

## Understanding telemedicine service users' perceptions: A text mining analysis on social media discussion

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### Abstract

*Telemedicine has drawn noticeable attention due to the advancement of information technology, and it saw a surge in popularity during the COVID-19 pandemic. This study aims to understand telemedicine users' perceptions of their care services and identify the aspects of telemedicine that can be improved to enhance users' experience and satisfaction. Specifically, we utilized a topic modeling approach with Latent Dirichlet Allocation (LDA) to analyze telemedicine-related discussion posts on Reddit to discover the topics and themes that telemedicine service users are interested in, as well as the perceptions that users have of those topics and themes. 11 topics and 6 themes were discovered by the LDA algorithm. Lastly, we provide our suggestions and insights on how telemedicine services and practitioners can implement the themes, as well as directions for future study.*

**Keywords:** Telemedicine, Social media, Text mining, Topic modeling, LDA

### 1. Introduction

Telemedicine (a.k.a. telehealth or virtual care) is one of the rising technologies in the U.S., especially under the pandemic situation caused by the novel coronavirus disease (COVID-19) (Wosik et al., 2020). According to a recent survey during the COVID-19 pandemic (Alexander et al., 2020), telemedicine visits increased by over 4% in Q1 and 35% in Q2 in 2020. Another source revealed that 38% of patients have received some kind of virtual care in 2022 (Melchionna, 2022). It is also believed that telemedicine will be one of the complementary services in healthcare. J.D. Power announced that telemedicine is gaining patient satisfaction during the COVID-19 pandemic, but several barriers still exist to overcome (J.D. Power, 2020). The global telemedicine market is projected to grow from USD 79.79 billion in 2020 to USD 396.76 billion in 2027 (Fortune Business Insights, 2021). In addition, as mobile devices are adopted and used by

more users and their capability to deliver voices, videos, photos, and more interactive communications between patients and doctors, telemedicine is an area that is gaining more attention.

Telemedicine, also known as various other terms, such as telehealth, electronic health (eHealth), telehealth, or digital health, refers to the healthcare services delivered by healthcare providers who are geographically distanced using information communication technology (Harst et al., 2019). Although there are still some similar concepts and applications, telemedicine focuses on healthcare service delivery to the patients and encompasses four contexts: medical, technological, spatial, and benefits (Sood et al., 2007). The concept of telemedicine was introduced as early as the 1970s (Sood et al., 2007). Nevertheless, due to the lack of technology that enables the concept, it was only recently that telemedicine services were widely provided to the general public. Also, the COVID-19 pandemic accelerated the wide adoption of telemedicine services.

Most of the research on telemedicine so far has focused on the healthcare providers' perspectives (such as Serrano & Karahanna, 2016; Paul, 2006; Hu et al., 2002). It was mainly because it was believed the acceptance of telemedicine by the healthcare service providers and the technological readiness should precede the acceptance by the patients (i.e., users) in the market. However, the emergency of the mobile device and high-speed mobile network, easy of telemedicine access is evitable. Thus, telemedicine users have become a telemedicine key player. Therefore, since the infrastructure and the providers' capabilities have been prepared, it is time to shift the focus to the user's perspectives on telemedicine. As Mair and Whitten (2000) claimed, we need to pay more attention to the patients' perceptions (e.g., satisfaction/dissatisfaction) towards telemedicine services to design and provide better telemedicine services.

The first and utmost task to understand how the customers (i.e., patients) think of something is to explore what they say about it. In this study, we collect the postings that mention telemedicine services on a large social discussion website, which we believe represent the general public's perception of telemedicine. By analyzing the data using text mining techniques, this study tries to answer the research questions as follows by exploring and understanding how people think about telemedicine services:

RQ1: What are the user perceptions of the telemedicine service?

RQ2: What aspects can improve the user experience of telemedicine service?

