

The experiment had both a within- and between-subjects design. The within-subject factors were 1) the two communication styles (guided versus factual style), 2) the three medical health situation based on the progress of the renal function over time (alright, mild concern, and concern), and 3) default communication style (default guided or default factual style in which the system starts). The between-subject factor examined in the study was patients' experience.

The three within-subject factors were compared in two separated phases. The first phase had six conditions in a two by three design, to study the effect for the two communication styles set within the three medical health situations, and the interaction effect of these two factors. The next phase only had two conditions to examine the effect for the default communication style set within mild concern situation. Both phases allowed studying potential interaction effects with the between-subject factor patients' experience.

Before the main part of the experiment, participants had the opportunity to explore the system for 10 minutes. The default style setting (guided or factual) of the user interface was set randomly. During this step participants were allowed to change the communication style and experience both styles. In this step, participants were confronted with an 'alright' status.

variable	value	Label
age		age in year
beenrenalpatient		been renal patient in year
date		experiment date
edu		Dutch educational level
	0.00	other
	10.00	Basisschool
	21.00	Lager beroepsonderwijs/MAVO/MULO
	22.00	HAVO/HBS
	23.00	VWO
	31.00	Middelbaar beroepsonderwijs
	32.00	HBO/WO Bachelor
	40.00	WO Master
edu_int		transferred educational level into international form
edu_int	1.00	elementary
edu_int	2.00	secondary
edu_int	3.00	high
edu_other		educational level if chose 'other' in 'edu'
gender		gender
gender	0.00	female
gender	1.00	male
green_new_algorithm		if clicked the link to algorithm in 'alright' status with 'guided' style
green_new_algorithm	0.00	no
green_new_algorithm	1.00	yes
green_new_do		if adhere in 'alright' status with 'guided' style
green_new_do	0.00	no

green_new_do	1.00	yes	
green_new_follow			if understand and adhere in 'alright' status with 'guided' style
green_new_follow	0.00	no	
green_new_follow	1.00	yes	if clicked 'learn more' link in 'alright' status with 'guided' style
green_new_learnMore			
green_new_learnMore	0.00	no	
green_new_learnMore	1.00	yes	'green_pra_new_learnMore' or 'green_new_learnMore'
green_new_learnMore_or			
green_new_learnMore_or	0.00	no	
green_new_learnMore_or	1.00	yes	if clicked 'did you know' link in 'alright' status with 'guided' style
green_new_tip			
green_new_tip	0.00	no	
green_new_tip	1.00	yes	
green_new_understand			if understand in 'alright' status with 'guided' style
green_new_understand	0.00	no	
green_new_understand	1.00	yes	patients' answer: what the system asked them to do, in 'alright' status with 'guided' style
green_new1_sug			
green_new1_sug	0.00	other	
green_new1_sug	1.00	nothing extra	
green_new1_sug	2.00	re-measure	
green_new1_sug	3.00	hospital	patients' answer: what they would do, in 'alright' status with 'guided' style
green_new2_selfDo			
green_new2_selfDo	0.00	other	
green_new2_selfDo	1.00	nothing extra	
green_new2_selfDo	2.00	re-measure	
green_new2_selfDo	3.00	hospital	patients' answer: why they would do that, in 'alright' status with 'guided' style
green_new3_reason			patients' answer: how much they liked the way that the system had supported them, in 'alright' status with 'guided' style
green_new4_manierPrettig			patients' answer: how effectively or ineffectively the information was presented, in 'alright' status with 'guided' style
green_new5_infoClear			patients' answer: how worried or relaxed the information made them feel, in 'alright' status with 'guided' style
green_new6_bezorgd			patients' answer: with how much dignity they were treated by the system, in 'alright' status with 'guided' style
green_new7_behandeldPrettig			if clicked the link to algorithm in 'alright' status with 'factual' style
green_old_algorithm			
green_old_algorithm	0.00	no	

