**Appendix B - Categories of shifts**

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| **PATIENT-INITIATED EMPATHIC OPPORTUNITY** | **DESCRIPTION** | **EXAMPLE** |
| Omitted | The patient’s empathic opportunity is omitted by the interpreter and is not passed on to the doctor (non-rendition). The non-rendition of the patient’s empathic opportunity might be replaced by a dyadic interaction between the interpreter and the patient or doctor. | P: *Not entirely yet. Since I’ve stopped working it is not entirely alright.*  I:  *It is important. If he requests examination that is very expensive for you.*  P:  *Then we have to wait a little*  D: *So she cannot tell whether her medical insurance now is alright?*  I:  *So you cannot tell whether your medical insurance now is alright?* |
| Twisted | The interpreter provides an erroneous translation of a key term in the patient’s empathic opportunity. The doctor does not pay attention to the patient’s emotion but addresses other aspects of the patient’s empathic opportunity. | P: *neck? I suffer blood loss at the womb*  I: *a smear? I suffer blood loss at the womb.* |
| Transformed | The interpreter renders the patient’s empathic opportunity but presents it to the doctor as a different category, e.g. the patient’s statement of emotion is rendered as a statement of challenge. | P: *yes yes, we wanted it so badly, this child… i don’t really manage to believe it, it’s very difficult. It’s very bad news. I don’t manage to realize it at the moment.*  I: *Euh yes we wanted this baby so badly, so it’s really bad news that we hear this. I don’t really realize it yet.* |
| Reduced | The interpreter omits core elements of the patient’s empathic opportunity (example 1) or downplays the intensity of it (example 2). The interpreter places emphasis on peripheral aspects of the patient’s empathic opportunity. | Example 1  P: (…)  *In short, they rolled down the staircase. Then his first problem with the leg appeared.*  I: (…)  *yes she was carrying him actually. And then they fell off the staircase ehm they actually rolled down the staircase.*  Example 2  P: *No, I’m not shaking when I’m*  *angry, but my heart does*  *beat faster.*  I: *I am shaking but when I am*  *nervous my heart will*  *probably beat faster.* |
| Increased | The interpreter renders the patient’s empathic opportunity and adds new pieces of information that affect meaning (content) and/or intensity. | P: *What I also wanted to say is that now I started feeling a stabbing pain in my chest, it is as if needles are being inserted.*  I:  *In me heartache has appeared and sometimes I have the feeling that once in a while my heart stops at this moment* |
| Matched | The interpreter’s rendition of the patient’s empathic opportunity matches the patient’s empathic opportunity as expressed by the patient both in terms of meaning (content) and intensity. | P: *If I always take it (medication), then I cannot sleep well.*  I: *He* *says that if he takes it (medication) he feels that he does not sleep well.* |

Source for the 6 categories (omitted, twisted, transformed, reduced, increased, matched)

Author (Year)