## 2. Literature review

### 2.1 Telehealth and telemedicine service

Since the outbreak of COVID-19 pandemic, the importance of remote medical and health services has become critical and has been paid attention to by the public (Wosik et al., 2020). The term telehealth is described as “the entire spectrum of activities used to deliver care at a distance—without direct physical contact with the patient” (Wosik et al., 2020, p. 957). Telehealth service benefits patients who suffer from mobility, disability, or are being quarantined in a remote place with technology support. Furthermore, with the development and widespread of mobile user applications, patients can even more easily manage by themselves their medical conditions by using smartphones, tablets, or small monitoring devices (Abbasgholizadeh Rahimi et al., 2017). Such medical services provided by mobile devices and applications, termed m-health, are best suited for collaborated medical decisions among multiple healthcare parties to supplement their own decision to come up with the best decision for those physically distanced from healthcare providers (Abbasgholizadeh Rahimi et al., 2017). As a type of telemedicine, mHealth offers various benefits such as reducing medical service costs, maintaining a healthy lifestyle, effective management of chronic diseases and improving health-related knowledge (Rajak & Shaw, 2019).

The concept of telemedicine is suggested about a decade ago, referring to the “use of information technologies to exchange health information and provide health care services across geographical, time, social and cultural barriers” (Gagnon et al., 2003, p. 104). Telemedicine is known to increase healthcare quality and its accessibility as well as lower healthcare

expenditure as described as a telehealth service (Gagnon et al., 2003). One study found that the intention to use telemedicine is influenced by various people's perceptions of ease of use, usefulness, technology anxiety, trust, risk, and technology resistance (Kamal et al., 2020). Another study emphasized that a well-designed business plan is a core of telemedicine success because a short revenue stream cannot support the sustainability of the telemedicine service to the public (Krupinski & Weinstein, 2013). Weinstein et al. (2014) proposed examples of services that derive the likelihood of telemedicine program success: 1) teleradiology, 2) telestroke service, 3) correctional telemedicine, and 4) multi-site video group chatting functionality (Weinstein et al., 2014).

In terms of the geographical location of medical services and flexible service availability, telemedicine is one of the supportive means for those who reside in rural areas or are underprivileged (Zobair et al., 2020). However, there have been barriers to the adoption of telemedicine. For example, organizational effectiveness, motivation of the healthcare providers, patient satisfaction, and telemedicine trustworthiness hinder telemedicine's success in rural areas (Zobair et al., 2020). Zobair et al. (2020) also revealed that lack of IT communication infrastructure, quality of care, and resource allocation played a significant role in telemedicine deployment in rural areas.

Using the telemedicine infrastructure, academic research in 2016 showed that 15.4 percent of physicians used telemedicine for patient care overall, and about 40% of emergency medicine have actively used telemedicine platforms (Kane & Gillis, 2018). That study also reported that radiologists, psychiatrists, and cardiologists used telemedicine most to interact with their patients (39.5%, 27.8%, and 24.1%, respectively) (Kane & Gillis, 2018). Since the COVID-19 pandemic, the use of telemedicine has been phenomenal, and ample research has examined telemedicine accordingly. For example, between June 26 and November 6 in 2020, 30.2% of the patient visits to the healthcare center were made through the telehealth service in the U.S. (Demeke et al., 2021).

A recent study interviewed primary care practices to understand if telemedicine has helped improve healthcare services during the COVID-19 pandemic (Gomez et al., 2021). Primary care practitioners and physicians expressed the advantages of telemedicine use during COVID-19, such as more time to counsel patients, improved medication reconciliations, the capability of the patient's living environment, and improved patient accessibility with convenience.

However, they also noted the challenges of patient care via telehealth in terms of limited personal connection, particularly for those who are vulnerable, who are technologically inexperienced, leaving some group of patients, lack of physical examinations, and incomplete workflow of telemedicine visits (Gomez et al., 2021).

As acknowledged by practitioners and academic scholars, the COVID-19 pandemic accelerated telemedicine adoption and its rapid public use. Such urgent implementation required modification of conventional patient care procedures such as patient triage, handling technological resources, scheduling management, revisiting regulatory compliance, and comprehensive education for providers and patients (Loeb et al., 2020).

