

## ***Animation change or cancel an intake interview colorectal cancer screening***

Joost is a 59-year-old white man with brown hair and a beard. He wears white glasses, a dark blue sweater, and light blue pants. We see his kitchen. Joost walks into the picture from the left with the results letter from the colorectal cancer screening programme. He stands at his dining table to talk about this animation.

JOOST: "Did you take part in colorectal cancer screening? And was blood found in your stool sample? Then follow-up diagnostic testing is needed. Your screening test result includes an invitation to discuss follow-up testing at a hospital. This is the intake interview. If you want to change or cancel the appointment, you can do so online in the portal. This animated video shows you how."

Caption: Mijn Bevolkingsonderzoek. Change or cancel an intake interview.

Joost sits at a table with a laptop and opens the online clientportal Mijn Bevolkingsonderzoek to change or cancel an intake interview. We follow the steps on the screen.

JOOST: "First let's look at how to change an intake appointment.

After logging in on the portal click on the box for colorectal cancer screening: 'Bevolkingsonderzoek darmkanker'.

The details about the scheduled appointment are displayed on the screen. Do you prefer a different date and time? Or would you rather go to a different hospital or treatment centre? Then you can reschedule the appointment by clicking on the button: 'Ik wil graag mijn afspraak verzetten'.

Enter your preferred city, or the name of the hospital or treatment centre where you would like to make an appointment. You can also look for different time slots by changing the specified time period.

You can also look up a hospital or treatment centre near where you live.

To expand the search options, click on 'meer zoekmogelijkheden' to enter the maximum travel distance from where you live. View the available appointment options by clicking on search: 'zoeken'.

The appointment options are displayed. If you would like to view more options, click on the button: 'toon meer mogelijkheden'. Click on your chosen appointment time.

The pop-up will display the details of your appointment. Would you prefer a different date and time? Then reschedule the appointment by clicking on: 'andere afspraak maken'. If you want to confirm this appointment, click on the button: 'afspraak maken'. Now your appointment is rescheduled. A letter with the details of your new appointment will be sent to your home within a few days.

Do you want to cancel the intake appointment?

That is also easy to do online. Log in on the portal and click on the button: 'Ik wil graag mijn afspraak afzeggen'. Then cancel the appointment by clicking on the button: 'afspraak afzeggen'. A pop-up confirming that you cancelled the appointment will appear at the bottom of the screen.

You will automatically be sent a new invitation for colorectal cancer screening when it is your turn again."

An envelope from Bevolkingsonderzoek Nederland falls through the letterbox.

JOOST: "Are you finished using the secure login on the portal? Do not forget to log out. Scroll to the top of the page, then log out by clicking on 'uitloggen' at the top right."

Joost sits at the table with a laptop and holds up his phone.

JOOST: "Any questions? Go to our website or contact the service desk on working days between 08:30 and 17:00 hrs. Would you like to hear the explanation again? Then rewatch the video."