green_old_algorithm	1.00	yes	
green_old_do			if adhere in 'alright' status with 'factual' style
green_old_do	0.00	no	
green_old_do	1.00	yes	if understand and adhere in 'alright' status with 'factual' style
green_old_follow			
green_old_follow	0.00	no	
green_old_follow	1.00	yes	if clicked 'learn more' link in 'alright' status with 'factual' style
green_old_learnMore			
green_old_learnMore	0.00	no	
green_old_learnMore	1.00	yes	'green_pra_old_learnMore' or 'green_old_learnMore'
green_old_learnMore_or			
green_old_learnMore_or	0.00	no	
green_old_learnMore_or	1.00	yes	if clicked 'did you know' link in 'alright' status with 'factual' style
green_old_tip			
green_old_tip	0.00	no	
green_old_tip	1.00	yes	
green_old_understand			if understand in 'alright' status with 'factual' style
green_old_understand	0.00	no	
green_old_understand	1.00	yes	patients' answer: what the system asked them to do, in 'alright' status with 'factual' style
green_old1_sug			
green_old1_sug	0.00	other	
green_old1_sug	1.00	nothing extra	
green_old1_sug	2.00	re-measure	
green_old1_sug	3.00	hospital	patients' answer: what the system asked them to do, in 'alright' status with 'factual' style, if chose 'other' in 'green_old1_sug'
green_old1_sug_other			patients' answer: what they would do, in 'alright' status with 'factual' style
green_old2_selfDo			
green_old2_selfDo	0.00	other	
green_old2_selfDo	1.00	nothing extra	
green_old2_selfDo	2.00	re-measure	
green_old2_selfDo	3.00	hospital	patients' answer: why they would do that, in 'alright' status with 'factual' style
green_old3_reason			patients' answer: how much they liked the way that the system had supported them, in 'alright' status with 'factual' style
green_old4_manierPrettig			patients' answer: how effectively or ineffectively the information was presented, in 'alright' status with 'factual' style
green_old5_infoClear			patients' answer: how worried or relaxed the information made them feel, in 'alright' status with 'factual' style
green_old6_bezorgd			

green_old7_behandeldPrettig		patients' answer: with how much dignity they were treated by the system, in 'alright' status with 'factual' style
green_pra_new_algorithm		if clicked the link to algorithm in 'alright' status with 'guided' style when practise with the system
green_pra_new_algorithm	0.00	no
green_pra_new_algorithm	1.00	yes
green_pra_new_learnMore		if clicked 'learn more' link in 'alright' status with 'guided' style when practise with the system
green_pra_new_learnMore	0.00	no
green_pra_new_learnMore	1.00	yes
green_pra_new_tip		if clicked 'did you know' link in 'alright' status with 'guided' style when practise with the system
green_pra_new_tip	0.00	no
green_pra_new_tip	1.00	yes
green_pra_old_algorithm		if clicked the link to algorithm in 'alright' status with 'factual' style when practise with the system
green_pra_old_algorithm	0.00	no
green_pra_old_algorithm	1.00	yes
green_pra_old_learnMore		if clicked 'learn more' link in 'alright' status with 'factual' style when practise with the system
green_pra_old_learnMore	0.00	no
green_pra_old_learnMore	1.00	yes
green_pra_old_tip		if clicked 'did you know' link in 'alright' status with 'factual' style when practise with the system
green_pra_old_tip	0.00	no
green_pra_old_tip	1.00	yes
green_pre		preference of the 2 styles in 'alright' status
group		patient experience level
group	-1.00	less experienced
group	0.00	experienced with no system experience
group	1.00	experienced
id		patient id
internet_use		internet use frequency
internet_use	1.00	daily
internet_use	2.00	weekly
internet_use	3.00	monthly
job		job
org_new_do		if adhere in 'mild concern' status with 'guided' style
org_new_do	0.00	no
org_new_do	1.00	yes
org_new_follow		if understand and adhere in 'mild concern' status with 'guided' style
org_new_follow	0.00	no
org_new_follow	1.00	yes
org_new_learnKidney		if clicked the link to explanation of current renal status in 'mild concern' status with 'guided' style