### 3. Research method

#### 3.1 Data collection

Data is collected from Reddit, an American social news aggregation, content rating, and discussion website. Reddit has become a popular data source for health-related studies in recent years (Boettcher, 2021). To find the relevant Reddit data, we used a Reddit posts extraction script tool called Reddit Data Mining with Python from <https://searchwilderness.com/reddit-python-code/>. Data was collected in June 2021. This study investigates users' perceptions of their telemedicine visits or service. Therefore, we limited our data search to a related field. First, three researchers reviewed literature in the field and independently suggested keywords relevant to telemedicine, including telemedicine, telehealth, virtual health visits, etc. We also limited the search range to healthcare-related sub-reddits (sub-forums) such as Askdocs, allergies, Anxiety etc. To ensure relevancy, two researchers reviewed the first-round collected data. There were two interesting findings. First, many posts specifically discussed certain telecare providers, for example, MeMD, and PlushCare. To address this, we extended our keywords to include the top telemedicine providers in the U.S. Second, some retrieved data from certain subreddits were irrelevant to our study goal as keywords appeared in the content like stocks and job searching sub-reddits. Therefore, we excluded such sub-reddits from the data collection. After reviewing the preliminary data collected, we also excluded some Reddit posts which were archives of other Reddit posts, called mega reddits. Appendix A lists the final version of keywords and sub-reddits used in this study. Figure 1 shows the descriptive information about the initially collected data.

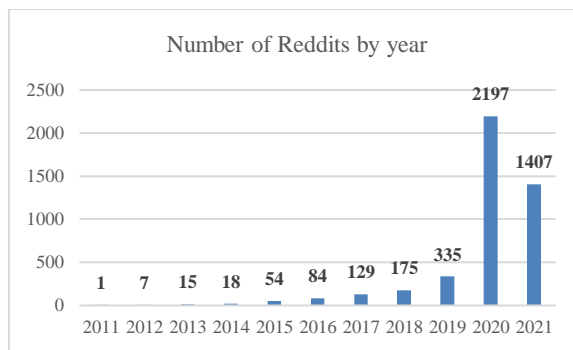


Figure 1. Descriptive information for collected data

After the initial collection of the data, we found that many Reddit threads include keywords with a very small frequency in the post. To increase the relevancy of the study, we focused on the Reddit threads that include the keywords at least two or more times. This narrowed down the data to 476 Reddit threads. Then two researchers looked at each thread to check its relevance to the study. For example, some Reddit threads were more about advertising or sharing news, which is irrelevant to our study to understand the people's perception of telemedicine services. After we excluded the irrelevant data, the number of Reddit threads selected was 162. Then we collected all the following posts, such as replies and comments to the threads we selected and included them in the text mining analysis. The total number of Reddit posts (both main and following posts) included in the final text mining analysis was 2478.

#### 3.2 Text mining: Topic modeling with LDA

Text mining has been utilized to facilitate the process of extracting useful topics from the literature (Jalodar, et al, 2019). Topic modeling with Latent Dirichlet Allocation (LDA) is a computational content-analysis method that is used to extract "hidden" thematic structure of the given collection of texts (Maier, et al., 2018). Existing studies utilized topic modeling with LDA in natural language processing, social media analysis, customer reviews, information retrieval, and literature review (Jalodar et al., 2019; Harb, Shang, & Al-musa, 2020; Harb, & Shang, 2021). In this study, we adopted topic modeling with LDA algorithm to automatically analyze content from a social news/discussion forum to understand the users' perception of virtual healthcare service (telemedicine). LDA is a generative probabilistic topic modeling algorithm that was first introduced by Blei et al. (2003). It is a probabilistic graphical model that can find the proportion of one variable given the value of other variables (Wainwright, & Jordan, 2008). In the topic models, documents are a mixture of topics, and topics

are a mixture of words. In the generative process, each document is modeled as a multinomial distribution over  $k$  topics and it models each topic as a multinomial distribution over vocabulary  $V$ . To generate the new documents, LDA samples the topics from a multinomial distribution. The probability that a specific topic gets selected depends on some prior belief of distribution over topics. Since a topic is a probability distribution of vocabulary words, the number of times a word can appear in a document depends on the probability of that word in a given topic. The process iterates as many times as the words to have in the document (Chauhan, & Shah, 2021).

