



UNIVERSITÀ DEGLI STUDI
DELL'INSUBRIA

COMET

2021

19th International and Interdisciplinary Conference on Communication, Medicine, and Ethics

28-30 June 2021

University of Insubria, Como, Italy



PROGRAMME

The conference will be held online

MONDAY 28th JUNE

All times are given in CEST (Central European Summer Time, UTC +2)

09:00-09:30	Welcome addresses and opening remarks				
	Angelo Tagliabue , Rector (University of Insubria) Giulio Carcano , Head of School of Medicine (University of Insubria) Paolo Luca Bernardini , Head of Department of Human Sciences, Innovation and Territory (University of Insubria) Alessandra Vicentini , Co-ordinator, Local Organising Committee Srikant Sarangi , COMET Founding Advisor				
Parallel Panel and Oral Sessions: 09:30 - 11:00					
	Panel 1 (Part 1) Discriminating. Discourses of health discrimination based on age Co-ordinators: Kim Grego and Alessandra Vicentini	Oral Session A	Oral Session B	Oral Session C	Oral Session D
9:30-10:00	Tatiana Canziani The double 'face mask' of COVID-19: A new virus for older people and a boomer remover'	Katharine Weetman, Jeremy Dale, Emma Scott and Stephanie Schnurr A comparison of discharge communication experiences of hospital clinicians, General Practitioners (GPs), and patients in the West Midlands, England	Janet Davey, Jayne Krisjanous, Marlina Bakri and Robyn Maude The role of maternity service websites: Liminality and health communication	Claire Hooker, Emily Dunn, Karen Scott and Louise Nash Acting like a doctor: A qualitative evaluation of theatre skills workshops for medical students and junior doctors	Evangelia Pantelaki, Elena Maggi and Daniele Crotti Internet and ageing: A latent class analysis
10:00-10:30	Rosita Maglie, Claudia Marin, Tiziana D'Amico and Ignazio Grattagliano How mental health professionals perceive old(er) adults: Findings from an ageism scale used for discourse analytical purposes	Diana Slade and Suzanne Eiggins "You're good to go": A critical analysis of discharge interactions with elderly patients in an Australian hospital's emergency department	Jayne Krisjanous, Janet Davey, Carla Rey Vasquez and Peter Schulz Online pregnancy nutrition information seeking	Judit Szalai-Szolcsányi, Vilmos Warta and Kata Eklics Empathic communication skill training in medical education	Shu-Chuan Chen and Boyd H. Davis Older adults' perceptions of experiences with social robot companion: A qualitative study
10:30-11:00	Elisabetta Lonati Ethics, moral practices, and age-related social issues in late 18th-century medical discourse: A lexicological and textual approach	Keiko Tsuchiya Requesting immediate actions in emergency care simulation: A multimodal analysis of team interactions with eye-tracking glasses	Sole Alba Zollo and Ilenia Picardi From public fetus to digital fetus: A multimodal discourse analysis of women's narratives on the web	Leontina Kerničan The ethical aspects of educative videos in training communication skills of health care practitioners	Jessica Arentz, Nicola Sheeran, Robyn Moffit and Liz Jones A Delphi poll examining chronic illness patients' experience of physician behaviours critical to enacting a good physician-patient relationship
11:00-11:30	Coffee break / Chat				

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Parallel Panel and Oral Sessions: 11:30 - 13:00

