Supplemental Table 1: Semi-structured Interview Guides

Group 1: Received questionnaire, didn't complete

- Can you describe your experience getting ready for your mammogram through Providence?
    - *What do you remember around: scheduling, reminders, staff, communication with PCP, etc.*

- Part of getting a mammogram is about understanding your cancer risk. How important is it to you to understand your cancer risk?
    - *Do you feel like you are at particularly high risk of cancer?*

- What do you remember about receiving an email or text to complete a questionnaire prior to your mammogram?
    - *Can you describe your experience with receiving the questionnaire?*
        - *Do you recall if you opened or started the questionnaire? If so, why did you stop?*
        - *Do you recall why you chose not to fill it out ahead of the appointment? If so, can you explain why?*
        - *Do you recall the front desk staff asking you about completing the family history questionnaire? If so, can you describe experience?*

- What sort of things make it difficult to fill out healthcare questionnaires received via text or email?
    - *To what extent do you feel you have sufficient time during the day to fill out the forms?*
    - *To what extent does the information requested seem important enough to fill out?*
    - *How easy or difficult are the family history questions easy for you to fill out?*
    - *To what extent is the language on the forms a barrier to completing the questionnaires?*

- What's your preferred method of receiving health or family history questionnaires prior to an appointment?
    - *Are you comfortable with receiving them as a text? Email?*
      Would you prefer someone ask you the questions directly during your appointment?

- What would make it easier for you to fill out those kinds of questionnaires?
    - *Examples: right before the appointment, same day as the appointment, during the appointment*
    - *Would reminders to fill out the form be helpful?*

- How important does it feel to share information on your family medical history with your healthcare providers?
    - *How do you expect the information will be used?*

- In general, what concerns do you have, if any, around sharing information like family and personal medical history of cancer with your healthcare provider prior to your healthcare appointments?

  - *Examples: Mistrust of the healthcare system, don't see the importance of sharing the information, overly personal information, not sure about family history.*
  - *Are you more comfortable sharing this information with your primary care doctor versus the provider giving you a mammogram, with the Providence health system, etc.*
  - *What would make it easier for you to share your personal health information like family history with your healthcare providers?*

- [*For those that recall receiving the questionnaires*] Were you aware that the questionnaire would be used to determine if a genetic test would be recommended to help assess cancer risk as part of your healthcare?

- To what extent would knowing that the answers to the questionnaire were used as part of a recommendation for genetic testing have made it seem more important?
  - *Would you be more likely to answer it?*
  - *Why or why not?*
  - *How important is it to you to know if you have a genetic predisposition for cancer?*

- If your healthcare provider recommended that you have a genetic test, what would your reaction be?
  - *Would you be willing to do so? Why or why not?*
  - *What concerns would you have?*
  - *Have you ever received genetic testing through someone else?*
    - *What made you decide to do the genetic testing?*

- Is there anything I didn't ask about around understanding your cancer risk, genetic testing, sharing family history information that you'd like to mention?

Group 2: Complete questionnaire, didn't complete testing

- Can you describe your experience with receiving the recommendation for genetic testing?
    - *Who told you about your results?*
    - *How did you feel?*
    - *What questions did you have?*
    - *What were you told were the next steps?*
    - *Was the information about the test communicated in a way that was easy for you to understand?*
    - *How important did it seem to your health care for you to take those next steps?*
    - *Are there other ways that would have been more useful to receive the testing recommendation? (i.e., in person, multiple times)*

- How important is it to you to understand your cancer risk?
    - *Do you feel like you are at particularly high risk of cancer?*
      How important is it to you to know if you have a genetic predisposition for cancer?

- What concerns (if any) did you have around genetic testing?
    - *How concerned were you about the results you might receive?*
    - *How worried were you that results might affect your health insurance?*
    - *How worried are you that results might affect your employment?*
    - *How much do you trust the healthcare system when it comes to genetic testing?*

- Did you discuss any of your concerns with a healthcare provider?
    - *If yes, how did that conversation go?*
        - *What kinds of questions or concerns did you raise with your provider?*
        - *To what extent did you provider answer your questions?*
        - *To what extent did your provider address your concerns?*
        - *Were you able to receive the information that you needed from your provider? If not, why not?*
        - *Is there anything else the provider could have done to address your concerns?*
    - *If not, what would have made it easier to talk to a healthcare provider about your concerns?*

- Do you feel like you had enough information in deciding whether or not to get a genetic test?
    - *Is there anything that your healthcare provider could have communicated that would have encouraged you to get the test?*
    - *Was the information about the test communicated in a way that was easy for you to understand?*
    - *What other information would have been helpful to have?*
    - *Did you get information or advice from someone other than a healthcare provider or in some other way?*

- What steps, if any, did you take toward getting a genetic test after receiving the recommendation?
- What things did you experience that made getting the test difficult?
    - *To what extent did you have any concerns about the cost of the test?*
    - *To what extent did you feel you had enough time to get the test?*

  - *To what extent was getting transportation or getting to and from the test a barrier?*
  - *What difficulties, if any, did you around scheduling a test?*
  - *Were there language barriers that made receiving the recommendation or getting the test difficult? Please explain.*
  - *Was there anything else that made getting the test difficult?*

- Overall, what was the primary reason you chose not to get a test?