org_new_learnKidney	0.00	no
org_new_learnKidney	1.00	yes
org_new_learnKidney_facts		if clicked the link to fact of current renal status in 'mild concern' status with 'guided' style
org_new_learnKidney_facts	0.00	no
org_new_learnKidney_facts	1.00	yes
		if clicked the link to explanation of possible factors of current situation in 'mild concern' status with 'guided' style
org_new_learnOtherFactor		
org_new_learnOtherFactor	0.00	no
org_new_learnOtherFactor	1.00	yes
		if understand in 'mild concern' status with 'guided' style
org_new_understand		
org_new_understand	0.00	no
org_new_understand	1.00	yes
		patients' answer: what the system asked them to do, in 'mild concern' status with 'guided' style
org_new1_sug		
org_new1_sug	0.00	other
org_new1_sug	1.00	nothing extra
org_new1_sug	2.00	re-measure
org_new1_sug	3.00	hospital
		patients' answer: what they would do, in 'mild concern' status with 'guided' style
org_new2_selfDo		
org_new2_selfDo	0.00	other
org_new2_selfDo	1.00	nothing extra
org_new2_selfDo	2.00	re-measure
org_new2_selfDo	3.00	hospital
		patients' answer: what they would do, in 'mild concern' status with 'guided' style, if chose 'other' in 'org_new2_sug'
org_new2_selfDo_other		
		if clicked the link to algorithm in 'mild concern' status with 'guided' style and change style option
org_new2m_algorithm		
org_new2m_algorithm	0.00	no
org_new2m_algorithm	1.00	yes
		if clicked the link to explanation of current renal status in 'mild concern' status with 'guided' style and change style option
org_new2m_learnFactor		
org_new2m_learnFactor	0.00	no
org_new2m_learnFactor	1.00	yes
		if clicked the link to explanation of current renal status in 'mild concern' status with 'guided' style and change style option
org_new2m_learnKidney		
org_new2m_learnKidney	0.00	no
org_new2m_learnKidney	1.00	yes
		if clicked the link to fact of current renal status in 'mild concern' status with 'guided' style and change style option
org_new2m_learnKidney_facts		
org_new2m_learnKidney_facts	0.00	no
org_new2m_learnKidney_facts	1.00	yes

		if switched the style in 'mild concern' status with 'guided' style and change style option and change style option
org_new2m_switch		
org_new2m_switch	0.00	no
org_new2m_switch	1.00	yes
org_new3_reason		patients' answer: why they would do that, in 'mild concern' status with 'guided' style
org_new4_manierPrettig		patients' answer: how much they liked the way that the system had supported them, in 'mild concern' status with 'guided' style
org_new5_infoClear		patients' answer: how effectively or ineffectively the information was presented, in 'mild concern' status with 'guided' style
org_new6_bezorgd		patients' answer: how worried or relaxed the information made them feel, in 'mild concern' status with 'guided' style
org_new7_behandeldPrettig		patients' answer: with how much dignity they were treated by the system, in 'mild concern' status with 'guided' style
org_old_algorithm		if clicked the link to algorithm in 'mild concern' status with 'factual' style
org_old_algorithm	0.00	no
org_old_algorithm	1.00	yes
org_old_do		if adhere in 'mild concern' status with 'factual' style
org_old_do	0.00	no
org_old_do	1.00	yes
org_old_follow		if understand and adhere in 'mild concern' status with 'factual' style
org_old_follow	0.00	no
org_old_follow	1.00	yes
org_old_learnMore		if clicked 'learn more' link in 'mild concern' status with 'factual' style
org_old_learnMore	0.00	no
org_old_learnMore	1.00	yes
org_old_understand		if understand in 'mild concern' status with 'factual' style
org_old_understand	0.00	no
org_old_understand	1.00	yes
org_old1_sug		patients' answer: what the system asked them to do, in 'mild concern' status with 'factual' style
org_old1_sug	0.00	other
org_old1_sug	1.00	nothing extra
org_old1_sug	2.00	re-measure
org_old1_sug	3.00	hospital
org_old1_sug_other		patients' answer: what the system asked them to do, in 'mild concern' status with 'factual' style, if chose 'other' in 'green_old1_sug'
org_old2_selfDo		patients' answer: what they would do, in 'mild concern' status with 'factual' style

