**Information:**

Interview conducted with Interviewee 4 (female; health professional)

40 minutes

Language spoken: Portuguese

Automatic transcription done with the software Happy Scribe, and checked by a coder.

Translations to the interviewee’s responses are provided in square brackets in grey.

**Follow-up to the survey on the use of machine translation in health contexts**

**Researcher:** Thank you again for accepting to participate in this interview. As you already know, this is a follow-up interview to the questionnaire on the use of machine translation in healthcare in the Netherlands. You replied to this questionnaire earlier this year. Let me start by reminding you that this interview is being recorded. The data collected will be anonymized and analyzed together with other participants’ data. The recording itself will never be published or shared, and it will be deleted as soon as it is transcribed and anonymized. You are free to request a copy of the transcription. In the interview itself, we will invite you to go over potential scenarios regarding the use of technology - specifically, machine translation like Google translate or any other translation system on your phone or device - in healthcare contexts, like when you receive an invitation letter to get vaccinated or when you go to the doctor, huisarts.  The goal is to understand how machine translation can be used and what are the main challenges or opportunities when using it. We aim to create free training for users of machine translation like yourself in order to better support communities in these situations. The scenarios that we will show you are fictitious. They are potential scenarios or stories. The focus is on what you think a person would do if they were in this situation. Discuss anything that comes to mind or that you would like to share. We just ask you not to share confidential information about yourself.  If at any point, during the interview, you feel uncomfortable and you want to pause the interview, please just let us know. We can rephrase the question or stop the interview altogether. You can leave at any point during this interview. Any questions or concerns?

**Participant:** Não. Okay. [No. Okay]

**[STAGE 1 SLIDE 2]**

**Researcher:** I will start now by reading the first scenario that you can also see on the screen.“Two years ago, Maria moved to the Netherlands from Portugal. It was right amid the pandemic, and she moved to take up a position at a new company in Rotterdam. Maria is a native speaker of Portuguese, and she also speaks English. She has taken two Dutch courses online, so she understands and speaks rudimentary Dutch. For example, she can ask for a drink or have short conversations with neighbors, but not enough to feel fully comfortable speaking Dutch fluently in all situations. In 2021, she received a letter from the RIVM inviting him to get vaccinated against COVID-19. The letter is in Dutch.” What do you think about this case?

**Participant:** Ok, eu pronto, exatamente por ter passado pelo mesmo que a Maria, mais ou menos, a primeira coisa que eu penso é quando nós vimos para outro país nós é que temos que nos adaptar e não ao contrário. [Okay, so, precisely because I've been through the same thing as Maria, more or less, the first thing I think is that when we come to another country, we're the ones who have to adapt, not the other way around.]

**Participant:** Ou seja, apesar de haver muita correspondência que eles mandam em inglês, eu acho que a Maria quando recebe a carta, se não se sente à vontade para ler ou para desmarcar ou para marcar a consulta, poderia ligar para o RIVM e tentar pedir ajuda em inglês e acho que ia correr tudo bem. É o que eu acho deste caso. [In other words, even though there is a lot of correspondence that they send in English, I think that when Maria receives the letter, if she doesn't feel comfortable reading it or cancelling or making the appointment, she could call the RIVM and try to ask for help in English and I think everything would be fine. That's what I think of this case.]

**Researcher:** What do you think Maria can do in this situation with the letter? If she does not feel comfortable, she can…

**Participant:** Pedir ajudar um amigo ou pode ligar diretamente para o RIVM. [Ask a friend to help or call RIVM directly.]

**Researcher:** If you receive a letter like this – and you have already said that you have been through similar situations – is that what you do?

