**Information:**

Interview conducted with Interviewees 8 and 9 (PhD students; females; Interviewee 8 is a hearing person; Interviewee 9 is deaf)

They preferred to conduct the interview together and came together to the interview.

Interviewee 8 interpreted for Interviewee 9 (deaf); and then Interviewee 9 answered verbally.

38 minutes

Languages: Portuguese and Portuguese sign language

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 8:** Não, obrigada.[No, thank you.]

**Participant 9:** Força.[Go ahead.]

**[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 9:** O facto de ter recebido a carta? [The fact that she received the letter?]

**Researcher:** Sobre a situação toda. [On the whole situation.]

**Participant 9:** Bem, isto já aconteceu connosco, não é? [Well, it's happened to us, hasn't it?]

**Participant 8:** [Nods in agreement.]

**Participant 9:** É assim, o facto de ter recebido a carta em holandês, o que é tão óbvio porque estamos na Holanda, não é? E automaticamente a carta tem que estar em holandês. Acho que não é obrigação deles traduzirem a nossa. Nós é que temos de nos arriscar e é graças ao telemóvel, com o Translate, que conseguimos resolver o problema e traduzir para a nossa língua, não é? É o que costumamos fazer quando recebemos cartas em holandês. [So, the fact that she received the letter in Dutch, which is so obvious because we're in Holland, isn't it? And automatically the letter has to be in Dutch. I don't think it's their obligation to translate to us. We're the ones who have to take the risk and it's thanks to the cell phone, with Translate, that we can solve the problem and translate it into our language, isn't it? That's what we usually do when we receive letters in Dutch.]

**Participant 8:** Sim, acho que é normalíssimo estarmos a receber... É difícil para nós estarmos a ler cartas em holandês, mas temos, como diz a [ANONYMIZED], temos que nos desenrascar e traduzir. [Yes, I think it's quite normal for us to be receiving... It's difficult for us to read letters in Dutch, but we have to, as [ANONYMIZED, Participant 9’s name] says, we have to figure it out and translate.]

**Researcher:** What do you think Maria can do in this situation with the letter? If you receive a letter from the RIVM in Dutch, what do you do?

**Participant 9:** Bem, depende do que está escrito na carta. [Well, it depends on what the letter says.]

**Participant 8:** Primeiro temos que traduzir, portanto, Google Translator é logo. [First we have to translate, so we open Google Translator immediately.]

**Researcher:** E tiram uma fotografia? [And do you take a picture?]

**Participant 8:** Não. [No.]

**Participant 9:** O Google Translator já tem lá para ver... [Google Translator already has [the option] there to see...]

**Participant 8:** Traduz diretamente. É isso que nós fazemos. E depois reagimos. [Translates directly. That's what we do. And then we react.]

**[STAGE 2 SLIDE 3]**

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

**Participant 8:** Porque é díficil, e porque queremos muito perceber e não conseguimos, portanto é frustração, muita frustração. [Because it's difficult, and because we really want to understand and we can't, so it's frustration, a lot of frustration.]

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

**Participant 9:** Ah, sim. [Oh, yes.]

**Participant 8:** Todos os dias. Muitas vezes, sim. [Every day. Often, yes.]

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

**Participant 8:** Diríamos que estávamos solidárias com ela. Que compreendíamos perfeitamente. E que o Google Tradutor é o nosso melhor amigo aqui. [We would say that we were in solidarity with her. That we understandd perfectly. And that Google Translate is our best friend here [in the Netherlands].]

**Participant 9:** Normalmente, quando não estamos a perceber e se temos outra pessoa que também está na mesma situação que nós, às vezes esta pessoa sabe um bocadinho mais e eu sei outras coisas e vamos partilhando informação. Porque nós sabemos umas coisas e outras pessoas só sabem outras coisas. [Usually, when we don't understand and if we have someone else who is also in the same situation as us, sometimes that person knows a bit more and I know other things and we share information. Because we know some things and other people only know other things.]

**[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 9:** Eu normalmente começo pelo português, mas quando vejo que aquela informação está muito esquisita e traduzo para inglês também. [I usually start with Portuguese, but when I see that the information is too strange, I translate it into English as well.]

**Participant 8:** Mas mesmo assim, às vezes, há ali umas expressões que continuam difíceis de perceber. [But even so, sometimes there are expressions that are still difficult to understand.]

