

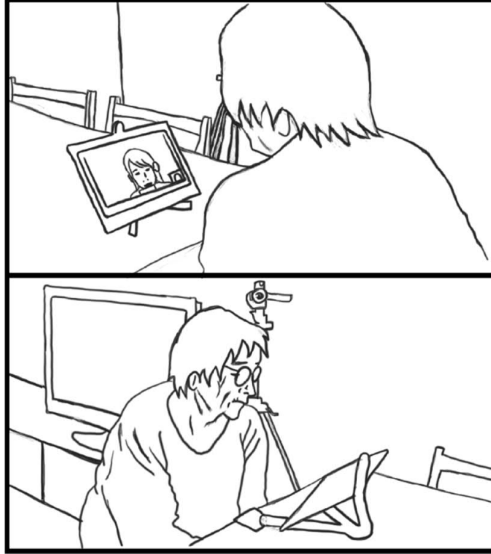
Supplementary material 1: Data extracts with original Finnish data and English translations

Extract 1: Straightforward guiding to take the medicine and the lack of visual cues lead to confusion

N: [ihan] kiva.
[pretty] nice.
C: [mm.]
(.)
C: mm?
(0.2)
C: niin o.
it is.
(0.5)
N: joo.
yes.
(0.4)
N: †joo:.
†ye:s.



IMG 1.1



IMG 1.2

01 N: .hh (.) #tuota, (.) menisiks sää sen: sun %iltalääkkeen# ottaa.
.hh (.) #well, (.) would you go and take that evening %medicine# of yours.
c: %raises eyebrows
#IMG 1.1 #IMG 1.2



IMG 1.3

02 (0.7)#%(2.4)

c: %frowns
#IMG 1.3

03 C: .mt jasso.

04 (1.3) ((The client stares at the screen of the tablet.))



IMG 1.4

05 N: jo[o.] [kälyks=s[ä ot%] t a[#massa,]
ye[s.] [wou]ld=yo[u go%]and [#take,]

06 C: [(n]o [m-] [mis-%] [#missä-] (.) missäs ne nyt
[we]ll [wh-] [whe-%] [#where-] (.) where are they

c: %turns to right
#IMG 1.4



IMG 1.5

IMG 1.6

07 C: **sitten onkaan.#=**
again.#=

#IMG 1.5

08 C: **=ne on sie-**
=they are there-

09 (0.5)

10 C: .hhhh

11 (0.6)

12 N: [**#ne on siel kei]ttiön <pöydälläh.>**
[#they are there on the kitchen <tableh.>

13 C: [**# °het-kine?°**]
[# °just a moment?°]
#IMG 1.6

14 N: (0.2)%(0.5)

c: %stands up and walks to kitchen->



IMG 1.7

15 C: #aha?

#oh?

#IMG 1.7

16 (0.5)

17 C: **no minäpä** kävele.

well I'll go.

18 (0.8)

Extract 2: Stepwise entry into medicine taking affords a seamless transition.



IMG 2.1



IMG 2.2

01 N: .hhh #sulla,(.) on siellä % ↑ilta#lääkkeet eikö vaan.=
 .hhh #you, (.) have the %↑evening# medicine there don't you.=
 c: %shifts gaze to nurse and then down to right
 #IMG 2.1 #IMG 2.2



IMG 2.3



IMG 2.4

02 N: =ni? (.) #%ootko sää #ne=jo ottanu.
 = so? (.) #%have you #taken=them already.
 c: %leans to right and reaches with right hand
 #IMG 2.3 #IMG 2.4

03 (1.5)



IMG 2.5

04 C: #emmää=nyt ↑iltaa vielä oo ottanu.
 #well=I haven't taken the ↑evening ones yet.
 #IMG 2.5

05 (0.2)

06 N: ↑ni?
 ↑yes?

07 (1.0)

08 C: (-) ((joo /jaha))
 (yeah.)

09 (.)

10 C: nyt on kaikissa purkissa jotai.
 now every jar has something.

11 (0.5)

12 N: fo(h)ok(h)e:i?f
 fo(h)ok(h)a:y?f

13 (0.3)

14 C: h[h] [heh heh heh] [(-)][((inaudible))]

15 N: [.h]hh (.) sää [voisit mel]kein ne il[tal][ääkkeet ottaa.]
 [.h]hh (.) you [could actual]ly take t[he][evening medicine.]

16 N: ja [jätt]ää si[tte-] (0.2) yölääkkeit:=sinne, (0.4) ennen kun menet
 and [leav]e th[en-] (0.2) night medicine:=for, (0.4) when you go to

17 C: [(-)a] [(-)]

18 N: n[u k]kumaa.
 b[ed]

19 C: [(ni?)]
 [(yeah?)]

20 (1.4)

Supplementary material 2: Transcription symbols in the data extracts

[word]	Brackets: onset and offset of overlapping talk
=	Equals sign: contiguous utterances, second is latched immediately onto the first
(0.2)	Timed interval within or between utterances, measured in seconds and tenths of seconds
(.)	Interval of less than 0.2 s
wo:rd	Colon: extension of the sound or syllable
.	Full stop: falling intonation
,	Comma: continuing intonation
?	Question mark: rising intonation1
↑	Upward arrow: Rising pitch
wo-	Dash: abrupt cut-off
WORD	Capital letters: louder volume
<word>	Slower-paced talk than the surrounding talk
°word°	Degree signs: quieter volume
hh	Audible aspiration.
hh	Audible inhalation
w(h)ord	Laughter
(---)	Lines in paranthesis: Unclear and unidentifiable talk
((word))	Text in parentheses: transcriber's comments
%	Percentile sign: The clients bodily actions
#	Hash sign: The timing /location of the images