Multimedia Appendix 3: Complete list of questions patients asked in observational study (visits sessions and educational classes)

<table>
<thead>
<tr>
<th>Row</th>
<th>category</th>
<th>Concept</th>
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</table>
| 1   | symptoms          | 1. enquiry about the cause of disease  
                             2. enquiry about how to manage or control the symptoms and side effects |
| 2   | Oral Drugs        | 1. indications (administration and dosage)  
                             2. medical interactions  
                             3. how to make up for the forgotten dosage  
                             4. side effects  
                             5. herbal medications  
                             6. advertised products (in mass media)  
                             7. manufacturer  
                             8. costs |
| 3   | Insulin           | 1. how to inject  
                             2. how to use the flex pen  
                             3. injection time schedule  
                             4. mechanism of action of insulin within body  
                             5. combined effect with oral drugs  
                             6. costs |
| 4   | Tests             | 1. definition of the abbreviations used in test result  
                             2. one’s status in terms of each and every test parameter  
                             3. possible reasons for abnormal test results  
                             4. request for recommendations or instructions for maintaining the parameter within the normal range  
                             5. required conditions for having the test  
                             6. costs of the test  
                             7. enquiry about recommending a reliable lab |
| 5   | Blood Glucose Test| 1. how to use the glucometer  
                             2. time and frequency of measures  
                             3. how to interpret the results  
                             4. costs |
| 6   | Nutrition         | 1. permitted load of food materials  
                             2. type of food stuff appropriate for each meal  
                             3. meal intervals  
                             4. effect of certain foods on blood glucose, pressure, etc.  
                             5. weight loss/gain |
| 7   | Physical Activity | 1. type of activity fitted to one’s conditions and movement limitations  
                             2. time needed for physical activity  
                             3. intensity of the activity  
                             4. pre- and post-activity care and considerations  
                             5. problems occurring at or prior to the activity |
| 8   | Psychological Problems | 1. fatigue and lethargy  
                             2. depression  
                             3. feeling guilty due to costs imposed on family and healthcare |
| 9 | Exposure to New Circumstances | 4. anxiety in emergency conditions e.g. pressure drop |
|   |                              | 1. special care and simultaneous management of multiple diseases |
|   |                              | 2. effect of new disease on the current therapy |
|   |                              | 3. how to change the present therapy to meet new conditions |
|   |                              | 4. asking doctor to recommend a reliable medical center for constant visits and following complications and other diseases |
|   |                              | 5. occasional questions: trips, fasting, pregnancy, etc. |