**Researcher:** Are these the main issues that you have faced?

**Participant 8:** Sim. [Yes.]

**Participant 9:** Sim. [Yes.]

**Participant 8:** Nota-se que são expressões do holandês, mas que a tradução depois não capta bem e não faz muito sentido.[You can tell that these are Dutch expressions, but that the translation doesn't quite capture them and doesn't make much sense.]

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

**Participant 8:** Muitas vezes, sim. [Often, yes.]

**Participant 9:** [Nods, confirming.]

**[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.”

**Participant 9:** Isso aconteceu-me. [That happened to me.]

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

**Participant 9:** É assim, no meu caso e o caso da [ANONYMIZED, name of Participant 8] são muito diferentes. Eu chego lá e digo logo que sou surda. E eles não usam gestos. [So, my case and [ANONYMIZED, name of Participant 8]'s case are very different. I get there and say straight away that I'm deaf. And they don't use signs.]

**Researcher:** Tentam comunicar contigo? [Do they try to communicate? ]

**Participant 9:** Nada, nada. Se fosse em Portugal, fazem logo gestos. Eu acho que isso também tem a ver com a cultura. No Norte não usam muito, pronto. Eu preparo a mensagem, eu tenho aqui... Mas eu começo logo a comunicar em inglês. Eu tenho aqui uma aplicação que se chama BIG. Aqui eu escrevo e digo logo "Eu sou surda, por favor, podemos comunicar por escrito?" Costumo usar isto. Quando vejo que a pessoa não sabe inglês ou não quer responder em inglês, então mudo para o Google Translate, e tento falar português para holandês e eles depois respondem. Portanto, comigo é tudo por telemóvel. [Nothing, nothing. If it were in Portugal, they'd immediately make signs. I think this also has to do with culture. In the North they don't use it much. I prepare the message, I have it here [in my phone]... But I start communicating in English straight away. I have an application here called BIG. Here I write and say, "I'm deaf, please, can we communicate in writing?" I often use this. When I see that the person doesn't know English or doesn't want to answer in English, then I switch to Google Translate, and try to speak Portuguese to Dutch and then they answer. So it's all by cell phone with me.]

**Researcher:** Funciona bem? [Does it work well?]

**Participant 9:** Olha, tem funcionado por acaso até bem. Ainda há pouco tempo fui ao médico sozinha, porque a [ANONYMIZED, name of Participant 8]... Normalmente, a [ANONYMIZED, name of Participant 8] vem comigo e traduz, que é tudo muito mais fácil, porque os holandeses não são muito simpáticos com... Mesmo com os médicos e tudo. Mas a [ANONYMIZED, name of Participant 8] estava na Guiné e eu estava muito aflita com os dedos, com o problema dos ossos. E fui sozinha ao médico. E eles acabam por perceber, pá pronto, acabam por se desenrascar, mas... com o telemóvel. Eles não são muito... É que tipo, eles pensam que o problema de eu ser surda não é um problema deles. [Well, it's actually worked out quite well. Just recently I went to the doctor on my own, because [ANONYMIZED, name of Participant 8]... Normally, [ANONYMIZED, name of Participant 8] comes with me and translates, which is much easier, because the Dutch aren't very nice to... Even with doctors and everything. But [ANONYMIZED, name of Participant 8] was in Guinea and I was very worried about my fingers, the problem with my bones. So I went to the doctor on my own. And in the end they understand, well, they try to figure it out, but... with the cell phone. They're not very... It's just that, like, they think the fact that I'm deaf isn't their problem.]

**Researcher:** És tu que tens de resolver? [Is it up to you?]

**Participant 9:** Exatamente, é mais isso. E enquanto em Portugal, "ah, coitadinha, precisa muito de ajuda", às vezes até exageram, mas aqui é assim e em Portugal é assim e eu só preciso estar no meio, mas pronto. Mas o meu caso é diferente da [ANONYMIZED, name of Participant 8]. No questionário, eu traduzo um a um. [Exactly, it's more like that. And while in Portugal, "oh, poor thing, she needs a lot of help", sometimes they even exaggerate, but here it's like that and in Portugal it's like that and I just need to be in the middle, but that's it. But my case is different from [ANONYMIZED, name of Participant 8]. In the questionnaire, I translate one by one.]

**Researcher:** Traduzes pergunta a pergunta? [Do you translate question by question?]

**Participant 9:** Sim, eu faço isso. Agora, [ANONYMIZED, name of Participant 8], não sei como é que fez. [Yes, I do that. Now, [ANONYMIZED, name of Participant 8], I don't know how she did it.]

