

Use Case	Explanation
Explaining and making sense of symptoms	In this use case, you typically experience one or multiple symptoms that you do not understand and want an explanation for.
Management of acute symptoms and deciding for or against seeking care	In this use case, you typically experience an acute symptom and want advice on how to manage it, or whether you should seek medical care.
Medication and supplement safety and use	In this use case, you typically want to know whether you take medication or supplements correctly and if they are safe.
Advice while recovering from an infection	In this use case, you have or recently had an infection and want information about what to expect during recovery and what next steps to take, including whether and who to consult.
Navigation through the healthcare system	In this use case, you typically want to get clarification on medical procedures or know which steps to take next.
Reassurance about the normality of a physiological sensation	In this use case, you typically want to know if something you observe in your body is a normal body response.
Infection risk after something happened	In this use case, you typically want to know your risk of an infection after something happened to you.
Unexplained body changes	In this use case, you notice a change in or on your body and want to understand what it could mean, whether it is normal, and what to do next if needed.
Lab test or imaging interpretation	In this use case, you typically had blood work or imaging done and want an interpretation or clarification about some values or images.

Supplementary Table 1. Cluster Descriptions.