**Table 1.** Qualitative patient feedback

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| Platform Component | Feedback | Illustrative Quote |
| Triage Algorithm | **Positive** | “I felt a sense of security knowing I had a direct channel for UTI problems and that my issue would be resolved in a timely manner.”“I liked that it was immediate and accessible care—being able to contact someone right away vs. having a delay. It was very convenient and discreet.”“I thought of when I still had my elderly mom and how it would have been great for her. In medicine in general, it can be hard to call, leave a message, and call back. It’s exhausting, so I love the idea of this.”“I liked knowing that if I got a UTI, I can get immediate help with it, as opposed to calling the doctor and waiting for a call back. I have a tool at my disposal, so I am more relaxed about resolving UTIs.”“I liked the accessibility aspect. It was less of a burden on my personal life.”“This is better than waiting for urgent care or going to the ER.” |
| **Negative** | “For women who are just starting out with this issue, they may be suspicious about the idea of talking through the platform about their medical issues.”“I am worried about experiencing a silent UTI with symptoms that are different than the ones pre-loaded onto the platform.” |
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| Educational Videos | **Positive** | “I don't always remember what the providers tell me during my visits, so I liked having a backup explanation for what I may have missed at my appointment.”“Watching the videos helped me understand why estrogen cream is important and since seeing it, I have started using it more.”“I liked that I was able to go back to them. I liked the clarity. It was a lot of info that was easy to understand.”“Helped me learn the difference between actual UTIs and something that did not need to be treated.”“I like that it makes me feel like I'm not alone with my problem. It helped me not feel as scared.” |
| **Negative** | “I thought some of the videos were too basic for someone who has been dealing with this issue for a long time.”“It felt like sitting in auditorium with a slide presentation. It was a bit boring.”“I felt they were a bit sparse, and they were very clinical.”“Anything over 3 minutes was too long.”“Just a bit too repetitive.”“I think this only works if your provider has done the background work of actually prescribing the prevention methods, because if not, there is some disconnect when watching the videos.” |