**Participant 8:** Quando falam comigo, eu tento responder, se percebo, tento responder em holandês. Se não percebo, digo logo que não percebi e falo logo em inglês. E as pessoas normalmente respondem em inglês e depois conversamos em inglês. Quanto ao questionário, eu tento ler, se não percebo alguma coisa traduzo. Já consigo perceber algumas coisinhas, outras coisas tenho que recorrer à tradução. [When people talk to me, I try to answer, and if I understand, I try to answer in Dutch. If I don't understand, I say I don't understand and speak in English. And people usually answer in English and then we talk in English. As for the questionnaire, I try to read it, if I don't understand something I translate it. I can understand some things, other things I have to translate.]

**Participant 9:** Eu tenho uma coisa bem importante, agora estou-me a lembrar. A [ANONYMIZED, name of Participant 8] foi primeiro à vacina, eu fui uns dias depois. Ela já tinha respondido ao questionário, fez logo as cruzes e trouxe. Acho que tu trouxeste. Ou trouxe uma cópia e eu fiz, para não estar a traduzir um a um, fiz logo tudo igual. Copiei. Para dar menos trabalho. Mas quanto tem assim eu costumo traduzir. [I have something very important, I'm remembering it now. [ANONYMIZED, name of Participant 8] went to the vaccination first, I went a few days later. She'd already answered the questionnaire, made the crosses and brought them. I think you did. Or she brought a copy and I did it, so I wouldn't have to translate them one by one, I did it all the same. I copied it. To make it easier. But when it's like this, I usually translate 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 8:** Usar a app. [Use the app.]

**Participant 9:** Sim. [Yes.]

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

**Participant 8:** Sim. [Yes.]

**Participant 9:** Sim. [Yes.]

**[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.”What would you recommend Maria to do next?

**Participant 8:** Google Translate.

**Participant 9:** Google Translate.

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

**Participant 9:** Já aconteceu-me tantas vezes. [It's happened to me so many times.]

**Participant 8:** Eu não gosto muito de pedir ajuda. Portanto, eu tento não pedir. Até porque os holandeses também não são muito pessoas de ajudar. [I don't really like asking for help. So I try not to ask. The Dutch aren't very helpful either.]

**Participant 9:** Já aconteceu, por exemplo, problemas de casa, ou o aquecimento não funciona, ou não sei quê, e nós temos um número no Whatsapp dos vizinhos. A resposta dos vizinhos, a primeira é "vai ver ao YouTube". Ainda por cima o YouTube está todo em holandês, ainda pior. Já percebi que a cultura deles é desenrascam-se sozinhos antes de pedir ajuda. É a última coisa. Então a [ANONYMIZED, name of Participant 8] não gosta muito de pedir. Eu normalmente também não peço. Só quando é preciso. [It's happened, for example, that there are problems at home, or the heating doesn't work, or whatever, and we have a Whatsapp number for the neighbors. The neighbors' first response is "go to YouTube". And YouTube is all in Dutch, which is even worse. I've realized that their culture is to fend for themselves before asking for help. [Asking for help,] That's the last thing. So [ANONYMIZED, name of Participant 8] doesn't really like to ask. I don't usually ask either. Only when I need to.]

**[STAGE 7 SLIDE 10]**

**Researcher:** “Maria turns to her phone, opens the Google Translate app, and types the words she does not understand.”In your opinion, is Maria taking a risk by using Google Translate?

**Participant 9:** Eu para dizer a verdade, quando vejo que é... Se fosse um papel das finanças, uma coisa muito importante, pode ser um risco, porque depois podes ser prejudicada. Agora, sobre esta coisa das vacinas, só se tu tiveres uma doença grave, que é importante eles saberem, talvez seja um risco. Mas quando vemos que estamos bem de saúde, eles não querem saber... O papel é... são milhares de pessoas, portanto, depende do risco, depende da situação, não é? [To tell you the truth, when I see that it is... If it were a letter from the tax office, something very important, it could be a risk, because then you could be harmed. Now, about this vaccine thing, only if you have a serious illness, which is important for them to know, maybe it's a risk. But when we see that we're in good health, they don't want to know... The questionnaire is... there are thousands of people, so it depends on the risk, it depends on the situation, doesn't it?]

