# Appendix C - Examples from our dataset

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| EC WITH PATIENT-EXPRESSED EOs | | |
| **Box 1** Matched EO | Challenge EO expressed by the patient (P) in line 242 “I had (…) problems with my bladder” was passed on as a close match by the interpreter (I) in line 245 | 242 P ja po operacji miałam z ehhhh jakieś ehhh z pęcherzem problemy  **I had after the operation** with e:h some kind of e:h **problems with my bladder**  243 I Na na de operatie heb ik problemen gehad met de blaas  After after the operation I had problems with the bladder  244 D Wablieft?  Pardon?  245 I Na de operatie had ik problemen met mijn blaas  **After the operation I had problems with my bladder** |
| **Box 2** Omitted EO | Challenge EO expressed by the patient (P) in line 98 “I have a real bad deterioration” is omitted by the interpreter (I) in line 99 | 98 P Ну, и весной у меня каждый год у меня очень сильное обострение быв[ает]  Well, in spring I have it each year **I have a real bad deterioration**  99 I [Ja] (.)   en elke lente komen ze opnieuw (.) terug [Yes]  (.) and each spring they come again (.) back |
| **Box 3** Increased EO | Progress EO expressed by the patient (P) in line 23 “now I’m good” is increased in intensity by the interpreter (I) in line 24 “I’m a lot better” | 23 P İyiyim (.) yani daha iyiyim ilaç vermişlerdi en son (.) iyiyim şu anda  I’m good (.) actually I’m better they gave me medication the last time (.) **now I’m  good**  24 I Ja (.) eu:h ik voel me goed euh (.) het gaat beter (.) euh (.) na de medicatie (.) ging  het veel beter  Yes (.) eu:h I feel good eh (.) I’m better (.) eh (.) after the medication (.) **I’m a lot   better** |
| **Box 4** Reduced EO | Challenge EO expressed by the patient (P) in line 603 “I simply don’t enjoy or want to have sex” is downplayed by the interpreter (I) in line 604 “in general I don’t want to have sex” | 603 P a jeszcze chciałam się zapytać czy e:h ja teraz mam takie ogólnie problemy e:h nie  mam (.) nie mam ochoty ((laughs)) tak tak zwanej na seks tak (.) czy to też jest coś  z tym powiązane (.) po prostu nie mam żadnej przyjemności ani ani ochoty   [na seks]  And I wanted to ask one more thing or e:h I have at the moment problems e:h I   don’t want (.) I don’t want to have ((laughs)) so to speak sex (.) does that have   anything to do with it (.) **I simply don’t enjoy or want to have [sex]**  604 I [ik wilde] ook nog vragen euhm in het algemeen heb ik geen zin meer in seks   heeft dat daar ook (.) ja mee te maken?  [I also] wanted to ask eh **in general I don’t want to have sex** does that have   anything (.) yeah to do with it? |
| **Box 5** Twisted EO | Challenge EO expressed by the patient (P) in line 315 “I can never eat anything” is erroneously translated by the interpreter (I) in line 316 “I can’t swallow very well” | 315 P Evet yani o (1.0) çoğunlukla ben (.) yemek yerken mesela illa bi sıvı almak   zorundayım yoksa hiçbir zaman yemek yiyemiyorum hep  Yeah so that (1.0) is usually (.) for example when I eat something I have to drink a  liquid otherwise **I can never eat anything**  316 I Meestal bij het eten moet ik altijd euh iets drinken anders kan ik nie euh goed   doorslikken  Usually during diner I always eh have to drink something otherwise **I can’t   swallow very well** |
