**Supplementary Table 2:** Frequency analysis of top 50 words identified by NLTK library in the worst reviews.

| **Word** | **Frequency** | **Word** | **Frequency** |
| --- | --- | --- | --- |
| Pain | 561 | Unprofessional | 25 |
| No | 338 | Suffered | 24 |
| Injury | 102 | Fine | 23 |
| Problem | 87 | Free | 23 |
| Care | 73 | Refused | 23 |
| Torn | 68 | Relief | 20 |
| Rude | 64 | Accident | 20 |
| Bad | 59 | Tears | 19 |
| Wrong | 47 | Sure | 18 |
| Worst | 45 | Top | 18 |
| Failed | 45 | Disappointed | 17 |
| Horrible | 45 | Discomfort | 16 |
| Severe | 44 | Leave | 16 |
| Better | 44 | Nice | 15 |
| Arrogant | 42 | Caring | 15 |
| Problems | 41 | Pleased | 15 |
| Worse | 39 | Thanks | 15 |
| Want | 36 | Suffering | 15 |
| Help | 35 | Mistake | 15 |
| Hand | 34 | Helpful | 14 |
| Terrible | 32 | Limited | 14 |
| Painful | 29 | Happy | 14 |
| Damage | 29 | Clearly | 14 |
| Broken | 27 | Lack | 14 |
| Poor | 27 | Negative | 14 |