

Additional file 1: Exemplary layout

Example 1

		Very easy	Easy	Difficult	Very Difficult
1.	On a scale from very easy to very difficult, how easy would you say it is to find information on treatments of illnesses that concern you?				
2.	On a scale from very easy to very difficult, how easy would you say it is to find out where to get professional help when you are ill?				
3.	On a scale from very easy to very difficult, how easy would you say it is to understand what your doctor says to you?				
4.	On a scale from very easy to very difficult, how easy would you say it is to understand your doctor's or pharmacist's instruction on how to take a prescribed medicine?				

Example 2

1.	On a scale from very easy to very difficult, how easy would you say it is to find information on treatments of illnesses that concern you?	Very easy	Easy	Difficult	Very Difficult
2.	On a scale from very easy to very difficult, how easy would you say it is to find out where to get professional help when you are ill?	Very easy	Easy	Difficult	Very Difficult
3.	On a scale from very easy to very difficult, how easy would you say it is to understand what your doctor says to you?	Very easy	Easy	Difficult	Very Difficult
4.	On a scale from very easy to very difficult, how easy would you say it is to understand your doctor's or pharmacist's instruction on how to take a prescribed medicine?	Very easy	Easy	Difficult	Very Difficult

Example 3

		Very easy	Easy	Difficult	Very Difficult
1.	On a scale from very easy to very difficult, how easy would you say it is to find information on treatments of illnesses that concern you?				
2.	On a scale from very easy to very difficult, how easy would you say it is to find out where to get professional help when you are ill?				
3.	On a scale from very easy to very difficult, how easy would you say it is to understand what your doctor says to you?				
4.	On a scale from very easy to very difficult, how easy would you say it is to understand your doctor's or pharmacist's instruction on how to take a prescribed medicine?				

Example 4

1.	On a scale from very easy to very difficult, how easy would you say it is to find information on treatments of illnesses that concern you?	Very easy	Easy	Difficult	Very Difficult
2.	On a scale from very easy to very difficult, how easy would you say it is to find out where to get professional help when you are ill?	Very easy	Easy	Difficult	Very Difficult
3.	On a scale from very easy to very difficult, how easy would you say it is to understand what your doctor says to you?	Very easy	Easy	Difficult	Very Difficult
4.	On a scale from very easy to very difficult, how easy would you say it is to understand your doctor's or pharmacist's instruction on how to take a prescribed medicine?	Very easy	Easy	Difficult	Very Difficult

Example 5

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| 1. On a scale from very easy to very difficult, how easy would you say it is to find information on treatments of illnesses that concern you? | Very easy | Easy | Difficult | Very Difficult |
| 2. On a scale from very easy to very difficult, how easy would you say it is to een beslissing over uw ziekte te nemen met behulp van de informatie die de arts geeft? | Very easy | Easy | Difficult | Very Difficult |
| 3. On a scale from very easy to very difficult, how easy would you say it is to find out where to get professional help when you are ill? | Very easy | Easy | Difficult | Very Difficult |
| 4. On a scale from very easy to very difficult, how easy would you say it is to understand your doctor's or pharmacist's instruction on how to take a prescribed medicine? | Very easy | Easy | Difficult | Very Difficult |

Example 6

1. **On a scale from very easy to very difficult, how easy would you say it is to find information on treatments of illnesses that concern you?** Very easy Easy Difficult Very difficult

2. **On a scale from very easy to very difficult, how easy would you say it is to find out where to get professional help when you are ill?** Very easy Easy Difficult Very difficult

3. **On a scale from very easy to very difficult, how easy would you say it is to understand what your doctor says to you?**
Very easy Easy Difficult Very difficult

4. **On a scale from very easy to very difficult, how easy would you say it is to understand your doctor's or pharmacist's instruction on how to take a prescribed medicine?**

Very easy Easy Difficult Very difficult