| **Box 6** Transformed EO | Progress EO expressed by the patient (P) in line 177 “(…) now I get up more to pee rather than from the pain” is transformed into a challenge EO by the interpreter (I) by adding information in line 178 “(…) that is actually my only eh complaint” | 177 P işte o da değişiyor (.) yine değişiyor yani bazen çok iyiyim hiçbir şey   hissetmiyorum (.) normalde ben geceleri (.) pek pek uyuyamazdım ağrılardan   uyanırdım (.) yani şu an geceleyin daha çok idrara kalkar oldum (.) ağrıdan  ziyade (.) ama işte bazen dizlerim yine şey (.) böyle bir kurt yiyor gibi iki dizim de   (.) ee: öyle çok ağrı oluyor  you see it changes it varies actually sometimes I’m very good I barely feel   anything (.) **normally I couldn’t sleep at night I would wake up from the pain   (.) now I get up more to pee (.) rather than from the pain** (.) but you   know sometimes (.) my knees again feel like (.) a tiny worm is eating both of my   knees (.) e:h that’s how much pain it’s causing  178 I Hm (.) euhm ja die gewrichten valt wel mee (.) euhm (1.1) ik heb soms euh heel   goeie dagen en soms minder goeie euhm (.) ma (.) ja (.) vroeger kon ik nie slapen   van de pijn ma nu moet ik regelmatig opstaan om te gaan plassen (.) das mijn   eigenlijk enige (.) euh (1.0) klacht momenteel en af en toe heb ik ook pijn in de   knieën (.) allez het is alsof (.) der iets in knaagt (.) in mijn knieën dat gevoel heb ik  Hm (.) eh yeah these joints are okay (.) eh (1.1) sometimes I have eh very good   days and sometimes less good eh (.) but (.) yeah (.) **in the past I couldn’t sleep   from the pain but now I regularly have to get up to go pee (.) that   is actually my only (.) eh (1.0) complaint** at the moment and sometimes my   knees hurt (.) or it’s like (.) something is nibbling (.) at my knees that’s is the  feeling I have |
| **Box 7**  Matched ER | Level 4 ER expressed by the doctor (D) in line 246 “With emptying your bladder or” is passed on as a level 4 ER by the interpreter (I) in line 247 | 242 P ja po operacji miałam z ehhhh jakieś ehhh z pęcherzem problemy  I had after the operation with e:h some kind of e:h problems with my bladder  243 I Na na de operatie heb ik problemen gehad met de blaas  After after the operation I had problems with the bladder  244 D Wablieft?  Pardon?  245 I Na de operatie had ik problemen met mijn blaas  After the operation I had problems with my bladder  246 D Met leegplassen of?  **With emptying your bladder or?**  247 I z opróżnieniem czy ?  **With emptying or?** |
| **Box 8** Omitted ER | Level 1 ER expressed by the doctor (D) in line 44 “yes” was not translated by the interpreter | 41 P Хм… может быть, я очень очень боюсь это отделение поэтому я немножко   ех ((giggles)) стресс  Hmm… maybe, I'm very very scared for this department so that's way I have eh   ((giggles)) stress  42 I Misschien ik heb [heel] veel [schrik] voor deze afdeling dus misschien door [stress]  Maybe I'm very very scared for this department so perhaps because of stress  43 P [stressy] [ja]  [stressy] [yes]  44 D [Ja ja] [ja]  [yes yes] [yes]   ja  **yes**  (2.3)  45 P ээ Почему? […]  Eh why? […] |
| **Box 9** Reduced ER | Level 1 ER expressed by the doctor (D) in line 462 “yes yes” is reduced to level 0 as the interpreter (I) did not translate these words in line 463 | 460 P Özellikle şey (.) düzenli şey kullanıyorum (.) ee: tiroid ilacı onu almadığım zaman   direk alıyorum (.) çok hızlı alıyorum  Especially (.) I regularly use (.) eh medication for my thyroid gland when I don’t take   it I immediately gain weight (.) I quickly gain weight  461 I Ik gebruik ook medicatie euh [voor mijn schildklier] (.) en dan wordt da zo’n beetje   stabiel ma als ik daar mee stop dan kom ik onmiddellijk bij  I also use medication eh for my thyroid gland (.) and then it kind of stabilizes but   when I stop taking it I immediately gain weight  462 D [voor de schildklier]  for the thyroid gland  Ja ja (1.9) pijn op de borstkas bij het ademen gehad?  **Yes yes** (1.9) pain on the chest during breathing?  463 I Göğsünde ağrı oluyo mu (.) nefes alınca?  do you get pain on the chest (.) when you breathe? |
| **EC WITH INTERPRETER-INTRODUCED EOs** | | |
