

Table 3. Exemplar Quotes Illustrating Responses to Categories of Diagnosis Communication and Level of Concordance			
Question	Caregivers	Clinician	Dyad Level Concordance
Diagnosis	“She said that it's normal, but she do recommend physical therapy for her side preference.”	“I think most likely - this is all kind of normal tone, in addition to her underlying abnormality in her brain, which we know about, given her genetic disorder.”	Concordant
Next Steps	“She just prescribed the antibiotics.”	“Well that the diagnosis was an ear infection, the other part was also that because he had had all of these infections in the past year, at the end, I kind of asked if he had seen an ENT before, or he mentioned that he had seen like ear, nose, and throat before. And so I recommended to go back as well. And then I think the dad was saying that he preferred to - they had like a PCP appointment upcoming. So he preferred to talk with his PCP first, which I think was appropriate.”	Missing Pieces
Red Flags	“No she said to me, it has nothing to do with the sugar. She said not to worry.”	“Yeah. So it was if you had ketones in his urine, or if he had a blood glucose of over 300. Those are like - I was reviewing, basically, those are like his return precautions from endocrine. And then we also talked about like if he continues to - or if he like continues to vomit today as like if there's concerns about him being dehydrated or a concerned about him like becoming less energetic, like more sleepy to call or like come back in right away. And the family seemed pretty on board with all of that.”	Discordant
Diagnostic Uncertainty	“I feel like she was confident.”	“I feel pretty confident.”	Concordant

