

Table 1: Clusters of communication in the present study

Clusters	Categories of the RIAS
Open-ended- question	Open-ended question about medical condition, therapeutic regimen, lifestyle and self-care, psychosocial topics
Closed-ended- question	Closed- ended question about medical condition, therapeutic regimen, lifestyle and self-care, psychosocial topics
Information giving	Information giving about medical condition, therapeutic regimen, lifestyle and self-car
Counsels or directs (Ph)	Counsels or directs behavior about medical condition information / therapeutic regimen information (Ph), counsels or directs behavior about lifestyle and self-care information / psychosocial-feelings information (Ph)
Positive talk	Agreements, jokes and laughter, approval-direct
Negative talk	Disapproval-direct, criticism-general,
Emotional expression (Pt)/responsiveness (Ph)	Concerns, reassurance, asks for reassurance (Pt), psychosocial-feelings information (Pt), self-disclosure (Ph), empathy (Ph)
Facilitation	Asks for understanding, paraphrase and interpretation, asks for patient opinion (Ph)
Social talk	Non-medical, chit-chat
Requests for services (Pt)	Requests for services or medication (Pt)
Orientation (Ph)	Gives orientation, direct instructions (Ph)
Others	Information giving about other topics, Open-ended question about other topics, Closed- ended question about other topics, gives compliment-general, remediation, back-channel responses, legitimizing statements, empathy statements (Pt), bid for repetition, Gives orientation, direct instructions (Pt), transition words, unintelligible utterances, information giving about psychosocial topics (Ph), asks for permission (Ph), asks for reassurance (Ph), partnership statement (Ph)

As for "Pt" express a patient, "Ph" express a

pharmacist