| **Box 10** Introduced EO | Challenge EO expressed by the patient’s companion (C) in line 526 “in Syria there is war in Syria now Turkey has invaded Syria” is introduced by the interpreter (I) in line 529-532 | 526 C يعني، هلأ بسوريا في حرب بسوريا هسة تركيا داخلة سوريا بسبب هذا  I mean, in Syria there is war in Syria now Turkey has invaded Syria that’s the cause  529 I Hmhm (.) [ah ja] misschien euh vanwege de aanvallen van euh Turkije in euh in   Syrië nu  Hmhm (.) [ah yes] **maybe eh because of the attacks of Turkey in eh in Syria now**  531 D Ah (.) dat dat ook ja  Ah (.) yes that also  532 I Oorlog  **War** |
| **Box 11** Matched ER | Level 2 ER expressed by the doctor (D) in line 680 “that’s a problem (.) hmhm” to the introduced emotion EO in line 679 “now I’m afraid” is matched in the level of empathy by the interpreter (I) in line 681 | 678 P ben on senedir burda tedavi görüyorum (.) ben dokuz sene hatta dokuz seneden beri   (.) ben dokuz seneden beri gelip bir şey demedim (.) işim vardı (.) kendi işimde   çalışıyordum (.) ama kendi işimi kapattıktan sonra (.) işte bu şekilde de (.) başka bir   yerde çalışma imkanım (.) zor (.) bir hafta ben gelmiyorum desem kimse beni almaz  for ten years I get a treatment here (.) I nine years already nine years (.) for nine years   I never said anything (.) I had my job (.) I worked in my own shop (.) but after I’ve   closed my shop (.) and in this way (.) the chance that I would work somewhere else   (.) difficult (.) if I say that I won’t come for a week nobody will employ me  679 I Hmhm (.) maar het probleem is (0.6) maar ik kom hier al negen jaar en ik (.) ik had   mijn eigen werk dus (.) da was geen probleem (.) nu ik ben bang (1.0) wie gaat mij   werk geven als ik zeg ik heb dit ziekte en ik moet dan (1.0) een week dan thuis   blijven (.) wie gaat mij werk geven   Hmhm (.) but the problem is (0.6) but I already come here for nine years and I (.) I   had my own job so (.) that was no problem (.) now I’m afraid (1.0) who is going to   give me work when I say I have this disease and then I have to stay (1.0) one week at   home (.) who is going to give me work  (1.5)  680 D Dat is een probleem (.) hmhm  **That’s a problem** (.) hmhm  681 I doğru o bir problem tabii  **Yes that’s a problem of course** |
| **Box 12** Omitted ER | Level 1 ER expressed by the doctor (D) in line 82 “yes okay” to the introduced challenge EO in line 81“now it is still difficult” is omitted due to the immediate response by the patient (P) in line 86 | 80 P Сейчас, хоть ей сложно, но она ходит в школу но, пока такая ситуация чуть-  чуть могу собой заняться  Now, even though it’s still difficult for her, she goes to school but now the situation   is so that I can take of myself for a very tiny bit  81 I Nu: is het nog altijd moeilijk maar ze gaat al naar school dus ik heb misschien een   beetje tijd voor mezelf  Now it’s still difficult but she goes to school so I have a bit of time for myself  82 D Ja ok (1.1) eu:hm (0.7) dus (.) das de vorige keer ook begrepen (.) dus gij had een   knobbeltje in de schildklier (.) dus we hebben daarin geprikt (.) en we zien eigenlijk   toch dat dat knobbeltje (.) dat da kwaadaardig kan zijn en dat dus (.) de hele   schildklier moet verwijderd worden  **Yes okay** (1.1) euh (0.7) so (.) you understood this the last time (.) so you have a   little lump in your thyroid gland (.) so we punctured that (.) and we actually do see  that this little lump (.) that it’s malignant and therefore (.) the whole thyroid gland has  to be removed  83 P Hmhm  84 (0.8)  85 D Eu:hm (2.2) da heeft mevrouw vorige keer (1.2) goed begrepen?  Eu:hm (2.2) madam understood this well (1.2) the last time?  86 P Да!  **Yes**! |