	Panel 1 (Part 2)	Panel 2	Oral Session E	Oral Session F	Oral Session G
	Discriminating. Discourses of health discrimination based on age Co-ordinators: Kim Grego and Alessandra Vicentini	Language development for immigrant health and care workers: a global issue, local solutions and care Co-ordinator: Matilde Grünhage-Monetti			
11:30-12:00	Anna Franca Plastina #BoomerDoomer and #BoomerRemover: Discriminatory discursive strategies in the representation of the COVID-19 risk group on Twitter	Kerstin Sjösvärd Language Advocates – a Swedish integrative approach to support language at work (Sweden) Alexander Braddell Specifying communicative practices in a hospital ward (United Kingdom)	Laura Theys, Heidi Salaets, Lise Nuyts, Peter Pype, Willem Pype and Cornelia Wermuth The Empathic Communication Analytical Framework (ECAAF): A multimodal perspective on emotional communication in interpreter-mediated consultations	Simone Bacchini Whose message is it anyway? Authoritativeness and responsibility in the UK governments daily COVID press briefings	Jekaterina Nikitina and Anna Maria Malagoni Person-centredness: Exploring social actors representation in current and future healthcare professionals' interactions with patients/clients
12:00-12:30	Laura Tommaso Is it ageing or a treatable condition? A diachronic investigation of age bias in mental health research	Silvia Miglio Content and language integrated learning (CLILL) in state-financed language courses for migrant doctors (Germany)	Emma Brooks "Thank you for saving my life": The emotional labour of facework	Anna Anselmo Science-related populism, COVID-19, and the language of extremity in the UK: Two case studies	Elise Kvalsund Bårdsgjerde, Marit Kvangarsnes, Torstein Hole, Magne Nylenna and Bodil J. Landstad Physicians' perceptions of patient participation in the myocardial infarction pathway
12:30-13:00	Marianna Lya Zummo Tailoring health information to a young audience: Exploring a new, digital and cultural product	Sarita Batra Using gamification to support vocational language learning in health care (Germany) Irina Mitarcheva CLIL for medical students: a path to professional development or emigration? (Bulgaria)	Peter Leadbetter, Helen O'Sullivan and Iam Fletcher Does responding to emotional cues influence medical students' clinical communication performance in qualifying exams?	Matilde Ceron and Carlo Maria Palermo The State of the Union in the Covid-19 outbreak, response and recovery: Does Italy shine within the EU27 constellation?	Yvonne Tse Crepaldi, Luke Kang Kwong and Ni Eng Lim Exploring medical consultations of patients with cataracts using Conversational Analysis
13:00-14:30	Lunch break / Social event: Live guided virtual tour of Como 'Social Theatre'				

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14:30-15:30	Plenary Lecture 1: Richard Ashcroft (City, University of London, UK)					
	Talking and nudging: is persuasion ethically better than influence in health promotion?					
15:30 - 15:45	Coffee break / Chat					
Parallel Roundtable and Oral Sessions: 15:45 - 17:15						
	Work-in-Progress Roundtable 1	Work-in-Progress Roundtable 2	Oral Session H	Oral Session I	Oral Session J	Oral Session K
15:45 - 16:15	Elizabeth Lanphier Communicating about and caring for trauma in clinical ethics consultation	Carlotta Fiammenghi The MMR vaccine-autism controversy in the British press: A corpus-assisted critical discourse analysis	Sarah Bigi and Maria Grazia Rossi What counts as a decision? A pragmatic approach to the description of decision-making in medical encounters	Andrea Stötzer A bilingual course for medical students on doctor-patient communication	Taina Pitkänen and Maija Tervola Assessing immigrant physicians' listening comprehension in medical encounters	Sara Corrizzato, Silvia Cavaliere and Roberta Facchinetti Communicating (un)certainty and risk management during the pandemic: Epistemic modality in interviews with international experts
16:15 - 16:45	Valentina Martinelli and Pierluigi Politi Online training in communication skills for second year medical students: Challenges and opportunities for reflection	Roxana Delbene Claiming credibility in patients' narratives of contested illness	Charlene Pope and Boyd H. Davis Speech act impediments to shared decision making during diabetes communication in primary care	Roxanne Barbara Doerr Enhancing intercultural and communication skills in medicine students: A case study and ongoing mission in higher education	Mia Rasmussen, Jane Ege Møller, Matilde Nisbeth Brøgger and Signe Schlichting Matthiesen Metaphors in stories of communicatively challenging resident-patient encounters	Annalisa Zanola "A Vague Idea of Great Evils and Great Errors": English specialised and non-specialised communication at the outburst of COVID-19 pandemic
16:45 - 17:15	Julia Gärtner, Kristin Bührig and Sigrid Harendza Implicit uncertainty in simulated telemedical consultations		Lotte Evron, Stine Vedel Andersen and Margarita Semsí Enhanced recovery after surgery and its effects on nurses' clinical decision-making: A case study in quality of care	Carly Slater, Brooke Salzman and Rosie Frasso Narrative medicine: A reflective writing workshop series for interprofessional healthcare students at Thomas Jefferson University	Caitríona Cox and Zoe Fritz Communicating diagnostic uncertainty: What is known, and how can it be studied?	Alice Fleerackers, Michelle Riedlinger, Laura Moorhead, Rukhsana Ahmed and Juan Pablo Alperin Communicating scientific uncertainty in an age of covid-19: An investigation into the use of preprints by digital media outlets