The LDA can be considered as utilization of the Bayesian Network, which is a type of probabilistic model that derives the probabilistic relationship between random variables involved in the process. Since the purpose of LDA is to discover hidden topics in a large corpus, one of the most important tasks in LDA is to choose the number of topics. In this study, we applied the coherence measures to decide the number of topics. Since each generated latent topic in LDA consists of a distribution of words, the topic coherence measures the score of a topic by measuring the semantic similarity of the top  $N$  words in the topics.

To prepare the collected dataset for topic modeling analysis, we cleaned the data with the following steps: (1) we removed the punctuation, hyperlinks, and other meaningless content in the data; (2) we removed the stop words and we also extended the stop words to include some noisy words such as: http, bit, ever, x, y, etc.; (3) Lemmatization was performed on the documents. We utilized the Latent Dirichlet Allocation (LDA) model from the Gensim package in Python as it is one of the most probabilistic algorithms used for topic identification (Moro et al., 2015).

To analyze the collected dataset using topic modeling with LDA model, we followed the following procedures: (1) we built the base model with ten topics where each topic is a distribution of words with certain weight; (2) the coherence score for the baseline model was calculated (the value was 0.46); (3) sensitivity tests were performed to determine the hyperparameters including the number of topics ( $k$ ), Dirichlet hyperparameter  $\alpha$ , and Dirichlet hyperparameter  $\beta$ ; (4) for each LDA model that was created in the previous step, the coherence score was calculated; (5) based on the rank of the coherence scores for all LDA models that were created in step 3, we investigated the top-ranked models (the coherence scores that were greater than 0.50) with their coherence scores, the Dirichlet hyperparameter  $\alpha$  and  $\beta$ , as well as the

topics that were generated; (6) we selected the model that yielded 11 topics ( $k=11$ ) with the highest coherence score, based on previous studies. The values of  $\alpha$  and  $\beta$  parameters were selected based on the maximum coherence score for 11 topics ( $\alpha$ =symmetric,  $\beta$ =.91). Lastly, we trained and ran the final model with the selected parameters. The coherence score for the final model was 0.5249. Table 1 lists the top words and topics generated by the final model. The LDA model generated the 11 topics with the keywords for each topic. The researchers independently reviewed the keywords and the topic map and interpreted the meaning of each topic. Then, the consent of the interpretation for each topic was reached during the discussion.

**Table 1. Top words and topics generated from the document**

No.	Weight	Keywords	Topic
1	45.8%	Doctor, know, telehealth,time, appointment, day, help, insurance, people, telemedicine	Core service
2	14%	Person, therapy, therapist, time, telehealth, first, online, session, know, good	New patient service
3	12.5%	Client, telehealth, therapist, person, therapy, time, back, session, know, thing	Patient retention
4	11.3%	Patient, time, job, telemedicine, work, care, hour, pay, u, company	Caring
5	8.6%	Therapist, phone, therapy, anxiety, session, telehealth, client, help, call, time	Communication and amenities
6	4%	Reminder, day, hospital, hour, covid, comment, chest, thread, positive, time	Service quality
7	2.6%	Kratom, sub, withdrawal, day, pain, suboxone, taper, taking, stronger, using	Specific service type - pain reliefs
8	0.7%	Medicare, practice, gp, item, telehealth, bulk, rebate, gps, gap criterion	Cost and insurance

9	0.3%	Lab, defy, extra, trt, text, mpm, hormone, panel, added, decline	Specific service type - lab results
10	0.1%	Neurological, neurologist, touchy, traditional, exam, thread, feely, pine, misread, m	Specific service type - Neurological diseases
11	0.1%	Telehealth, time, know, person, people, help, good, therapist, day, doctor	Service process

