

## Appendix 2: Code book email analysis

The following section depicts the codebook used for the analysis of the emails from women, who contacted Women on Web in 2019.

### REASON FOR CONTACTING WOMEN ON WEB

<b>DESCRIPTION</b>	Women explain why they prefer to use the service of Women on Web over the locally available services.
<b>INCLUDED</b>	When a woman describes why she needs the services of Women on Web and cannot access the local services.
<b>EXCLUDED</b>	When a woman describes why she needs an abortion.
<b>EXAMPLE</b>	"I cannot access abortion in Ireland I do not want my partner to know what I am doing"

### REASON FOR WANTING AN ABORTION

<b>DESCRIPTION</b>	Women describe why they feel they need to terminate the pregnancy they are currently experiencing.
<b>INCLUDED</b>	When a woman describes why she needs an abortion.
<b>EXCLUDED</b>	When a woman describes why she needs the services of Women on Web and cannot access the local services.
<b>EXAMPLE</b>	"I am a happily married woman with 2 daughter's who are my world. But financially, physically and mentally I do not feel that i can continue with this pregnancy"

### QUESTIONS OR INFORMATION REGARDING SHIPPING

<b>DESCRIPTION</b>	Information or questions regarding the shipping of the medical abortion pills.
<b>INCLUDED</b>	Questions regarding the packages and it's shipping or arrival. Information on addresses.
<b>EXCLUDED</b>	Mentioning place of residence with regards to reasons for contacting Women on Web.
<b>EXAMPLE</b>	"I'm living in the republic of Ireland , will all packages be siezed by customs? If I order to the republic of Ireland will my package be siezed?"

### QUESTIONS OR INFORMATION REGARDING ABORTION PROCESS

<b>DESCRIPTION</b>	The information a woman discloses regarding the process of her medical abortion, this also includes questions she has regarding the process.
--------------------	--

<b>INCLUDED</b>	The information women provide on the process of their medical abortion and questions regarding the process.
<b>EXCLUDED</b>	Information or questions regarding the pregnancy.
<b>EXAMPLE</b>	"I took four of the Misoprostol yesterday and i have been bleeding since, do i need to take more of the medicine?"

### FINANCIAL INFORMATION AND LOGISTICS

<b>DESCRIPTION</b>	Information or questions regarding the financial or logistical aspects of the process around accessing the services of Women on Web.
<b>INCLUDED</b>	Information that women provide regarding payments or the logistics involved in their order. Questions that women ask regarding the payments of the logistics involved in their order.
<b>EXCLUDED</b>	Information regarding the shipping of their packages.
<b>EXAMPLE</b>	"I am not in a financial position at the moment to pay as I do not get my wages paid into my account till Tuesday."

### INFORMATION ON PREGNANCY

<b>DESCRIPTION</b>	Information that women provide regarding their pregnancy.
<b>INCLUDED</b>	How many weeks women think they are pregnant. When their last menstruation was. Whether or not they took pregnancy tests or had an ultrasound. Information regarding their health or previous pregnancies.
<b>EXCLUDED</b>	Information on the abortion process.
<b>EXAMPLE</b>	"The first day of my last period was the 28th of December 2018. i took a pregnancy test yesterday and today."

### QUESTIONS OR INFORMATION REGARDING ACCESSING ABORTION

<b>DESCRIPTION</b>	Messages asking for help or information on how to access abortion services.
<b>INCLUDED</b>	Asking for help from Women on Web or asking for other options to access abortion services. Includes asking Women on Web for help.
<b>EXCLUDED</b>	Asking for logistical information on the services Women on Web provides.

**EXAMPLE**

“Please let me know if you’re able to help/ provide the pills or not.”

**CANCELLING THE HELP OF WOMEN ON WEB**

<b>DESCRIPTION</b>	Women expressing that they no longer require the help of Women on Web.
<b>INCLUDED</b>	Women expressing that they no longer need the help of Women on Web because they found another option, because they chose to continue the pregnancy or because of logistical reasons.
<b>EXCLUDED</b>	Women asking for information on Women on Web or other abortion services.
<b>EXAMPLE</b>	“Please still time to cancel the post? I don’t need the pills anymore.”

**LIMITED TIME**

<b>DESCRIPTION</b>	Women expressing that they feel they have a limited amount of time within which they are still able to access abortion services.
<b>INCLUDED</b>	Women feel that they have a limited amount of time within which they want to access abortion services. This can include the services of Women on Web or others.
<b>EXCLUDED</b>	Women requesting the help of Women on Web.
<b>EXAMPLE</b>	“Can you please answer me? because time is going on, In need faster receive tablets, sorry”

**EXPRESSING GRATITUDE**

<b>DESCRIPTION</b>	Messages that express gratitude.
<b>INCLUDED</b>	Messages that express gratitude for the services Women on Web provided, including: the medical abortion, the email counselling and information. After women have cancelled the services of Women on Web their messages of gratitude are still included.
<b>EXCLUDED</b>	Messages requesting the services of Women on Web.
<b>EXAMPLE</b>	“I wanted to sincerely thank you for making this option available to me, I think it's an invaluable service that you provide to women.”