TUESDAY 29th JUNE

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Parallel Roundtable, Panel and Oral Sessions: 09:00 – 10:30

	Panel 3	Work-in-Progress Roundtable 3 (Part 1)	Oral Session L	Oral Session M	Oral Session N
	Title: Representations of disease: framing, interpretation, construction Co-ordinator: Giuliana Garzone	Title: Studies of decision-making in the settings of pregnancy, adoption and predictive genetic testing Co-ordinator: Angus Clarke			
9:00-9:30	Giuliana Garzone Representations of TB in the contemporary world Stefania Maci	Angus Clarke and Srikant Sarangi A family affair: One prenatal decision	Claire Hooker Building ethical professionalism with acting skills workshops: The theoretical framework for <i>Grace under Pressure</i>	Valentina Beretta, Maria Chiara Demartini and Francesca Meli Hospital process orientation and its effects on key perspectives of hospital performance	Stefano Bonometti, Luca Guerra, Alessandra Grossi, Letizia Ferri and Silvia Siano Bioethics event: A journey from one's own inner world to the "land" of bioethical reflection
9:30-10:00	(Re)Framing migraine in social media discourse Paola Catenaccio	Álvaro Mendes, Jorge Sequeirosa and Angus Clarke Decisions about reproduction in people affected by or at risk of late-onset neurological diseases	Polina Petrushevich The development of future doctors' personal and professional values at the medical university	Helen Aoife Iliff and Ilora Finlay Co-production in public health protection	Amir Rouhshad, Bella Ross, Catherine Flynn and Lena Turnbull Analysing feedback and evaluating its value: The writing of CALD social work students
10:00-10:30	Representations of mental health in the press before and after the outbreak of the Covid-19 pandemic: An exploration Maria Cristina Paganoni The linguistic framing of public health policies: Boris Johnson's government during the pandemic		Elisabetta Arisi Longing for professional English. The struggle of Italian health professionals working in English-speaking countries: A personal perspective	Silvana Robone, Dan Liu and Gilberto Turati The effect of minimum wages on health in China	Jemina Napier, Abigail Gee, Barry Wright, Victoria Ackroyd, Rachael Hayes and Helen Phillips Brokering of communication between deaf parents and healthcare professionals: The experience of young hearing people in the UK
10:30-11:00	Coffee break / Chat				

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Parallel Oral Sessions: 11:00 - 12:30

	Work-in-Progress Roundtable 4	Work-in-Progress Roundtable 3 (Part 2)	Oral Session O	Oral Session P
11:00-11:30	<p>Elena Pallari, Sarah Cuschieri, Juanita A Haagsma, Grant MA Wyper, Sara M Pires, Dietrich Plaß, Elena Von der Lippe, Jane Idavain, Milena S Milicevic, Ricardo Assunção, João V Santos, Ian Grant, Brecht Devleeschauwer, John N Newton and Henk BM Hilderink</p> <p>Developing a roadmap for knowledge translation of burden of disease studies: A survey from the European Burden of Disease Network</p>	<p>Shane Doheny</p> <p>Deliberation and decision in predictive genetics</p>	<p>Julie Latchem-Hastings, Jenny Kitzinger, Geraldine Latchem-Hastings and Celia Kitzinger</p> <p>Effective online learning for decisions about life sustaining treatment</p>	<p>Renáta Nagy, Anikó Berta, Vilmos Warta and Kata Eklics</p> <p>Assessing medical terminology on online platforms</p>
11:30-12:00	<p>Kristin Bührig and Mike Mösko</p> <p>Personal relationships in multilingual / interpreted medical communication</p>	<p>Michael Arribas-Ayllon</p> <p>Decision making and uncertainty in preadoption genetic testing</p>	<p>Carol Gray</p> <p>Negotiating euthanasia decisions for cats and dogs: What can we learn from veterinary health records?</p>	<p>Kim Grego and Susanna Grego</p> <p>'A matter of definitions, when definitions matter': Accuracy, definition, integrity in medical terminology</p>
12:00-12:30	<p>Marion Bowman and Isobel Sale</p> <p>Dental professionals' gum (periodontal) disease explanations: A typology of communicative discourse styles</p>	<p>Lisa Ballard</p> <p>Three possible futures: Patient decision making regarding predictive genetic testing in the clinical genetics setting where there is little or deferred utility</p>	<p>Anca-Cristina Sterie, Eve Rubli Truchard and Ralf J. Jox</p> <p>'Do you want us to try?': Ethical implications of how physicians elicit patient preference in regards to cardio-pulmonary resuscitation</p>	<p>Chiara Prosperi Porta</p> <p>The ethics of experiential narrative in medical reviews</p>
12:30-13:30	Lunch break / Social event: Art Bites			
13:30-14:30	<p>Plenary Lecture 2: Jerome Groopman and Pamela Hartzband (Harvard Medical School, USA)</p> <p>When experts disagree: The art of medical decision making</p>			
14:30-14:45	Coffee break / Chat			