**Participant 8:** Depende da responsabilidade. E no nome das doenças, muitas vezes a tradução também não é muito correta. Na escola dos miúdos, havia um miúdo da turma do [ANONYMIZED, name of son] que tinha uma doença que a gente não conseguia traduzir e perceber que doença era aquela, portanto ficámos sem saber se era uma doença grave ou não. [It depends on the responsibility [level of severity]. And when it comes to the names of illnesses, often the translation isn't quite right either. At the kids' school, there was a kid in [ANONYMIZED, name of son]'s class who had a disease that we couldn't translate and understand what it was, so we didn't know if it was a serious disease or not.]

**Participant 9:** Não, mas com aquelas palavras que eles usaram não conseguimos, mas pusemos esta palavra no Google e depois fomos ver imagens. Era uma doença, eles tinham o nome da pele, que... Herpes? Era qualquer... Herpes no corpo, mas era uma coisa esquisita e que... E vamos ver, aí vê-se logo tudo. Às vezes as imagens ajudam muito. [No, but with those words they used we couldn't, but we put that word into Google and then went to look at images. It was a disease, they had the name of the skin, which... Herpes? It was whatever... Herpes on the body, but it was something weird and... And we went and saw, then you can see everything. Sometimes images help a lot.]

**Participant 8:** Sim, mas não é muito "accurate", se formos ver no Google mais coisas de saúde, aquilo é tudo... [Laughs] [Yes, but it's not very “accurate”, if you Google more health stuff, that's all...]

**[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 8:** Sim. [Yes.]

**Participant 9:** Sim. [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 8:** Com o Google tradutor ou sem o Google tradutor? [With or without Google Translator?]

**Researcher:** Com o Google tradutor. [With.]

**Participant 9:** 4.

**Participant 8:** 4.

**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 9:** Lá está, depende do risco, não é? Se a pessoa é saudável, talvez o risco é o menor. Se a pessoa tem problemas, o risco é grande, não é? Portanto, um 3. [It depends on the risk, doesn't it? If the person is healthy, perhaps the risk is lower. If the person has problems, the risk is higher, isn't it? So, a 3]

**Participant 8:** 3, masdepende da situação. E se for o inquérito para a vacina é menos arriscado. [3, but it depends on the situation. And if it's a survey for the vaccine, it's less risky.]

**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 9:** Eu uso muito, praticamente todos os dias, para tudo e para nada. E cada vez melhor. Cada vez... [I use it a lot, practically every day, for everything and nothing. And it's getting better and better. Every time]

**Participant 8:** A confiança neste momento para nós, neste momento desde que nos mudámos para aqui, é total, não é? É o nosso salvador. 5 [The trust for us right now, since we moved here, is total, isn't it? He's our savior. 5]

**Participant 9:** Se não fosse o Google Translate estávamos com o dicionário na mão a traduzir palavra a palavra. 5 [If it weren't for Google Translate, we'd be translating word for word with a dictionary. 5]

**Researcher:** Sentem-se totalmente dependentes? [Do you feel completely dependent?]

**Participant 9:** Sim, para tudo. É para tudo. Eu não saio de casa sem o telemóvel. Nem para ir buscar os miúdos à escola, tenho de levar comigo. Não é por ser um telemóvel, é porque os pais querem falar comigo, tipo querem combinar, a amiga quer ir à casa da [ANONYMIZED, name of dautgher], eu não consigo falar nem inglês oralmente, no meu caso, é tudo por escrito. Eu uso muito esta aplicação. Quando não preciso de tradução, o BIG. Quando os pais não sabem inglês, então eu uso o Google Translate, é uma salvação do caraças. [Yes, for everything. It's for everything. I don't leave the house without my cell phone. Not even to pick up the kids from school, I have to take it with me. It's not because it's a cell phone, it's because the parents want to talk to me, like they want to arrange play dates, the friend wants to go to [ANONYMIZED, name of dautgher]'s house, I can't even speak English orally, in my case, it's all in writing. I use this app a lot. When I don't need a translation, I use BIG. When the parents don't know English, then I use Google Translate, it's a lifesaver.]

**Participant 8:** Por exemplo, para telefonar para o médico, médico de família, tem que se escolher... Epá, já desisti. Não consigo. Não consigo perceber as opções e depois quando vou para uma opção e depois aparecem novas opções, aí fico nervosa, não consigo. [For example, to call the doctor, the family doctor, you have to select [options]... Well, I've given up. I can't do it. I can't understand the options and then when I go to one option and then new options appear, then I get nervous, I can't do it.]

**Participant 9:** Não se consegue usar o Google Translate ali no meio. [You can't use Google Translate in this situation.]

