

**Table S1.** Template for individual semi-structured interviews.

**Description of data:** Template for individual semi-structured interviews with patients

1. What do you remember about the personal interview?
2. What do you remember about your relation with the interviewing physician?
3. Was the physician the right person for you or would you have preferred a different professional?
4. What do you remember about the CD presentation?
5. Did you find the CD:
  - Useful? [solicit reasons]
  - Comprehensible?
  - Would you have liked to take it home?
  - Did you find anything in the CD content difficult to understand?
  - Did you find anything too detailed, boring or upsetting?
  - Was there any image/word that you remember particularly (either positively or negatively)?
  - Would you have preferred to have the interview only, without the CD presentation? [solicit reasons]
  - Or would you have preferred the CD only, without the interview? [solicit reasons]
6. Did you read the booklet?
  - Could you say where it is?
7. Did you find the booklet:
  - Useful? [solicit reasons]
  - Comprehensible?
  - Did you find anything difficult to understand?
  - Did you find anything in the booklet too detailed, boring or upsetting?
  - Would you have preferred to have the personal interview only (or CD) without the booklet? [solicit reasons]
  - Or would you have rather preferred to have the booklet (or CD) without the interview? [solicit reasons]
8. Do you think that the information aid affected your relation with your caring neurologist? [how]
9. Did the aid stimulate you to ask your caring neurologist questions? [how]
10. Did the aid affect your relation with any significant others? [Was it useful to talk about your disease? [how]
11. Have you looked for other sources of information about MS? [solicit reasons]
  - Did the aid influence how you searched for information about MS?
12. In view of your experience with the aid what would you recommend it for other newly-diagnosed MS patients?
13. Did the aid affect:
  - Your understanding of your disease
  - Your attitude to your disease
  - Your attitude to, and compliance with therapy
14. Would you recommend the aid (or components of it) to a newly-diagnosed person with MS?
15. Are there any other issues we have not discussed that seem important to you?