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Poster Sessions: 14:45 - 16:15

	Poster Session 1	Poster Session 2	Poster Session 3
14:45-16:15	<p>Eugenia Giovanna Campanella</p> <p>How education can improve the quality of life for students with learning difficulties: The case of English language learning</p> <p>Sachiko Takahashi, Junko Miyamoto and Sayaka Fujita</p> <p>Change in nursing students' metacognitive strategy use in the COVID-19 pandemic situation</p> <p>Francesca Cappellini</p> <p>Healthcare and political slogans: An analysis of Chinese government communication during healthcare emergencies</p> <p>Magdalena Zabielska</p> <p>"COVID-19 treatment in the patient" vs. "Let's not ignore the infection of the corona": Specialised medical discourse vs. computer-mediated communication on the basis of professional publications and lay forum posts in Polish</p> <p>Anthony Pak-Hin Kong</p> <p>Challenges to people with aphasia during the COVID-19 pandemic: An update report</p> <p>Viswanath Swamy</p> <p>Portrait photography. A rehabilitative tool</p>	<p>Anamaria Terrier and Pascal Singy</p> <p>Coping with the guilt of putting a parent in a nursing home</p> <p>Anamaria Terrier, Gilles Merminod, Orest Weber, Imane Semlali and Pascal Singy</p> <p>Chronic Pain amongst the elderly: What types of communication issues?</p> <p>Elwira Szehidewicz and Emilia Królak</p> <p>Functions of fictive interaction in the discourse of psychotherapy</p> <p>Margaux Danby</p> <p>Passing for sighted in narratives of blindness</p> <p>Kyra Landzelius</p> <p>First do harm, then blame and defame: Sweden's private practitioners fail the ethics test</p> <p>Alessandro Boccanelli, Laura Elena Pacifici Noja and Beatrice Casella</p> <p>The bioethics course in medical schools: The UniCamillus experience</p>	<p>Rintaro Imafuku and Yukiko Nagatani</p> <p>Becoming interprofessional: Exploring Japanese dental hygienists' identity formation through interaction in healthcare</p> <p>Kirk St.Amant</p> <p>The psychology of care communication in cross-cultural contexts</p> <p>Laura Theys, Cornelia Wermuth, Heidi Salaets, Peter Pype and Demi Krystallidou</p> <p>The co-construction of verbal empathic communication in interpreter-mediated consultations: A qualitative interaction analysis</p> <p>Margaret X.C. Yin, Celia H.Y. Chan, Cecilia L.W. Chan, Y.L. Fung, Libei Du and Xuening Zou</p> <p>Uncertainty, depression and quality of life among women with polycystic ovary syndrome</p> <p>Libei Du, Margaret X.C. Yin, Celia H.Y. Chan and Raymond Li</p> <p>Improving quality of care among women with genital diseases – attention to patients' mental health and sexual dysfunction</p> <p>Chiara Abbatantuono, Paolo Taurisano, Veronica Verri, Linda Antonucci, Stefania Stucci, Ilaria Pepe, Alessandro Taurino, Rosita Maglie, Maurizio Portaluri, Francesco Tramacere, Marco Moschetta and Maria Fara De Caro</p> <p>Reframing breast cancer experience through metaphors: A new operative system to enhance patients' healing process</p>

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Parallel Oral Sessions: 16:15 - 17:45