**Participant:** [Laughter.] Possivelmente iria usar o Google Translate. [I would probably use Google Translate.]

**Researcher:** Okay, Okay.

**Participant:** Também porque me sinto à vontade, digamos, com as tecnologias vá. Posso-lhe dar o exemplo que a minha mãe emigrou para a Holanda há um ano e meio e ela entretanto já fala holandês, mas muito possivelmente ela não ia usar Google Translate para ler. Ela ia então procurar ajuda de mim ou pronto de um familiar ou de um amigo que a soubesse ajudar. Mas a minha primeira situação seria... Peço desculpa o meu gato teve o dia todo sozinho em casa e está a querer entrar e sair. [It's also because I'm comfortable, let's say, with technologies. I can give you the example that my mother emigrated to Holland a year and a half ago and she already speaks Dutch, but she probably wouldn't use Google Translate to read. She would then seek help from me or from a family member or friend who knew how to help her. But my first situation would be... I'm sorry, my cat has been home alone all day and I keep having to let my cat in and out of the house.]

**Participant:** O que é que eu estava a querer dizer? Ah, eu acho que o que eu faria era usar o Google Translate. [What was I trying to say? Ah, I think what I would do is use Google Translate.]

**[STAGE 2 SLIDE 3]**

**Researcher:** The story continues. **“**Because the letter mentioned COVID-19 and vaccinatie, and Maria had been waiting for more information on when and how she could get vaccinated, it was very important for him to understand the letter completely and thoroughly in all its detail. She tackles this by trying to read the letter top to bottom, sentence by sentence. The letter is hard to understand. She does not know many of the words used, and she feels increasingly nervous.”

**Participant:** Se calhar não tanto por, em primeira instância, não estar a perceber o que é que estava na carta, mas sim do "oh meu Deus, eu vou ter que ligar a alguém e vou ter que explicar que não soube ler ou que não consegui ler a carta".[Maybe not so much because, in the first instance, she didn't understand what was in the letter, but because "oh my God, I'm going to have to call someone and I'm going to have to explain that I couldn't read it or that I couldn't read the letter".]

**Researcher:** Why do you think Maria feels this way?

**Participant:** Acho que não seria tão nervosa por "olha, eu preciso de levar a vacina mas não sei bem quando" mas sim do "ah, isto se calhar vai me... Vou ter que pedir ajuda". Isso é o que eu interpreto. [I don't think she would be nervous about "look, I need to get the vaccine but I'm not sure when" but rather "oh, this is probably going to... I'm going to have to ask for help". That's how I interpret it.]

**Researcher:** Have you ever found yourself in a similar situation?

**Participant:** Eu acredito que sim. Não me estou a lembrar de situação específica, mas é muito provável. É muito provável.[I think so. I can't think of a specific situation, but it's very likely. It's very likely.]

**Researcher:** What would you recommend Maria to do next?

**Participant:** Primeiro de tudo manter a calma. E depois não ter vergonha de pedir ajuda porque pronto, o pior que pode acontecer se ela não ler a carta bem é acabar por devido a isso não ir levar a vacina que ela possa querer. Ninguém a vai, acho eu, julgar por ela pedir ajuda.[First of all, stay calm. And then don't be ashamed to ask for help, because the worst that can happen if she doesn't read the letter properly is that, because of it, she doesn't get the vaccine she might want. I don't think anyone will judge her for asking for help.]

**[STAGE 3 SLIDE 4]**

**Researcher: “**Maria decides to use Google Translate. She opens the app on her phone, and using the camera, she scans the letter. It is rather challenging.” How would you say her user experience with the app is?

**Participant:** Ok, se eu estivesse na situação dela, sim, é um horror escanear uma carta. É um horror. Até o menu de um restaurante, aquilo não funciona tão bem como dizem.[Okay, if I were in her situation, yes, it's a horrible thing to scan a letter. It's a horror. Even a restaurant menu, it doesn't work as well as they say.]

**Researcher:** Why is it horrible?

**Participant:** Porque aquilo, as letras, as palavras vão aparecendo e desaparecendo, ou seja, não é uma funcionalidade que esteja ainda a 100%, creio eu, pelo menos na minha opinião. Por isso. Eu acho que...[Because that thing, the letters, the words appear and disappear, in other words, it's not a feature that's 100% ready yet, I think, at least in my opinion. That's why. I think...]

