**Supplementary Table 1:** Frequency analysis of top 50 words identified by Natural Language Toolkit (NLTK) library in the best reviews.

| **Word** | **Frequency** | **Word** | **Frequency** |
| --- | --- | --- | --- |
| Pain | 1004 | Truly | 162 |
| Care | 937 | Grateful | 155 |
| No | 536 | Awesome | 155 |
| Caring | 524 | Fantastic | 154 |
| Better | 387 | Free | 152 |
| Kind | 378 | Confident | 151 |
| Friendly | 375 | Top | 147 |
| Injury | 337 | Problems | 146 |
| Wonderful | 324 | Friends | 139 |
| Problem | 255 | Trust | 134 |
| Helpful | 245 | Confidence | 132 |
| Pleased | 242 | Pleasant | 127 |
| Happy | 238 | Want | 126 |
| Help | 232 | Ease | 123 |
| Compassionate | 230 | Efficient | 123 |
| Comfortable | 226 | Clear | 121 |
| Outstanding | 202 | Successful | 119 |
| Easy | 191 | Impressed | 116 |
| Sure | 180 | Positive | 112 |
| Hand | 172 | Clearly | 107 |
| Definitely | 171 | Love | 102 |
| Thanks | 170 | Feeling | 98 |
| Torn | 170 | Honest | 91 |
| Cares | 165 | Strength | 90 |
| Nice | 163 | Competent | 88 |