### 3.3 Thematic analysis results

A total of 11 topics discovered from the topic modeling with LDA were mapped into 6 themes of telemedicine service. To generalize the topics into themes, the researchers went through the meaning of each topic, then assigned the topics to the themes in telemedicine based on previous studies and theories (e.g., Tucker, & Adams, 2001; Naidu, 2009; Flowdar, 2005). The closely related topics are consolidated into the same theme. For example, topics about the core service provided by a physician and the specific types of service, such as pain relief, lab results, and neurological problems, are consolidated into a single theme: physician conduct; topics about medical service for first-time patients and patient retention, are consolidated into patient loyalty theme. For the topics that are clearly distinguished from other topics, we assign them to their own theme. For example, Topic 8 is the only one that discusses the cost and insurance policies/issues in the generated topics, we assign the theme of “affordability of care” for this topic. Table 2 shows the themes of telemedicine discovered from the topic modeling.

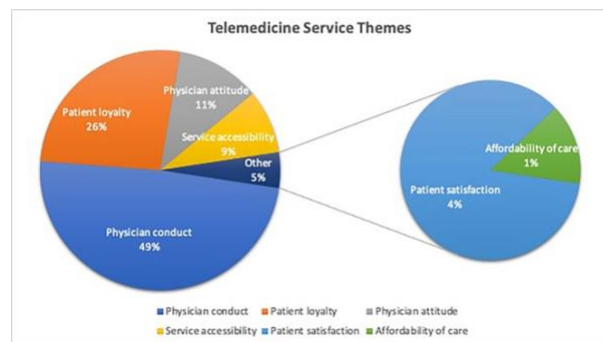
**Table 2. The themes of telemedicine discovered from the topic of modeling**

Themes of telemedicine	Weight	Topics
Physician conduct	48.8%	Core service, Specific service type – Pain reliefs, Specific service type – Lab results, Specific service type – Neurological diseases
Patient loyalty	26.5%	New patient service, Patient retention
Physician attitude	11.3%	Caring

Service accessibility	8.6%	Communication and amenities
Patient satisfaction	4.1%	Service quality, Service process
Affordability of care	0.7%	Cost and insurance

## 4. Discussion and implication

The 6 telemedicine service themes are frequently discussed by the patients and their families who have used or have an interest in using telemedicine service. As shown in figure 2, 49% of the discussions focused on physician conduct, including a wide range of core services and different types of specific services provided by a clinic/physician. Additionally, physician attitude, which describes the patient’s assessment of a physician’s friendliness and caring attitude, is also discussed at 11%. There are two themes from the patient’s perspective: one is patient loyalty (26%) and the other is patient satisfaction (4%). The other two themes include 9% of the discussion on the service accessibility in terms of communication and amenities of the medical service and 1% on the affordability of care.



**Figure 2. The 6 telemedicine service themes discovered from topic modeling**

### 4.1 Theme 1: Physician conduct

Physician conduct includes a wide range of physician performance during the patient visit: the thoroughness of the examination, physician competence, clarity of instructions, ability to listen to details of illness, and ability to answer questions (DiMatteo, & Hays, 1980; Ware, 1978; Flowdar, 2005). Physician conduct is obviously a very important theme in patients’ perception of telemedicine, with 49% weight on generated topics from the discussion posts.

Previous studies have proven how physician conduct affects patient satisfaction in healthcare (DiMatteo, & Hays, 1980). In recent years, studies have investigated how different aspects of physician conduct affect telemedicine services. For example, Abbasi-Moghaddam et al. (2019) investigated patients' perception of health service quality and found patients satisfied with physician consultation have the highest score on their viewpoints of service quality. Giardina, et al. (2018) applied a mixed method study to investigate the efficiency of telemedicine (online portal) for specific service type -lab results. Interestingly, they found that simply providing lab results through the online portal is insufficient. It is important that health providers also provide explanations/instructions to help patients interpret and manage their test results.