org_old2_selfDo	0.00	other
org_old2_selfDo	1.00	nothing extra
org_old2_selfDo	2.00	re-measure
org_old2_selfDo	3.00	hospital patients' answer: what they would do, in 'mild concern' status with 'factual' style, if chose 'other' in 'org_old2_sug'
org_old2_selfDo_other		if clicked the link to algorithm in 'mild concern' status with 'factual' style and change style option
org_old2m_algorithm	0.00	no
org_old2m_algorithm	1.00	yes
org_old2m_learnMore		if clicked 'learn more' link in 'mild concern' status with 'factual' style and change style option
org_old2m_learnMore	0.00	no
org_old2m_learnMore	1.00	yes
org_old2m_switch		if switched the style in 'mild concern' status with 'factual' style and change style option
org_old2m_switch	0.00	no
org_old2m_switch	1.00	yes
org_old3_reason		patients' answer: why they would do that, in 'mild concern' status with 'factual' style
org_old4_manierPrettig		patients' answer: how much they liked the way that the system had supported them, in 'mild concern' status with 'factual' style
org_old5_infoClear		patients' answer: how effectively or ineffectively the information was presented, in 'mild concern' status with 'factual' style
org_old6_bezorgd		patients' answer: how worried or relaxed the information made them feel, in 'mild concern' status with 'factual' style
org_old7_behandeldPrettig		patients' answer: with how much dignity they were treated by the system, in 'mild concern' status with 'factual' style
org_pre		preference of the 2 styles in 'mild concern' status
org_switch_nopref		if switch the style when the patient has no preference
org_switch_unpref		if switch in unpreferred mode
org2m_new_do		if adhere in 'mild concern' status with 'guided' style and change style option
org2m_new_do	0.00	no
org2m_new_do	1.00	yes
org2m_new_understand		if understand in 'mild concern' status with 'guided' style and change style option
org2m_new_understand	0.00	no
org2m_new_understand	1.00	yes
org2m_new1_sug		patients' answer: what the system asked them to do, in 'mild concern' status with 'guided' style and change style option
org2m_new1_sug	0.00	other

org2m_new1_sug	1.00	nothing extra
org2m_new1_sug	2.00	re-measure
org2m_new1_sug	3.00	hospital patients' answer: what they would do, in 'mild concern' status with 'guided' style and change style option
org2m_new2_selfDo		
org2m_new2_selfDo	0.00	other
org2m_new2_selfDo	1.00	nothing extra
org2m_new2_selfDo	2.00	re-measure
org2m_new2_selfDo	3.00	hospital patients' answer: what they would do, in 'mild concern' status with 'guided' style, if chose 'other' in 'org2m_new2_sug' and change style option
org2m_new2_selfDo_other		patients' answer: why they would do that, in 'mild concern' status with 'guided' style and change style option
org2m_new3_reason		patients' answer: how much they liked the way that the system had supported them, in 'mild concern' status with 'guided' style and change style option
org2m_new4_manierPrettig		patients' answer: how effectively or ineffectively the information was presented, in 'mild concern' status with 'guided' style and change style option
org2m_new5_infoClear		patients' answer: how worried or relaxed the information made them feel, in 'mild concern' status with 'guided' style and change style option
org2m_new6_bezorgd		patients' answer: with how much dignity they were treated by the system, in 'mild concern' status with 'guided' style and change style option
org2m_new7_behandeldPrettig		if adhere in 'mild concern' status with 'factual' style and change style option
org2m_old_do		
org2m_old_do	0.00	no
org2m_old_do	1.00	yes if understand in 'mild concern' status with 'factual' style and change style option
org2m_old_understand		
org2m_old_understand	0.00	no
org2m_old_understand	1.00	yes patients' answer: what the system asked them to do, in 'mild concern' status with 'factual' style and change style option
org2m_old1_sug		
org2m_old1_sug	0.00	other
org2m_old1_sug	1.00	nothing extra
org2m_old1_sug	2.00	re-measure
org2m_old1_sug	3.00	hospital patients' answer: what they would do, in 'mild concern' status with 'factual' style and change style option
org2m_old2_selfDo		
org2m_old2_selfDo	0.00	other
org2m_old2_selfDo	1.00	nothing extra