- What changes could your provider or insurer make that would encourage you to get a genetic test?
  - *Examples: financial assistance, additional information, etc.*

- Have you ever received genetic testing another way, other than this program?
  - *Did you receive this testing prior to getting the recommendation from this program?*
    - *If yes, did you share the results of that test with your provider?*
      - *How did that conversation go?*
    - *If not, what encouraged you to get the other test?*
      - *Was there anything that made that test easier to get?*

- Other than the genetic testing, do you remember getting a recommendation for additional screening based on your family history?
  - *What was your experience receiving the recommendation?*
  - *Did your primary care doctor follow up about the recommendations with you?*
    - *If yes, please explain.*
    - *If not, to what extent would that have been helpful?*
  - *Were the recommendations for additional screening communicated clearly?*
  - *What has your experience been with getting additional screening?*
    - *Did you experience any barriers in receiving follow-up care?*
    - *How are you using the information?*

- Is there anything I didn't ask about around understanding your cancer risk, genetic testing, sharing family history information that you'd like to mention?

Group 3: Completed testing

- Can you describe your experience with receiving the recommendation for genetic testing?
  - *Who told you about your results?*
  - *How did you feel?*
  - *What questions did you have?*
  - *What were you told were the next steps?*
  - *Was the information about the test communicated in a way that was easy for you to understand?*
  - *How important did it seem to your health care for you to take those next steps?*
  - *Are there other ways that would have been more useful to receive the testing recommendation? (i.e., in person, multiple times)*

- How important is it to you to understand your cancer risk?
  - *Do you feel like you are at particularly high risk of cancer?*

  How important is it to you to know if you have a genetic predisposition for cancer?

- What concerns (if any) did you have around genetic testing?
    - *How concerned were you about the results you might receive?*
    - *How worried were you that results might affect your health insurance?*
    - *How worried are you that results might affect your employment?*
    - *How much do you trust the healthcare system when it comes to genetic testing?*

- Did you discuss any of your concerns with a healthcare provider?
    - *If yes, how did that conversation go?*
        - *What kinds of questions or concerns did you raise with your provider?*
        - *To what extent did you provider answer your questions?*
        - *To what extent did your provider address your concerns?*
        - *Were you able to receive the information that you needed from your provider? If not, why not?*
        - *Is there anything else the provider could have done to address your concerns?*
    - *If not, what would have made it easier to talk to a healthcare provider about your concerns?*

- Do you feel like you had enough information in deciding whether or not to get a genetic test?
    - *What other information would have been helpful to have?*
    - *Is there anything that your healthcare provider could have communicated that would have encouraged you to get the test?*
    - *Was the information about the test communicated in a way that was easy for you to understand?*
    - *Did you get information or advice from someone other than a healthcare provider or in some other way?*
    - *What did you find the most helpful to know in making the decision to get the test?*

- What was the primary reason you decided to get testing?
- Can you describe your experience with getting the test itself?
    - *Was there anything that made that experience difficult?*
    - *Is there anything that could have changed to make the process easier?*

- Were there any factors that helped you get the test?
    - *Was the full cost of the test covered by insurance?*
    - *What difficulties, if any, did you have scheduling the test?*
    - *Did you have any assistance getting to and from the testing center?*
    - *Did anything else make getting the test easier?*
    - *After getting the test, was there anything else that you would have wanted to know beforehand? Please explain.*

- Can you describe your experience receiving the results of the test?
    - *Who gave you the results of your test?*
    - *What kind of information were you given when you received your results?*
        - *Was the information you received sufficient? Why or why not?*

  - *What, if anything, would you have changed about the process or experience of receiving the results?*

- What was your experience receiving any follow-up recommendation based on your test results?
  - *What was your experience receiving the recommendation?*
  - *Did your primary care doctor follow-up about the recommendations with you?*
    - *If yes, please explain.*
    - *If not, to what extent would that have been helpful?*
  - *Were the recommendations for any additional screening or treatment communicated clearly?*

- What has your experience been with getting any additional screening or care?
  - *Did you experience any barriers in receiving follow-up care?*
  - *How are you using the information?*

- How has your knowledge or awareness of your genetic results changed your care?
  - *Has it prompted any other changes?*

- Is there anything I didn't ask about around understanding your cancer risk, genetic testing, or follow-up care that you'd like to mention?