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**Table S1.** The amount of errors made by specialists and non-specialists with regard to the use of polite expressions.

Errors in			Non-specialists	Non-specialists not
referrals	Specialists using	Specialists not using	using courtesies N =	using courtesies N =
N (%)	courtesies N = 80	courtesies N = 139	27	90
0	42 (52.5)	80 (57.6)	12 (44.4)	50 (55.5)
1	26 (32.5)	33 (23.7)	7 (26)	12 (13.3)
2	6 (7.5)	15 (10.8)	4 (14.8)	16 (17.7)
3	2 (2.5)	9 (6.5)	4 (14.8)	12 (13.3)
4	3 (3.75)	2 (1.4)	0	0
5	1 (1.25)	0	0	0
P	0.90		0.70	