

Table 6: Mean frequency and percentage of utterances for patient and pharmacist per session. (Scenario distinction)

Communication clusters	Pharmacist			
	Cancer scenarios (N=32)		Scenarios expect cancer (N=25)	
	Frequency	%	Frequency	%
Open-ended- question	3.3	3.0	1.5	1.5 *
Closed-ended- question	8.3	8.0	6.3	6.5
Information giving	8.1	8.4	8.4	9.1
Counsels or directs	9.4	8.7	7.6	8.2
Positive talk	11.3	10.9	19.4	18.7 *
Negative talk	0.2	0.2	0.4	0.3
Emotional expression/responsiveness	8.0	7.4	5.0	4.8
Facilitation	8.5	7.7	9.1	9.0
Social talk	3.1	3.1	2.6	2.9
Requests for services	—	—	—	—
Orientation	2.3	2.3	2.0	2.2
Other	47.8	40.2	38.0	36.8
Total	110.3	100	100.3	100

Using Mann-Whitney U-test \*P<0.01