**Table 1 Word frequency of access to health information**

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| --- | --- |
| Text | Frequency |
| Internet | 2063 |
| Doctor | 1640 |
| Friends | 1283 |
| Book | 740 |
| Television | 561 |
| Course training | 427 |
| Opinion leader | 246 |
| Douyin (TikTok) | 100 |
| Online course | 56 |
| Newspaper | 20 |

**Table 2 Word frequency of diseases and health problems of greatest concern**

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| Text | Frequency |
| Arthritis | 207 |
| Hypertension | 194 |
| Heart disease | 115 |
| Diabetes | 86 |
| Asthma | 73 |
| Rhinitis | 60 |
| Cervical spondylosis | 57 |
| Stomach disease | 40 |
| Pharyngitis | 38 |
| Gout | 30 |
| Obesity | 29 |
| Headache | 27 |
| Lumbar disc herniation | 23 |
| Fatty liver | 21 |
| Lumbar muscle strain | 20 |
| Dermatosis | 19 |
| Gastroenteritis | 15 |
| Dysmenorrhea | 15 |
| Hyperlipidemia | 15 |
| Pharyngitis | 14 |
| Uric acid | 13 |
| Thyroid | 11 |
| Anemia | 11 |
| Scapulohumeral periarteritis | 10 |
| Depression | 10 |
| Insomnia | 10 |
| Hemorrhoids | 9 |
| Tumor | 9 |
| Pressure | 9 |
| Urticaria | 8 |
| Kidney stone | 8 |
| Migraine | 8 |
| Gynecological diseases | 8 |
| Stone | 8 |
| Hair loss | 8 |
| Hyperthyroidism | 8 |
| Cough | 8 |
| Hepatitis | 6 |
| Gallstone | 6 |
| Hepatitis B | 5 |
| Meniscus injury | 5 |
| Rheumatism | 5 |
| Spondylitis | 5 |
| Facial paralysis | 5 |
| Triglyceride high | 5 |
| Urethritis | 5 |

**Table 3 Word frequency of medical treatment issues of greatest concern**

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| Text | Frequency |
| Long waiting time | 1495 |
| Excessive medical treatment | 1430 |
| Afraid of diagnosis | 1426 |
| Misdiagnosis | 1424 |
| High cost | 1379 |
| Difficult to make an appointment | 1340 |
| Not familiar with the process | 897 |
| There is no one to accompany | 732 |
| I don't know which department I should go to | 430 |
| Afraid of hospitals | 421 |
| Health insurance is not universal | 346 |
| Ineffective treatment | 322 |
| Unnecessary inspection | 247 |
| Doctors have too little time for a single patient | 223 |
| The medicine prescribed is painless and painless | 202 |
| The level of medical funds in cities and towns is low | 158 |
| Nervous | 132 |
| Impatient | 70 |
| Many patients find acquaintances in the hospital | 42 |
| The level of medical treatment is limited | 20 |
| The doctor have an indifferent attitude | 19 |
| No time | 18 |
| Exclusion method to detect the disease of the patient | 16 |
| The epidemic makes it inconvenient to seek medical treatment | 16 |
| Afraid of finding problems | 12 |
| Distance problem | 12 |
| Doctors on duty on weekends are popular as a formality | 10 |
| Limited by local medical facilities | 8 |
| Seek medical treatment in different places | 8 |
| It is tedious to check | 7 |
| Unnecessary inspection of machinery and equipment | 6 |
| The disease is getting worse and worse | 6 |
| It is more difficult to see a doctor during non-working hours | 6 |
| Parents don't take it seriously and think that they are still young and have no illness | 5 |
| Primary health care is too bad | 5 |
| Graded diagnosis and treatment is a long way off | 5 |
| Medical bank run in big hospital | 5 |
| The level is uneven | 5 |
| The doctor is perfunctory | 5 |

**Table 4 Word frequency of health areas that government should prioritise in the future**

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| Text | Frequency |
| Health industry | 2366 |
| Pension | 1734 |
| Health management | 1572 |
| Medical check-ups | 1546 |
| Pharmaceutical sector | 1120 |
| Chronic disease rehabilitation | 985 |
| Healthcare industry | 782 |
| Convalescent industry | 546 |
| Sports industry | 463 |
| Health care products | 409 |
| Prevention and treatment of occupational diseases | 366 |
| Disease prevention | 349 |
| Mutual assistance for the aged | 320 |
| Environmental and ecological protection | 252 |
| Standardised service | 239 |
| Avoid coping treatment | 217 |
| Avoid excessive drug use | 146 |
| Providing for the aged | 67 |
| Healthy development of traditional Chinese medicine | 35 |
| Preventive knowledge | 15 |
| Wearable medical testing equipment | 1 |
| Traditional physiotherapy | 1 |
| Fitness | 1 |