**Supplementary Table 1. Understanding of the pictograms and text by patients**

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| --- | --- |
|  | N (%) |
| **Understanding pictograms** |  |
| **Blue pictogram (n=91)** |  |
| Fully perceived the meaning of the message (I listen, and I ask questions) | 27 (29.7 %) |
| Understand it in part | 30 (33.0%) |
| Only answered "listening" | 12 |
| "Someone listens" when they ask questions | 8 |
| "To ask questions" | 10 |
| The message does not seem clear | 34 (37.4%) |
| Hearing, deafness | 15 |
| Do not understand much | 6 |
| Information | 5 |
| Other (e.g., listen to news, communicate, listening and questions I ask myself, an ear on the phone representing a medical field) | 6 |
| **Green pictogram (n=91)** |  |
| Fully perceived the meaning of the message | 56 (61.5%) |
| Wear identification bracelet | 17 |
| For identity | 22 |
| To enable staff to verify their identity | 9 |
| The message does not seem clear | 35 (38.5%) |
| Only saw the bracelet | 25 |
| Various answers (e.g., help/protect me, time, a broken wrist, labelling, representation of the hospital/medical team, did not understand) | 10 |
| **Orange pictogram (n=91)** |  |
| Fully perceived the meaning of the message | 28 (30.8%) |
| Understand it in part | 52 (57.1%) |
| The call-button | 26 |
| Ring the bell | 18 |
| Help | 5 |
| Fall | 3 |
| The message does not seem clear | 11 (12.1%) |
| Had no opinion or did not understand | 3 |
| Other (e.g., caution, attention, safety bar, strength, the "tiring" that sound for nothing) | 8 |
|  |  |
| **Understanding the text** |  |
| **Red square on the top (n=88)** |  |
| Understood the meaning of the message | 75 (85.2%) |
| The message does not seem clear (e.g., answers associated with certain fears or related to social communication) | 13 (14.8%) |
| **Blue square (n=88)** |  |
| Understood the meaning of the message | 82 (93.2%) |
| The message does not seem clear (e.g., must really talk about it, have not understood much, must not be deaf, mention that one is uncomfortable with an order) | 6 (6.8%) |
| **Green square (n=88)** |  |
| Understood the meaning of the message | 81 (92.0%) |
| The message does not seem clear (e.g., this can save his life (allergies), identification by his doctor, can be found, it is not necessary since he/she is known) | 7 (8.0%) |
| **Orange square (n=88)** |  |
| Understood the meaning of the message | 87 (98.9%) |
| The message does not seem clear (i.e., not understood) | 1 (1.1%) |
| **Red square in bottom (n=88)** |  |
| Understood the meaning of the message | 68 (77.3%) |
| The message does not seem clear (e.g., not understood, find that "cliché", they are hospitalized since they are sick, we must listen to what is said to them, a call to caution, it depends because acting for their health can mean good business, everything goes well for their health and safety) | 20 (22.7%) |