**Researcher:** And because of that, is it difficult to understand the translation?

**Participant:** Pelo menos isto é a minha experiência, parece que nunca tem um resultado fixo, parece que consonante vai focando as palavras vai mudando a tradução e por isso eu acabo por sinceramente nunca usar a câmara praticamente.[At least that's been my experience, it never seems to have a fixed result, it seems that as it focuses on the words the translation changes and so I end up practically never using the camera.]

**Participant:** Por isso é que eu até acabo por preferir escrever, mas pronto, isso é o meu caso. [That's why I end up preferring to write, but that's just me. ]

**Researcher:** What kind of problems do you think she might face with this technology?

**Participant:** É mesmo a questão da câmara, ou seja, ela ia ter se calhar, ou, pois porque ela recebeu a carta, não foi digital. Pois ela ia ter que escrever uma a uma as palavras que não entendeu.[It's really the matter of the camera, that is, she was probably going to have to, or, since she received the letter, it wasn't digital. She'd have to write down the words she didn't understand one by one.]

**Researcher:** Do you do that?

**Participant:** Se eu quisesse mesmo muito saber, se calhar faria**.** [If I really wanted to know, I'd probably do it.]

**Researcher:** Does that happen?

**Participant:** Não, não. É assim, entretanto eu falo fluentemente holandês. Mas, por exemplo, eu lembro-me que eu fazia questão de ter tudo por e-mail para copiar e colar e perceber o que é que estava nos documentos, contratos de casa e assim. Por isso não, a câmara não é opção. Não é a opção. [No, no. It's like this, in the meantime I speak fluent Dutch. But, for example, I remember that I used to make a point of having everything by e-mail so that I could copy and paste it and understand what was in the documents, house contracts and so on. So no, the camera is not an option. It's not an option.]

**Researcher:** Are these the types of problems you think Maria faces?

**Participant:** Também acontece que a tradução nem sempre é fantástica. Eu devo dizer que melhorou imenso em cinco anos, desde que eu cá estou, mas normalmente eu até usava a tradução holandês-inglês e não holandês-português. Por isso, isso também pode ser um problema que ela pode enfrentar, não é? [It also happens that the translation isn't always fantastic. I have to say that it's improved a lot in the five years since I've been here, but normally I'd even use the Dutch-English translation rather than the Dutch-Portuguese one. So that could also be a problem for her, right?]

**Researcher:** E chegou a... Começou a utilizar inglês holandês em vez de inglês português, foi por tentativa, porque experimentou e viu "não, isto não está a funcionar". Como é que chegou aí? [And how did you started translating from Dutch to English instead of Portuguese to English? Was it by trial and error, because you tried it and saw "no, this isn't working". How did you get there?]

**Participant:** Foi porque aquilo em português não batia a bota com a perdigota a traduzir diretamente de holandês para português. Então acabei por experimentar o inglês, mas lá está. Bem, a Maria fala inglês, ou seja, isso não ia ser um problema para ela. [It was because that in Portuguese didn't match at all when translating directly from Dutch to Portuguese. So, I ended up trying English, but there you go. Well, Maria speaks English, so that wasn't going to be a problem for her.]

**[STAGE 4 SLIDE 5]**

**Researcher: “**Maria is able to make an appointment for her vaccination. On the day of her appointment at the vaccination center, she goes to the counter, where she is asked in Dutch to present her ID and letter of invitation. She manages to understand this because the person on the counter makes a sign of the ID with her hand. Maria is nervous. Next, she is asked to fill in a health questionnaire in Dutch.” What would you recommend Maria to do next?

**Participant:** Primeiro, perguntaria se não havia um formulário em inglês. Isto já é diferente da carta. Eu acho que o formulário médico tem que ser preenchido sem dúvidas, não é? [First, I'd ask if there wasn't a form in English. This is different from the letter. I think the medical form has to be filled in without any doubts, doesn't it?]