	Oral Session Q	Oral Session R	Oral Session S	Oral Session T	Oral Session U	Oral Session V
16:15-16:45	Kirk St.Amant Scripting the context of care: A script theory approach to patient-centered design in health and medical communication	Jane Ege Møller, Mads Skipper, Anita Sørensen, Lone Sunde, Thomas Balslev, Pernille Andreassen and Bente Vigh Malling The choreography of morning report: Forming community, professional identity and socialization into a clinical department	Laura Pinnavaia and Barbara Klein Choice, voice and co-production: EUROPA DONNA's gift to breast cancer patients	Kerry Marshall and Geoffrey Maina Plausibility of patient-centered care in high-intensity methadone maintenance treatment programs: Reflections from providers and clients	Sarah Atkins, Laura Thompson, Jill Maben and Alison Pilnick Storytelling and affiliation between groups of healthcare staff in Schwartz Round interactions	Sylvie Grosjean, Jordi Farré Coma, Ota Gál, Aoife Laffan, Anna Sendra, Johanne Stuempel and Tiago Mestre When patient's trajectories contribute to the co-design of an integrated care network for people living with Parkinson Disease
16:45-17:15	Grace Peters Scripting patients for communication skills training	Penelope Lusk Theorising anticipated shame in medical professional identity formation	Irene Segopolo 'This thing, this monster within me that's attacking me': Narratives of cancer patients and care-givers, a discursive approach	Stanisław Maksymowicz, Maria Libura and Izabela Sebastyńska Systemic and interaction barriers in the functioning of patients with Prader-Willi Syndrome and their families	Bartłomiej Kruk Accounts of ambiguous loss by dementia family caregivers	Deborah Starr and Lance Weiler Storytelling, grief, and memory

WEDNESDAY 30th JUNE

All times are given in CEST (Central European Summer Time, UTC +2)

Parallel Panel and Oral Sessions: 9:00 - 12:30

	Panel 4	Panel 5	Oral Session W	Oral Session X
	<p>'One size does not fit all' in organ transplantation: tailoring communication and patient education for migrant and ethnic minority populations</p> <p>Co-ordinators: Alessandra Agnese Grossi Moderators: Nichon Jansen and Mario Picozzi</p>	<p>Child-centred communication: Promoting child agency within (mental) health and social care interactions</p> <p>Co-ordinators: Jean Paul and Marianne Franz</p>		
9:00-9:30	<p>Gurch Randhawa Guest speakers: Bobby Mudhar and Amjid Ali</p> <p>Targeted strategies for the promotion of organ donation: Active engagement of diverse ethnic and faith communities</p>	<p>Jean Paul and Lesley Stirling</p> <p>Conceptual presentation of 'child voice', narrative literature analysis of child-practitioner encounters</p>	<p>Silke Creten, Priscilla Heynderickx and Sylvain Dieltjens</p> <p>Dementia in Flemish blogs: A thematic discourse analysis</p>	<p>Victoria Shepherd</p> <p>Research involving adults lacking capacity to consent: Supporting proxies to make ethical decisions about participation</p>
9:30-10:00	<p>Vijayanand Palaniswamy</p> <p>Targeted strategies in intensive care units for migrant and ethnic minority populations</p> <p>Alessandra Agnese Grossi</p>	<p>Monika Schamschula, Selcan Basli, Marianne Franz, Heidi Hamilton, Lesley Stirling, Hanna Christiansen and Lisa-Marie Dobener</p> <p>Alignment in child therapy sessions: Informing research and practice</p>	<p>Michelle Davis</p> <p>What's culture got to do with it? How culture effects rehabilitation outcomes of people living with dementia in nursing home settings: A knowledge translation project</p>	<p>Judith Turnbull</p> <p>Health information in online communities</p>
10:00-10:30	<p>Targeted strategies in the transplant continuum: A conceptual model of the causal mechanisms linking immigration background with disparities in kidney transplant and potential areas for intervention</p> <p>David Paredes</p> <p>'One size does not fit all' in organ transplantation: A European institutional perspective</p>	<p>Marianne Franz</p> <p>Child-centered communication in the field of school social work</p> <p>Jean Paul, Marianne Franz, Heidi Hamilton, Monika Schamschula, Selcan Basli, Hanna Christiansen and Lisa-Marie Dobener</p> <p>Supporting the 'daily lives' of children of parents with a mental illness: developing and analysing methods to enhance child agency</p>	<p>Gisela van Kessel, Carolyn Murray, Shylie Mackintosh and Mandy Stanley</p> <p>Lessons for educators on managing the moral distress when supporting the dignity in the face of risk for people living with acquired brain injury</p>	<p>Nils Fischer, Helen Kohlen and Sabine Könninger</p> <p>Translation for patients with limited language proficiency in German hospitals: Empirical findings and ethical issues</p>
10:30-11:00	Coffee break / Chat			

