modalities relevant to your patients?
7. Sometimes a clinician's personal beliefs about a health topic (their own experiences and health practices) may impact how you decide to care for your patients. Thinking about your own perspective of TM/CAM, how would you respond to that statement (ie, example of whether clinician uses TM/CAM)?

TM/CAM = Traditional medicine and complementary and alternative medicine.

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Supplemental Appendix 4: Video Vignette Text and Interview Questions

Clinician: Hi.

Patient: Hello.

Clinician: I'm Dr. Shelley, how are you?

Patient: Well, I've been better.

Clinician: What brings you in today?

Patient: Well, I've had this persistent cough that's just not going away.

Clinician: Oh, I'm sorry to hear that. What have you tried for it so far?

Patient: Um, just Tylenol and other stuff.

Clinician: Some people around here use traditional things for coughs, is that something you've tried?

Patient questions:

- How would you answer this question?
- How do you feel about a doctor asking if you've used traditional things?

Patient: Well, my grandma makes this herbal tea that she gives us whenever we have a cold, is that what you mean?

Clinician: Umm, hmm. Herbal tea... I'm not exactly familiar with all the herbs, herbs used in herbal teas, but how's that been going for you?

Patient questions:

- This doctor doesn't seem to know too much about this herbal tea. What do you think about that?
- Please think about going to see your doctor. If this were you, would you feel comfortable talking about using traditional things with your doctor?
- How would not knowing much about traditional things make you feel about your doctor in general?

Patient: Well, it helps relieve the discomfort that you get from just coughing so much, but it's not really getting rid of the cough so I thought I'd come in and have it checked.

Clinician: That was a good thing to try and I'm glad you came in. Let's check you out.

Patient questions:

- After seeing this video, are there other things that are important for a doctor to know or say to make you feel comfortable in talking about using traditional ways?
- Have you talked to your doctor about using these types of traditional ways to care for yourself?