org2m_old2_selfDo	2.00	re-measure
org2m_old2_selfDo	3.00	hospital
org2m_old3_reason		patients' answer: why they would do that, in 'mild concern' status with 'factual' style and change style option
org2m_old4_manierPrettig		patients' answer: how much they liked the way that the system had supported them, in 'mild concern' status with 'factual' style and change style option
org2m_old5_infoClear		patients' answer: how effectively or ineffectively the information was presented, in 'mild concern' status with 'factual' style and change style option
org2m_old6_bezorgd		patients' answer: how worried or relaxed the information made them feel, in 'mild concern' status with 'factual' style and change style option
org2m_old7_behandeldPrettig		patients' answer: with how much dignity they were treated by the system, in 'mild concern' status with 'factual' style and change style option
red_new_do		if adhere in 'concern' status with 'guided' style
red_new_do	0.00	no
red_new_do	1.00	yes
red_new_follow		if understand and adhere in 'concern' status with 'guided' style
red_new_follow	0.00	no
red_new_follow	1.00	yes
red_new_learnFacts		if clicked the link to algorithm in 'concern' status with 'guided' style
red_new_learnFacts	0.00	no
red_new_learnFacts	1.00	yes
red_new_learnMore		if clicked 'learn more' link in 'concern' status with 'guided' style
red_new_learnMore	0.00	no
red_new_learnMore	1.00	yes
red_new_understand		if understand in 'concern' status with 'guided' style
red_new_understand	0.00	no
red_new_understand	1.00	yes
red_new1_sug		patients' answer: what the system asked them to do, in 'concern' status with 'guided' style
red_new1_sug	0.00	other
red_new1_sug	1.00	nothing extra
red_new1_sug	2.00	re-measure
red_new1_sug	3.00	hospital
red_new2_selfDo		patients' answer: what they would do, in 'concern' status with 'guided' style
red_new2_selfDo	0.00	other
red_new2_selfDo	1.00	nothing extra
red_new2_selfDo	2.00	re-measure
red_new2_selfDo	3.00	hospital

red_new2_selfDo_other		patients' answer: what they would do, in 'concern' status with 'guided' style, if chose 'other' in 'red_new2_sug'
red_new3_reason		patients' answer: why they would do that, in 'concern' status with 'guided' style
red_new4_manierPrettig		patients' answer: how much they liked the way that the system had supported them, in 'concern' status with 'guided' style
red_new5_infoClear		patients' answer: how effectively or ineffectively the information was presented, in 'concern' status with 'guided' style
red_new6_bezorgd		patients' answer: how worried or relaxed the information made them feel, in 'concern' status with 'guided' style
red_new7_behandeldPrettig		patients' answer: with how much dignity they were treated by the system, in 'concern' status with 'guided' style
red_old_algorithm		if clicked the link to algorithm in 'concern' status with 'factual' style
red_old_algorithm	0.00	no
red_old_algorithm	1.00	yes
red_old_do		if adhere in 'concern' status with 'factual' style
red_old_do	0.00	no
red_old_do	1.00	yes
red_old_follow		if understand and adhere in 'concern' status with 'factual' style
red_old_follow	0.00	no
red_old_follow	1.00	yes
red_old_learnMore		if clicked 'learn more' link in 'concern' status with 'factual' style
red_old_learnMore	0.00	no
red_old_learnMore	1.00	yes
red_old_understand		if understand in 'concern' status with 'factual' style
red_old_understand	0.00	no
red_old_understand	1.00	yes
red_old1_sug		patients' answer: what the system asked them to do, in 'concern' status with 'factual' style
red_old1_sug	0.00	other
red_old1_sug	1.00	nothing extra
red_old1_sug	2.00	re-measure
red_old1_sug	3.00	hospital
red_old2_selfDo		patients' answer: what they would do, in 'concern' status with 'factual' style
red_old2_selfDo	0.00	other
red_old2_selfDo	1.00	nothing extra
red_old2_selfDo	2.00	re-measure
red_old2_selfDo	3.00	hospital
red_old2_selfDo_other		patients' answer: what they would do, in

	'concern' status with 'factual' style, if chose 'other' in 'red_old2_sug'
red_old3_reason	patients' answer: why they would do that, in 'concern' status with 'factual' style
red_old4_manierPrettig	patients' answer: how much they liked the way that the system had supported them, in 'concern' status with 'factual' style
red_old5_infoClear	patients' answer: how effectively or ineffectively the information was presented, in 'concern' status with 'factual' style
red_old6_bezorgd	patients' answer: how worried or relaxed the information made them feel, in 'concern' status with 'factual' style
red_old7_behandeldPrettig	patients' answer: with how much dignity they were treated by the system, in 'concern' status with 'factual' style
red_pre	preference of the 2 styles in 'concern' status
tx_month	1st transplantation month
tx_months	months since transplantation
tx_year	1st transplantation year
tx_years	years since transplantation
valid	id~=401 and id~=32 (FILTER)
valid_group_1	group=-1 and valid=1 (FILTER)
valid_group0	group=-1 and valid=1 (FILTER)
valid_group1	group=-1 and valid=1 (FILTER)
work	work status
work_hour	working hours per week
work_other	work status if chose 'other' in 'work'