	Panel 6 Ethics, research, and communication in times of Covid-19 Co-ordinators: Antonietta Mira and Armando Massarenti Moderator: Alessandro Cecchi Paone	Oral Session Y	Oral Session Z	Oral Session A1
11:00-11:30	Marco Annoni The bio-epics of Covid-19: Science and ethics at the time of the pandemic	Roxanne Holly Padley and Siria Guzzo A corpus based linguistic analysis of medical informed consent forms in plastic surgery: Adapting practice	Miriam Bait Exploring dyslexia in British and Italian newspapers: medical assumptions and discursive representations	Kaoru Amino Promoting purchase of the "Aojiru" supplement in Japan: Heuristic bias and reframing of alignment as scientific communication
11:30-12:00	Alessandro Marenzi The virus splashed all over the front pages	Isabel Garcia-Izquierdo and Begoña Bellés-Fortuño Improving clinical communication: A qualitative study on the Informed Consent	Barbara Kondilis Communicating 'trust' and 'freedom' in headlines during COVID19	Barbara Pozzo Assessing the communication strategies of medical products through the looking glass of national advertising standards authorities
12:00-12:30	Bucci Enrico The bad science pandemic	Daniel Hunt, Andrew Lustig and Gavin Brookes 'It would be crazy to believe us without evidence': A corpus analysis of online support for sufferers of gangstalking	Mika Simonen News on COVID-19 and the duality of social functional capacity	
12:30-13:30	Lunch break / Social event: Art Bites			
13:30-14:45	Comet 2022 announcement Plenary Lecture 3: Lorelei Lingard (Western University, Canada) The checklist paradox: A cautionary tale of how qualitative communication research influenced a global patient safety initiative			
14:45-15:00	Coffee break / Chat			

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Parallel Oral Sessions: 15:00 – 16:30					
	Oral Session B1	Oral Session C1	Oral Session D1	Oral Session E1	Oral Session F1
15:00-15:30	Maryame Ichiba, Sylvie Grosjean, Jennifer Hughes-Large, Sharon Johnston and William Hogg Using tailored digital health communication to address COVID-19 vaccine hesitancy	Ming-Yu Tseng and Grace Zhang Where metonymic schemes of thought and emotive-affective meaning meet: An online medical consultation perspective	Fiona Chew and Donqing Xu Analyzing Twitter and Covid-19 infections in two countries: An infodemiology study	Michael Arribas-Ayllon Psychopower in the age contagion: A qualitative study of digital counselling and remote working	Jacqueline Guendouzi Social interaction and cognitive processing in dementia
15:30-16:00	Jack Berger, Zachary Turnbull and Rita Charon Planning for the unknown: The role of uncertainty in U.S. health system and physician preparedness for COVID-19	Maja Nordtug, Jane Ege Møller, Signe Matthiesen and Matilde Nisbeth Brøgger Oralizations in e-mail consultations: A study of general practitioners' use of non-verbal cues in written doctor-patient communication	Antoinette Fage-Butler and Loni Ledderer WHO's communication on Twitter about the risks of COVID-19	Małgorzata Sokół and Ewa Glapka Narratives of self-management, transition and empowerment in YouTube accounts of living with mental health problems	Natacha Niemants, Eleonora Bernardi and Christopher Garwood It's not just about the interpreter: training medical students and healthcare professionals for interpreter-mediated interaction in healthcare
16:00-16:30	Jude Mikal and Rebecca Wurtz Older adults' online social engagement and its impacts on mental health and compliance with social distance recommendations following the COVID-19 pandemic outbreak: a longitudinal qualitative analysis	Mirhelen Mendes de Abreu, Branca Telles Ribeiro and Maria Eduarda G. da Veiga Shared decision-making in telemedicine: The perspectives of three Brazilian patients	Elizabeth Weems, Staci Defibaugh and Suzanne Gut Unmasking public perceptions: examining medical providers' advice on Facebook during COVID-19	Natalia Romano Spica, Lynne Mijangos, Mary Sormanti, Cindy K. Smalletz, Joseph Eveld Narrative medicine's response to the COVID-19 pandemic: virtual group sessions	Jo Angouri, Matthew Booker, David Lockey, Polina Mesinioti, David Rawlinson and Nigel Rees Risk negotiation and decision making in the management of 999 calls
16:30-17:00	Closing remarks				