

Appendix 2: Thematic Analysis

Table 3. Example of the coding process.

Examples of dataset-specific coding	Sub-theme	Overarching theme
Suggestions about diet	Providing recommendations to improve quality of life	An educator about the disease and its management
Suggestions about exercise		
Suggestions about home adaptation		
Information about support groups	Providing information about resources available to patients and care providers	
Directing towards psychological services		
Information about prognosis	Educating about the disease characteristics and natural history	
Explaining why symptoms occur		

Table 4. Thematic map with prevalence of sub-themes for patients and care providers.

Overarching theme and its definition	Sub-theme	Patient (n/19)	Care Provider (n/10)
A source of hope for therapeutic advances: "Generating hope by being a link to information about research and emerging therapies that could impact future care."	Providing information about the state of research and clinical trials	6	2
	Providing information about emerging therapies	10	6
	Fostering a sense of optimism for the future	6	6
An educator about the disease and its management: "Educating the patient and care provider about all aspects of MS in general and specifically as it relates to the patient, insofar as this knowledge is current and not related to ongoing research."	Educating about the disease characteristics and natural history	7	3
	Providing recommendations to improve quality of life	4	3
	Providing information about resources available to patients and care providers	2	1
	Providing updates on disease progression	6	2
	Providing perspective about information obtained from external sources (e.g. internet)	3	2
A source of support: "Providing emotional and instrumental support to the patient and care provider as well as all the qualities that are deemed necessary for the provision of this support."	Active listening	5	1
	Good bedside manners	6	3
	Demonstrating compassion	2	2
	Ensuring regular follow-up	5	2
	Explicitly offering support	4	1
	Being open-minded regarding patient initiatives	3	2
	Being accessible	3	2