**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 9:** Bem, a Maria parece ser um bocadinho sensível, fica muito nervosa, não é? Como personagem. Talvez um três, não sei. Isso vai depender de pessoa para pessoa, não é? [Well, Maria seems to be a bit sensitive, she gets very nervous, doesn't she? As a character. Maybe a three, I don't know. It depends on person to person, doesn't it?]

**Participant 8:** Eu acho que a vulnerabilidade é imensa, portanto 5, quando em situações de conversação oral em que a outra pessoa não consegue recorrer ao inglês, ou no caso de respostas automáticas. Aí a vulnerabilidade é máxima. [I think the vulnerability is extremely high, therefore 5, when in oral conversation situations where the other person can't use English, or in the case of automatic responses. Then the vulnerability is maximum.]

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

**Participant 8:** As pessoas aqui na saúde, quer dizer, os médicos e assim, as pessoas normalmente falam bem inglês. [The people here in health, I mean, the doctors and so on, people usually speak English well.]

**Participant 9:** Sim, mas eu quando fui operada, quando fui tirar [ANONYMIZED], fiquei sozinha. A [ANONYMIZED, name of Participant 8] apareceu lá para nos ver, mas e eles comunicaram comigo, foi impecável. Todos eles, enfermeiros, técnicos, funcionários, para dar comer, o que é que eu queria comer, não sei quê, foi tudo por escrito, foi mesmo impecável. Por exemplo, quando vou à farmácia buscar alguma coisa, as pessoas que estão na farmácia não sabem inglês. E escrevem tudo, já percebi, em holandês. Eu uso logo o Google Translate para saber o que é que está lá na mensagem, mas pronto. É difícil, porque não é logo. Demora mais tempo. E depois há o stress de ter pessoas atrás de mim à espera e eu estou a demorar muito. [Yes, but when I had the operation, when I had [ANONYMIZED] removed, I was on my own. The [ANONYMIZED, name of Participant 8] came to see us, but they communicated with me, it was impeccable. All of them, nurses, technicians, staff, to give me food, what I wanted to eat, I don't know what, it was all in writing, it was really impeccable. For example, when I go to the pharmacy to get something, the people in the pharmacy don't know English. And they write everything down, I realize, in Dutch. I immediately use Google Translate to find out what's in the message, but that's it. It's difficult, because it is not immediate. It takes longer. And then there's the stress of having people waiting behind me and I'm taking too long.]

**Participant 8:** Por exemplo, quando vou ao dentista com os miúdos, o dentista normalmente fala em holandês com eles, mas depois faz um resumo para mim em inglês. É claro que não é a informação toda, não é? Mas eu acho que também somos nós que temos que aprender mais holandês. Temos que tirar mais cursos. Dois não chega. [For example, when I go to the dentist with the kids, the dentist usually talks to them in Dutch, but then gives me a summary in English. Of course, it's not all the information, is it? But I think it's also us who have to learn more Dutch. We have to take more courses. Two is not enough.]

**Participant 9:** Por exemplo, não posso aprender, não aprendo holandês porque não há cursos para surdos. Há agora, há uns meses ia a Amsterdão, mas é dois dias inteiros para ir a Amsterdão e eu não tenho tempo para isso. Mas quando acabar o doutorado, eu faço questão, porque nós vamos ficar cá mais três anos. Acho que nós temos a obrigação de aprender holandês. Eu acho que este é [inaudivel] obviamente. Antes não compreendia muito isso. Se vivem neste país, deveríamos fazer o mínimo de esforço, isso sem dúvidas. [For example, I can't learn Dutch because there are no courses for the deaf. Now there is. A few months ago I was going to Amsterdam, but it takes two whole days to go there and I don't have time for that. But when I finish my doctorate, I'll make a point of it, because we're staying here for another three years. I think we have an obligation to learn Dutch. I think this is [inaudible] obviously. I didn't really understand it before. If you live in this country, you should make the minimum effort, that's for sure.]

**[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 9:** É preciso curso? [Is training necessary?]

**Participant 8:** Eu acho que aquilo é bastante intuitivo, não sei se é o que lhe falta. Não sei se precisamos de uma formação para isso. Agora, por exemplo, mas isso não era bem uma formação, era mais uma aplicação que pudesse traduzir as respostas automáticas do telefone. [I think it's quite intuitive, I don't know what it lacks. I don't know if we need training for that. Now, for example, but that isn’t really training, it is more like an application that could translate the telephone's automatic responses.]

**[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.