

Table S1: BERT-base**COVID**

	Predicted positive	Predicted negative
Actual positive	TP=84	FN=17
Actual negative	FP=8	TN=279

Telehealth

	Predicted positive	Predicted negative
Actual positive	TP=391	FN=1
Actual negative	FP=6	TN=2

User

		Predicted				
		Unknown	Vendor	Clinician	Consumer	Policymaker
Actual	Unknown	210	41	9	4	2
	Vendor	43	29	2	1	0
	Clinician	7	4	9	4	0
	Consumer	7	0	0	12	0
	Policymaker	2	0	0	0	2

	Recall	Precision	F1
Unknown	0.7895	0.7807	0.7850
Vendor	0.3867	0.3919	0.3893

Clinician	0.3750	0.4500	0.4091
Consumer	0.6316	0.5714	0.6000
Policymaker	0.5000	0.5000	0.5000

	Train	Test	Total
Unknown	1091	266	1357
Vendor	279	75	354
Clinician	93	24	117
Consumer	71	19	90
Policymaker	19	4	23

Sentiment

		Predicted		
		4	3	2
Actual	4	178	39	4
	3	65	77	2
	2	9	6	8

	Recall	Precision	F1
4	0.8054	0.7063	0.7526
3	0.5347	0.6311	0.5789
2	0.3478	0.5714	0.4324

	Train	Test	Total
4	886	221	1107
3	577	144	721
2	90	23	113

Table S2: BERT-telehealth**COVID**

	Predicted positive	Predicted negative
Actual positive	TP=86	FN=15
Actual negative	FP=5	TN=282

Telehealth

	Predicted positive	Predicted negative
Actual positive	TP=390	FN=2
Actual negative	FP=4	TN=4

User

		Predicted				
		Unknown	Vendor	Clinician	Consumer	Policymaker
Actual	Unknown	212	41	8	3	2
	Vendor	38	33	3	1	0
	Clinician	10	3	10	1	0
	Consumer	8	0	0	11	0
	Policymaker	2	0	0	0	2

	Recall	Precision	F1
Unknown	0.7970	0.7852	0.7910
Vendor	0.4400	0.4286	0.4342
Clinician	0.4167	0.4762	0.4444

Consumer	0.5789	0.6875	0.6286
Polycymaker	0.5000	0.5000	0.5000

Sentiment

		Predicted		
		4	3	2
Actual	4	185	31	5
	3	67	77	0
	2	8	4	11

	Recall	Precision	F1
4	0.8371	0.7115	0.7692
3	0.5347	0.6875	0.6016
2	0.4783	0.6875	0.5641