**[STAGE 5 SLIDES 6-8]**

**Researcher:** “Because she has some knowledge of Dutch, and the first questions in the form do not appear to be difficult, such as *Naam,* *Achternaam*, Maria tries to answer them in Dutch. On the second page, though, she reads three questions she does not understand. She does not understand questions 11, 12 and 13.”



**Researcher:** What would you recommend Maria to do next?

**Participant:** Pedir ajuda. Sim, sem dúvida, porque isto é importante. [Ask for help. Yes, of course, because this is important.]

**Researcher:** Have you ever found yourself in a similar situation?

**Participant:** Muito possivelmente. Muito possivelmente. [Quite possibly. Quite possibly.]

**Participant:** Por isso, pronto, mais uma razão para não se ter medo de pedir ajuda, ou vergonha de pedir ajuda. Sim, de certeza que já passei assim por uma coisa destas no médico de família, ou... E mesmo pessoas que até percebam holandês, possivelmente; não holandeses, eu acho que qualquer pessoa irá até duvidar, uma pessoa sem conhecimentos médicos iria duvidar de algumas perguntas aí. O que eu normalmente costumo dizer às pessoas é "se não conhece o nome é bom sinal, possivelmente não tem". [So there you have it, one more reason not to be afraid to ask for help, or ashamed to ask for help. Yes, I'm sure I've experienced something like this at the family doctor's, or... And even people who understand Dutch, possibly; not Dutch, I think anyone would even doubt, a person with no medical knowledge would doubt some of the questions there. What I usually say to people is "if you don't know the name, it's a good sign, probably you don't have it".]

**Researcher:** Does that happen to you in your practice?

**Participant:** Sim, sim. Perguntas, olha, até destas, dos problemas de coagulação, ou nós perguntamos aos pacientes se eles têm história de endocardite, ou seja, uma inflamação da membrana do coração, e muitos dizem "o que é isto?" E eu digo "se não sabe é bom". [Yes, yes. Questions, look, even of these, of coagulation problems, or we ask patients if they have a history of endocarditis, that is, an inflammation of the heart membrane, and many say "what is this?" And I say "if you don't know, it's a good sign".]

**Participant:** Então eu não hesitaria em pedir ajuda.[So I wouldn't hesitate to ask for help]

**[STAGE 6 SLIDE 9]**

**Researcher:** “Maria asks for help from the young man behind the counter. She asks in Dutch if she can explain what is “bloedverdunners of antistolling”,  “trombosedienst onder behandeling”, and “stollingsstoornis” by pointing at the form with her finger. The young man looks surprised. She looks at the next counter, and it is empty. She looks behind, and everyone seems busy. She then tries to start a sentence a couple of times and finally says in English that these are diseases.”

**Participant:** Péssimo! [Terrible!]

**Researcher:** What would you recommend Maria to do next?

**Participant:** Which diseases.

**Researcher:** Então, diria para ela perguntar, não é? Perguntar mais, que doenças é que são estas? [So you'd tell her to ask, right? Ask more [questions], which diseases are these?]

**Participant:** Sim. [Yes.]

**Researcher:** Have you ever found yourself in a similar situation?

**Participant:** Sim, possivelmente não neste contexto, mas sim, de certeza! Tudo o que aconteceu à Maria, aconteceu-me a mim também! Eu acho inadmissível uma pessoa que está atrás de um balcão num sítio de saúde responder isso dessa maneira. Mesmo que não soube (sic) falar inglês, porque não é obrigada, ir perguntar a outro colega.[Yes, possibly not in this context, but yes, of course! Everything that happened to Maria happened to me too! I think it's unacceptable for someone who is behind a counter in a healthcare place (sic) to answer like that. Even if they can't speak English, because they don't have to, [they can] go and ask another colleague.]

**[STAGE 7 SLIDE 10]**

**Researcher:** Na sua opinião, [name of participant], será que a Maria está a arriscar-se ao utilizar o Google Translate nesta situação? [In your opinion, [name of participant], is Maria taking risk by using Google Translate in this situation?]

