**Table A: Words per seeded topic using Seeded LDA for all datasets**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Datasets | Appearance | Warmth | Gendered | Competence | Other |
| Low-rated PCP | specialist | nurse | treatment | medical | phone |
|  | test | someone | came | pain | absolute |
|  | medical | something | recommend | well | nothing |
|  | practice | appointments | results | worst | tried |
|  | stopped | medication | times | seen | billing |
|  |  |  |  |  |  |
| High-rated PCP | help | welcoming | see | health | happy |
|  | life | interpersonal | office | medical | look |
|  | better | welcomed | doctors | cares | excellen |
|  | one | questions | wait | amazing | results |
|  | clinic | concerns | appointment | listen | amazing |
|  |  |  |  |  |  |
| Low-rated OBGYN | hospital | however | surgery | people | waiting |
|  | pregnancy | case | pain | don | listen |
|  | birth | reviews | without | always | ignored |
|  | labor | come | life | concerns | history |
|  | obgyn | migraines | endometriosis | pregnant | fine |
|  |  |  |  |  |  |
| High-rated OBGYN | help | professional | doctors | surgery | baby |
|  | life | takes | physician | pain | delivered |
|  | ivf | really | seeing | procedure | delivery |
|  | found | concerns | another | hysterectomy | ob |
|  | treatment | manner | anyone | surgeon | obgyn |
|  |  |  |  |  |  |
| Low-rated ZocDoc | insurance | great | sure | results | manner |
|  | physical | really | worst | times | bedside |
|  | bill | lot | way | phone | medical |
|  | check | nurse | condescending | care | information |
|  | horrible | around | short | patient | extremely |
|  |  |  |  |  |  |
| High-rated ZocDoc | wait | experience | stylish | care | concerns |
|  | appointment | definitely | blood | best | health |
|  | seen | talk | physical | primary | everything |
|  | long | efficient | results | physician | really |
|  | waiting | felt | right | found | listened |

**Table B**: **Words per topic using traditional LDA for all datasets**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Dataset | Topic 1 | Topic 2 | Topic 3 | Topic 4 | Topic 5 |
| Low-Rated PCP | nothing | years | medical | specialist | problem |
|  | right | treatment | pain | months | test |
|  | bad | feel | worst | practice | waiting |
|  | last | times | nurse | seeing | results |
|  | appointments | came | seen | new | medical |
|  |  |  |  |  |  |
| High-rated PCP | time | care | doctor | help | see |
|  | feel | knowledg | patient | year | one |
|  | listen | great | famili | thank | can |
|  | take | recommend | best | medic | get |
|  | alway | staff | will | health | look |
|  |  |  |  |  |  |
| Low-rated OBGYN | questions | don | surgery | worst | hospital |
|  | didn | someone | without | waiting | husband |
|  | results | concerns | felt | last | birth |
|  | issue | always | better | next | still |
|  | plan | people | money | several | helpful |
|  |  |  |  |  |  |
| High-rated OBGYN | recommend | doctor | surgeri | time | doctor |
|  | care | year | procedur | staff | best |
|  | knowledg | thank | even | feel | patient |
|  | high | good | need | alway | see |
|  | great | help | day | question | like |
|  |  |  |  |  |  |
| Low-rated ZocDoc | doctor | doctor | even | offic | wait |
|  | patient | call | didnt | ask | appoint |
|  | one | back | like | visit | time |
|  | room | never | take | see | hour |
|  | medic | test | get | work | minut |
|  |  |  |  |  |  |
| High-rated ZocDoc | profession | wait | doctor | recommend | time |
|  | friend | appoint | care | great | like |
|  | staff | back | will | feel | patient |
|  | visit | didnt | best | question | took |
|  | offic | get | alway | high | realli |