Based on our topic modeling analysis results and previous studies' findings, we suggest that health providers must provide additional strategies to help improve physician conduct in adopting telehealth care.

#### **4.2 Theme 2: Patient loyalty**

Our results revealed that patient loyalty showed the second highest weight (i.e., 26.5%) among other themes. Two topics came up with patient loyalty: new patient service and patient retention. In our analysis, many keywords associated with the patient loyalty theme are therapist, therapy, session, back, and client. It seems that wellness and therapy-related healthcare service might utilize telehealth and telemedicine services significantly. It makes sense that during the COVID-19 pandemic, many patients should get medical consulting online or by telephone because of access limitations. Thus, follow-up research might be needed to exclude an unexpected and uncontrolled event to confirm the result's consistency. In practice, our theme provides insight that the degree of patient or service user's loyalty level may determine the sustainability of the telemedicine service through repeated visits. Thus, future research may also measure the relevance of frequency and length of visit to service user's commitment level.

#### **4.3 Theme 3: Physician attitude**

Physician attitude refers to the patient's assessment of a physician's friendliness and caring attitude. The topic modeling analysis results showed that 11% of the discussion focused on physician attitude. Existing studies have proven physicians' friendliness and caring have a significant positive relationship with patient satisfaction with their physician (Uhas, et al. 2008; Swedlund, et al. 2012). In a recently published study,

Shaverdian et al. (2021) investigated the impact of telemedicine on patient satisfaction and perceptions of health care quality in radiation oncology. They found no significant differences between an office visit and telemedicine consultations in the level of physician concern and friendliness.

In line with previous studies, we agree that a physician's attitude is an important aspect that affects a patient's satisfaction and perception. Physicians need to maintain the same level of caring attitude in telemedicine. Since friendliness and caring attitude can be shown in the same way in telemedicine settings, no additional strategies or policies need to be placed.

#### **4.4 Theme 4: Service accessibility**

The fourth theme is associated with communication and amenities, given a social media discussion analysis. Its weight shows 8.6% and relevant keywords include therapist, phone, anxiety, session, client, call, and time. Our results evidenced that the communication aspect has become important in terms of telehealth and telemedicine. In particular, it is interesting to find that the keyword of anxiety is a part of the list, showing that telemedicine service users might want to confirm the quality of service or resolve service uncertainties. Since the social media discussion we used to develop the fourth theme stemmed from therapy-associated service, direct service-related requests are mainly placed to form a theme. Practically, the current theme provides insight into the managerial plan of the organization if it plans to implement telehealth or telemedicine service in wellness areas. It means telemedicine service can play a salient role in being a communication outlet in addition to being a way of diagnosis and medical examination.

#### **4.5 Theme 5: Patient satisfaction**

Patient satisfaction is considered one of the key elements of telemedicine service success (Garcia & Adalakun, 2019). Patient satisfaction is also an important factor that affects healthcare outcomes (Naidu, 2009). In fact, patient satisfaction is a complex construct and has multiple facets that affect telemedicine service. In addition, concerns exist regarding the adequacy of the methodologies that attempt to capture satisfaction (Garcia & Adalakun, 2019). Hence, prior research suggested additional studies addressing patient satisfaction issues.

In this study, we confirm that patient satisfaction is one of the main elements that telemedicine users address. The result shows that 4.1% of weight goes to patient satisfaction in the topic generation process from the data. Also, patient satisfaction incorporates service

quality and service process aspects essential in telemedicine service. Based on our topic modeling analysis, patient satisfaction should be one of the key considerations when designing telemedicine services and their implementation.

#### 4.6 Theme 6: Affordability of care

Affordability or cost-of-care is another important element of a patient's healthcare service decision-making (Beal & Foli, 2020). Affordability incorporates a wide range of issues that are related to the costs/price of healthcare services from geographic availability (Levesque et al., 2013), transportation (Miteniece et al., 2018), insurance, time, taxes, etc. (Beal & Foli, 2020). The World Health Organization (2008) says, "affordability is estimated using the daily wage of the lowest-paid unskilled government worker by determining the number of days' wages required to purchase selected courses of treatment for common acute and chronic conditions (p. 12)." Affordability affects the financial stress on the families that consider getting healthcare services and can be a barrier to getting proper healthcare services. It is still not clear that telemedicine is cost-effective compared to the traditional healthcare service method (Whitten et al., 2002; Atmojo et al., 2020). However, it is apparent that affordability is an element that patients take significant when deciding to select a telemedicine service.