**Participant:** Sim. Até porque possivelmente ela não vai perceber o que está do outro, na tradução do Google Translate. [Yes, especially because she will not understand what's on the other, in the translation of Google Translate.]

**Researcher:** E porquê que acha que a Maria não vai entender o que está lá escrito?[ And why do you think Maria will not understand what's written there?]

**Participant:** Eu não sei se iria traduzir bem, porque às vezes estes termos médicos aquilo traduz-se um pouco estranho, mas... Porque pode-lhe aparecer uma palavra em português que ela também não conhece.[I don't know if it would translate correctly, because that [the app] sometimes translates these medical terms a bit strangely, but... Because she might come across a word in Portuguese that she doesn't know.]

**Researcher:** Como no exemplo que estava a dar sobre mesmo quando a pessoa fala holandês bem, até pode não entender. [As in the example you gave about when even people who speak Dutch well might not understand.]

**Participant:** Sim, sim, sim, mesmo nativos.[Yes, yes, yes, even native speakers]

**[STAGE 8 SLIDE 11-15]**

**Researcher: “**Maria turns to her phone, opens the Google Translate app, and types the words she does not understand.”

We are going to use a scale for the following questions:

5 = to a very high degree

4 = to a high degree

3 = to a moderate degree

2 = to a low degree

1 = not at all

Is the scale clear?

**Participant:** Sim, sim [Yes, yes]

**Researcher:** What level of understanding do you think Maria has when using the app? Does Maria understand the text…

5 = to a very high degree

4 = to a high degree

3 = to a moderate degree

2 = to a low degree

1 = not at all

**Participant:** Eu diria... Aquelas palavras que ela não conhecia, não é? [I would say... Those words she didn't know, right?]

**Researcher:** Exato, essas palavras que ela depois escreveu no Google Translate. [Exactly, those words that she then wrote in Google Translate.]

**Participant:** Eu diria 3. [I would say 3.]

**Researcher:** What degree of risk of significant harm is Maria exposed to if using the app? Is Maria’s health at risk?

5 = to a very high degree

4 = to a high degree

3 = to a moderate degree

2 = to a low degree

1 = not at all

**Participant:** Eu diria... [long silence] Depende. Posso explicar o meu raciocínio? [I'd say... [long silence] It depends. Can I explain my reasoning?]

**Researcher:** Claro que sim! Eu agradeço! [Of course! I appreciate it!]

**Participant:** Depende se... Tem ela uma dessas doenças ou não?[It depends on whether... Does she have one of these diseases or not?]

**Researcher:** Não sabemos. [We don’t know.]

**Participant:** Se ela tivesse e se ela não percebesse que era isso que estavam a perguntar, sim, se calhar um 4. Se ela não tivesse e respondesse só tudo que não muito depressa, eu diria um 2. Por isso vou voltar a responder um 3. [If she had [one of these diseases] and if she didn't realize that's what they were asking, yes, maybe a 4. If she does not have [one of these diseases] and just answered ‘no’ to everything very quickly, I'd say a 2. So I'll answer 3 again.]

**Researcher:** What degree of trust should Maria have in these translations? Should Maria trust these translations?

5 = to a very high degree

4 = to a high degree

3 = to a moderate degree

2 = to a low degree

1 = not at all

**Participant:** Ora isto é muito aborrecido mas eu vou ter de voltar a responder um 3. Porque nunca fiando. Sim, não, eu dizia, apesar de cada vez as traduções serem melhores, eu diria moderate, ou seja, ficar sempre com o sentido crítico. Será que esta tradução faz sentido? Ou serão que me estão aqui a perguntar no meio das doenças se eu gosto de ver televisão.[Now, this is very annoying, but I'm going to have to answer 3 again, because we should never trust it. Yes, no, I would say, although the translations are getting better, I would say ‘moderate’, in other words, always have a critical judgement. Does this translation make sense? Or, among the diseases, are you asking me if I like watching TV?]

**Researcher:** What degree of vulnerability do you think Maria has while using the app? Is Maria at risk of being vulnerable?