| **Box 13** Increased ER | Level 2 ER expressed by the doctor (D) in line 2296 “yes yes (…) misery” to the introduced challenge EO in line 2295 “that’s a problem” focuses on a peripheral aspect (patient’s symptoms), whereas the interpreter’s rendition (I) in line 2297 pursues the core of the EO (not finding work) as a level 4 ER | 2288 P şimdi biz anladık da ben benim şimdi on beş aydan beri çalışmıyorum (.) işsizim yani   bu şekilde de çalışmam (.) kendileri de biliyorlar (.) hep bi diare oluyorum diare  [hastalığı]  Now we’ve understood that but I don’t work since fifteen months (.) I am unemployed (.) to work in this way (.) they know it as well (.) I always get diarre   diarrhea sick  *(side conversation between patient & his wife omitted for reasons of space)*  2292 P cık ama ben işte kendileri de biliyorlar benim bir hafta benim yani iğne vuruldum mu  (.) durumum kendileri benden iyi [biliyorlar (.) yani bunların ( ) var ya]]  no but I well they know it as well one week when I get the syringe (.) they know my  circumstances better than I know them (.) well they’ve (inaudible)  2293 I [Ja ok (.) meneer heeft daarnet ook euh uitgelegd]   (.) vorige keer ook euh tegen mij] omdat hij dan (.) elkes keer zo een [week (.)] om   de zes weken een week thuis  Yes okay (.) sir just explained euh a moment ago (.)  last time also euh to me because he then has to (.) each time stay one week (.) every  six weeks stay one week  2294 D [diarree ja]  diarrhoea yes  2295 I [moet blijven moeilijk is (.) om] werk te vinden euh (.) dat is het probleem  at home is hard (.) to find work euh (.) that’s a problem  2296 D [maar daarom da wij zo (.) I know]   but that’s why we (.) I Know   hmhm ja ja ma daarom da wij ook zeggen van ja ma ge kunt dit allemaal oplossen   door u te laten opereren (.) ma da zeggen wij al tien jaar dus had hij al gedaan (1.0)   dan hadden we deze discussie nie moeten voeren ma dus (1.2) hij moet dan kiezen   voor een operatie (0.7) en dan is dat allemaal gedaan die miserie   **Yes yes but that’s why we also say yes but you can fix all of this by getting the   surgery (.) but that’s what we’ve been saying for ten years so if he would have   already done this (1.0) we didn’t need to have this discussion but then (1.2) he   would have to choose an operation (0.7) and then it would all be over this misery**  2297 I şimdi diyo ki (.) ben (.) çareyi gösteriyom sana ameliyat olcan on yıldır söylüyorum   (.) şimdi eğer çaresi varsa (.) oraya da yazamayız diyo hani bu adam [çalışamaz diye]  **now she says (.) I (.) show you the solution you will undergo the operation for ten  years I have been saying this (.) if there is a solution for it (.) we can’t write there  well that this men can’t work** |
| **Box 14** Reduced ER | Level 1 ER expressed by the doctor (D) in line 393 “hmhm okay good” to the introduced challenge EO in line 391 “I have a lot of problems” is reduced to level 0 as the interpreter (I) did not translate these words in line 396 | 390 P У меня именно вот это здание очень старое и(ли) он старый с тех пор как я   туда заехал семь месяцев а также он (inaudible)  Well this building where I’m staying it’s well this building where I’m staying it’s   very old and it’s old so since I’ve moved in there seven months and it’s also   (inaudible)  391 I Dit gebouw is heel oud waar ik nu moet verblijven en in die zeven maanden dat ik   dat ik daar verblijf (.) [ik heb heel veel problemen] (.) ik heb ook allergie euh tegen  voor [stof]  This building is very old where I have to stay now and in those seven months I’ve  been staying there (.) [I have a lot of problems] (.) I also have eh allergy for [dust]  392 P [У меня есть тоже аллергия на пыль]  I also have allergy against dust  393 D [hmhm] (.) ok (.) goed (.) ik zie ook da je gekend bent met HIV (.) is dat onder   controle?  **[hmhm] (.) okay (.) good** (.) I see that you also have been diagnosed with HIV   (.) is that under control?  394 I ТакжеуВас было (.) HIV? (.) °ja°  You also have (.) HIV? (.) °yes° (Interpreter says ‘HIV’ and ‘yes’ in Dutch)  395 D Ja  Yes  396 I Ja Так же у Вас был вирус HIV это тоже под контролем?  So you also have the HIV-virus is that under control? |