Our analysis shows that affordability of care is one of the topics that appear in the telemedicine users' discourses with 0.7% of the weight. Telemedicine can help patients reduce transportation time and/or cost, and eliminate time off from work (Atmojo et al., 2020). This tells us that telemedicine services can provide advantages to their patients by reducing the cost of care as well as informing patients by advertising the affordability of care.

#### 5. Research limitations and future research

In this study, we applied a text mining approach to discover users' perceptions of telemedicine. Specifically, we utilized topic modeling with LDA to generate the topics from the discussion post on a popular social media website. Our topic modeling analysis showed promising results on the aspects of telemedicine services that are most important to patients and families. These findings can provide useful insights for healthcare providers in their future services. However, our study is not without limitations. Firstly, the data collection was from one website. To achieve a more accurate result, it is better to analyze data from multiple data sources. As such, future studies can collect more data from different

data sources to further test our proposed propositions. We plan to collect customer reviews of popular telemedicine providers/apps and use the review data to test our research propositions. Secondly, our data analysis approach did not consider time differences. Long with the rapid development of Internet service and with the impact of COVID-19, telemedicine gained popularity over the past two years and now has a trend of diving down. It would be interesting to see how this time event changes users' perception on telemedicine.

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## Appendix A.

### Keywords and Subreddits used to collect data

<b>Keywords</b>	Amwell, digital health, digital medicine, Doctor on Demand, e-Health, eHealth, Folx Health, HealthTap, iCliniq, LiveHealth Online, m-Health, Maven Clinic, MDlive, MeMD, mHealth, mobile health, Mobile healthcare, online health, PlushCare, SteadyMD, Teladoc, tele care, telecare, teledoctor, telehealth, telemedicine, Virtuwell
<b>Subreddits</b>	Adderall, ADHD, Allergies, antidepressants, Antipsychiatry, Anxiety, Anxietyhelp, askpsychologist, AskDocs, AskPsychiatry, aspergers, Asthma, autotldr, BabyBumps, bipolar, BipolarSOs, birthcontrol, BlackMentalHealth, bloodborne, BPD, britishproblems, CerebralPalsy, ChronicIllness, CloudMD, Concussion, Coronavirus_KY, CoronavirusDownunder, CoronavirusUS, COVID19positive, CPTSD, depressed, depression, Dermatillomania, diabetes, dietetics, digitalhealth, disability, eHealth, ehlersdanlos, ems, Epilepsy, Frugal, ftm, Gastritis, HealthAnxiety, healthcare, HealthcareInsights, healthIT, Healthyhooa, Herpes, Hyperhidrosis, JAAGNet, ketoscience, Lexapro, lgbt, loseit, MakeupAddiction, MaladaptiveDreaming, malementalhealth, MAOIs, medical, medical_advice, medicalmarijuana, medicine, Menieres, mentalhealth, MentalHealthPH, MentalHealthSupport, mentalillness, Methadone, mhealth, microdosing, MtF, MultipleSclerosis, mypartneristrans, Noctor, NoNewNormal, nosleep, nursing, OccupationalTherapy, OCD, opiates, physicaltherapy, polyamory, Prozac, Psychiatry, psychotherapy, publichealth, remotedaily, running, saskatoon, solvecare, SSRIs, stopdrinking, suboxone, SuicideWatch, TalkTherapy, telehealth, TeleMedicine, Testosterone, TherapeuticKetamine, therapy, tipofmytongue, trans, Transgender_Surgeries, transgenderUK, tressless, tretinoin, trt, VeteransBenefits, WomensHealth