5 = to a very high degree

4 = to a high degree

3 = to a moderate degree

2 = to a low degree

1 = not at all

**Participant:** Sim, isso eu acho que sim. Não só vulnerável de alguma coisa de correr mal, mas acho que ela própria já se sente vulnerável por ter de estar a recorrer à app. Eu dizia 4. [Yes, I think so. Not only is she vulnerable of something going wrong, but I think she already feels vulnerable because she has to use the app. I would say 4.]

**Researcher:** E isso acontece-lhe? Sentir-se vulnerária por utilizar o Google Translate? [Does that happen to you? Feeling vulnerable because you use Google Translate?]

**Participant:** Sim, sim, eu acho que uma pessoa se sente sempre vulnerável a ficar digamos dependente para comunicar de uma app, não é? E de não de saber muito bem o que é que sai dali da app. Porque às vezes até sai uma frase muito bonita, com muito sentido e penso "Oh, ok, isso está bem", mas às vezes saem assim palavras trocadas ou verbos com outro tempo ou nomeadamente palavras que significam a mesma coisa. Eu imagino que em holandês significam a mesma coisa e em português ou em inglês não e aquilo sai muito esquisito. Por isso sim, vulnerável sim. [Yes, yes, I think you're always vulnerable of being dependent on an app for communication, aren't you? And not knowing very well what comes out of the app. Because sometimes a very nice sentence comes out, making a lot of sense, and I think "Oh, okay, that's good", but sometimes swapped/mixed words come out or verbs in a different tense or words that mean the same thing. I imagine that in Dutch they mean the same thing and in Portuguese or English they don't and it comes out very strange. So yes, vulnerable yes.]

**Researcher:** Are there any other comments about this scenario or related scenarios you can think of?

**Participant:** Nomeadamente que acho lamentável ela ter que usar a app apesar de estar rodeada lá de pessoas que a deveriam saber aconselhar. Ou seja, eu acho que em contexto de saúde não deveria ser necessário usar a app. Por exemplo, eu na minha clínica não tenho os formulários em inglês. Não me importa estar ali um quarto da hora com a pessoa a responder o formulário. Claro que estamos a falar de pessoas que falam inglês. Se me aparecer uma pessoa que só fala árabe é muito complicado. Eu peço sempre, olha, leve para casa, preencha com um familiar que saiba falar holandês ou traga da próxima vez um familiar ou um amigo para a consulta. [In particular, I find it regrettable that she has to use the app despite being surrounded by people who should know how to advise her. In other words, I don't think it should be necessary to use the app in a health context. For example, in my clinic I don't have forms in English. I don't mind being there for a quarter of an hour with the person answering the form. Of course, we're talking about people who speak English. If it is someone who only speaks Arabic, it's very complicated. I always ask, look, take it home, fill it out with a relative who can speak Dutch or bring a relative or friend to the appointment next time.]

**Researcher:** Isso acontece-lhe? [Does that happen to you?]

**Participant:** Na zona onde eu trabalho, não. Mas, por acaso, hoje alguém ligou a perguntar se não tínhamos o formulário em inglês. A pessoa falava inglês, ou seja, não. Mas pessoas que não falam de todo inglês nem holandês, não tenho. Mas sim há áreas, cidades maiores, onde isso acontece com muita frequência. [Not in the area where I work. But, as it happens, today someone called to ask if we didn't have the form in English. The person spoke English, so no. But people who don't speak English or Dutch at all, I don't have. But there are areas, bigger cities, where this happens very often.]

**[Training - follow-up questions – SLIDES 16-17]**

**Researcher:** Before we end the interview, we also wanted to ask you what sort of training on using these machine translation apps you would find helpful.

What type of information on machine translation would make your life easier when using these apps in health contexts?

For instance, do you feel you need more instructions on how to use the apps? Can you give us an example?

What about information about how to deal with the translations themselves? Do you have an example?

Would it be helpful to understand better the instances when machine translation is not advisable?

