

Supplementary Materials 1 – Interview Guide

**Online BRCA Screening Semi-Structured Telephone Interview Guide**

Thank you for accepting the invitation to participate in this interview. We hope to understand your experience with BRCA screening online. I would like to inform you that the interviews will be audio recorded. Everything that you say during this interview will be kept confidential and the recording will be destroyed after it has been transcribed and de-identified. Your participation in this interview study will not affect your involvement in the BRCA screening study. Could you please confirm that you agree for this interview to be audio recorded and transcribed?

**PRE-RESULT INTERVIEW QUESTIONS**

Satisfaction with BRCA online pre-test information and genetic testing:

You recently underwent BRCA testing where you received information and gave consent online for genetic testing. We are hoping to explore your satisfaction with this process.

1. What were your expectations with undergoing genetic testing?

I want to know more about your experience doing this online.

2. How did you feel about receiving information online?
3. How did you feel about giving consent for genetic testing online?

Preferences for genetic testing

There are different ways genetic counselling may be done (face-to-face, written information, website). You received information via a website before undergoing genetic testing.

4. What did you like about doing it online?
5. What did you not like about doing it online?
6. If you had a choice, what method would you have preferred to receive the information?  
Probe: Online, face-to-face or over the telephone? Would you like the availability of having someone to call?

Feedback on website content, design and user-friendliness

We would also like to gather feedback on the website.

7. How would you describe the amount of information you received?

Probe: Was there too much information?

Or too little information?

Is there any additional information you would have liked?

Did you read all the information provided?

Jeanette Yuen<sup>1,2</sup>, Nicole Cousens<sup>3</sup>, Kristine Barlow-Stewart<sup>1</sup>, Rosie O'Shea<sup>1</sup>, Lesley Andrews<sup>3,4</sup>

<sup>1</sup> Discipline Genetic Medicine, Sydney Medical School – Northern, St Leonards, NSW

<sup>2</sup> Cancer Genetics Service, National Cancer Centre Singapore, Singapore

<sup>3</sup> Hereditary Cancer Clinic, Prince of Wales Hospital, Sydney, NSW, Australia

<sup>4</sup> Prince of Wales Clinical School, The University of New South Wales, Sydney, NSW, Australia

Email: jeanetteyxy@gmail.com

8. How did the information on the website make you feel?

Probe: Did it make you feel distressed? Did it cause anxiety?

Some people have expressed worry, did you feel the same way?

9. How did you find the way the information was presented on the website?

Probe: Did you find it very clear? Or was it unclear?

Probe: Was there anything you found hard to understand?

How did you find the website in helping you understand the genetic testing process?

How did the information on the website help you to decide whether to undergo BRCA genetic testing?

10. How did you find navigating the website?

Probe: was it easy? Was it difficult?

11. What did you like about the website?

12. What did you not like about the website?

13. Do you have any suggestions to improve the experience of using the website?

#### Recommending the process to others

14. Would you recommend this form of online testing to your family and friends? Why or why not?

#### Conclusion

We have come to the end of the interview.

15. Is there anything else you would like to say?

Thank you for your time.

## **POST-RESULTS INTERVIEW**

Thank you for accepting the invitation to participate in this interview. We spoke previously about your experience with BRCA screening online. I understand that you have received the results of your genetic testing a few weeks ago. Again, I would like to inform you that the interviews will be audio recorded. Everything that you say during this interview will be kept confidential and the recording will be destroyed after it has been transcribed and de-identified. Could you please confirm that you agree for this interview to be audio recorded and transcribed?

### The impact of results on experience with BRCA screening

You recently received your results from BRCA testing, we would like to understand the impact of the way results were distributed on the experience of BRCA testing.

1. How did you receive your results?
2. What did you think about the way you received your results?
3. Probe: How satisfied were you with the way you received your results?

Probe: Would you have preferred receiving the results in another way?

4. Only for people who received their results via an email
5. I would like to know what you think of the information in your results email.

How do you find the information?

Probe: Was it too much information? Too little information? Was it easy to understand?

6. After receiving your results, of the 3 methods (telephone, face-to-face and online), which method would you prefer to receive your results? How about the overall experience?
7. If the online option of genetic testing was not available, and you had to undergo face-to-face options or telephone options would you still go through with genetic testing?
8. Now thinking about your overall experience of online genetic testing. Could you share with me how you found this whole process?

### Recommending the process to others

9. Would you recommend this form of online testing to your family and friends? Why or why not?

### Conclusion

We have come to the end of the interview.

10. Is there anything else you would like to add?

Thank you for your time.

Jeanette Yuen<sup>1,2</sup>, Nicole Cousens<sup>3</sup>, Kristine Barlow-Stewart<sup>1</sup>, Rosie O'Shea<sup>1</sup>, Lesley Andrews<sup>3,4</sup>

<sup>1</sup> Discipline Genetic Medicine, Sydney Medical School – Northern, St Leonards, NSW

<sup>2</sup> Cancer Genetics Service, National Cancer Centre Singapore, Singapore

<sup>3</sup> Hereditary Cancer Clinic, Prince of Wales Hospital, Sydney, NSW, Australia

<sup>4</sup> Prince of Wales Clinical School, The University of New South Wales, Sydney, NSW, Australia

Email: jeanetteyxy@gmail.com