**Participant:** Nomeadamente, imagine, que as pessoas que mantenham o sentido crítico. É como andar de carro e seguir o GPS mas está lá o sentido proibido e a gente não pode ir. Pronto, a mesma coisa. Manter o sentido crítico. E nomeadamente ensinar as pessoas, nomeadamente as pessoas não estão tão acostumadas às tecnologias, a fazer o download da app. E eu a usar em si, nomeadamente, eu confesso que nunca a usei, mas a funcionalidade da voz. Porque para uma conversa assim como nós estamos a ter, acho que é essencial em vez de estar a escrever mesmo. Por exemplo, o que eu fazia era, passava então do português para o inglês e depois do inglês para o holandês e depois pensava, isto está a bater certo, está a fazer algum sentido, relativamente àquilo que eu esperava que fosse aqui aparecer. [In particular, imagine, people [should] keep their critical judgement. It's like driving a car and following the GPS, but there's a no-go sign and you can't go. So, it’s the same thing. Keep a critical eye. And in particular teach people, especially people who aren't so used to technology, to download the app. And regarding me using it, namely, I confess I've never used the voice function. Because for a conversation like we're having, I think it's essential rather than actually writing. For example, what I'd do is, I'd then switch from Portuguese to English and then from English to Dutch and then I'd think, this is working, this is making some sense, in relation to what I expected to appear here.]

**Researcher:** Would it be helpful to understand better the instances when machine translation is not advisable?

**Participant:** É assim, eu acho que a informação é sempre importante, não é? Não faz mal do estilo, olha... Aquilo que nós estávamos a falar há bocado. Se calhar se é um formulário importante, não é? Porque vamos receber medicação e convém saber se nós somos alérgicos de facto àquela medicação ou não. Dizer... Nomeadamente, como estávamos a comparar com o GPS. Aquilo ao início acende sempre o texto do "não se esqueça de seguir as instruções básicas de trânsito". Neste caso seria também importante, não é? Em caso de dúvida ou em... Consulte outra fonte, por exemplo, ou em caso de algo importante, aconselha-se o recorrer a um tradutor certificado, por exemplo. [I think information is always important, isn't it? It's not bad to, style, look... What we were talking about earlier. Maybe it's an important form, isn't it? Because we're going to receive medication and it's important to know if we're really allergic to that medication or not. To say... For instance, as we were comparing it with the GPS. The thing always flashes the "don't forget to follow the basic traffic instructions" text at the beginning. In this case it would also be important, wouldn't it? If in doubt or in... consult another source, for example, or in the case of something important, we recommend using a certified translator, for example.]

**Researcher:** How would you like access to more information to make using these apps easier?

For instance, would you prefer to have short videos on a website or YouTube, step-by-step guides, or infographics?

Would you prefer to be offered free in-person training? And where?

If there was a website with infographics and videos explaining how to use these apps better, would you find that helpful?

**Participant:** Eu acho que infográficos seria interessante. Está a falar daqueles esquemas tipo com setinhas e assim? Ou um vídeo, um vídeo também é sempre acessível. Os step-by-step guides acho que se calhar não. Não sei, acho que se uma pessoa ver muito texto e não vê esquemas ou não vê cores pensa "ah, não vou começar". [I think infographics would be interesting. You mean those diagrams with arrows and stuff? Or a video, a video is always handy too. Step-by-step guides, I don't think so. I don't know, I think that if a person sees a lot of text and doesn't see diagrams or doesn't see colors, they think "oh, I'm not going to start".]

**[Closing]**

**Researcher:** Thank you for participating in our research. Our times of analysis and publication are long, but feel free to write to us to obtain the results of this research. Otherwise, we will contact you with the results in due time.

**Participant:** Só acrescentar uma coisa que eu me lembrei. Se calhar em contexto de saúde não só dar a formação ao paciente ou ao comum dos mortais como usar as apps mas se calhar também dar formação a alguns profissionais de saúde. [Just to add something I thought of. Maybe in a health context, not only training patients or ordinary people how to use apps, but also training some health professionals.]

**Researcher:** Thank you so much.