

**Multimedia Appendix 1.** Reported chronic health conditions (N=400).

Health condition	No navigational needs (N=195) n (%) <sup>a</sup>	Navigational needs (N=205) n (%) <sup>a</sup>	Total n (%) <sup>a</sup>
Heart and vascular condition (eg, high blood pressure, stroke, heart failure, angina, high cholesterol)	58 (29.7)	61 (29.8)	119 (29.8)
Skin condition (eg, eczema, psoriasis)	45 (23.1)	59 (28.8)	104 (26.0)
Mental health (eg, depression)	50 (25.6)	52 (25.4)	102 (25.5)
Lung condition (eg, asthma, COPD, emphysema)	50 (25.6)	41 (20.1)	91 (22.8)
Stomach or bowel condition (eg, irritable bowel syndrome, Crohn's disease, ulcerative colitis, reflux)	44 (22.6)	37 (18.0)	81 (20.3)
Arthritis and/or osteoporosis	39 (20.0)	35 (17.1)	74 (18.5)
Diabetes (Type 1 or Type 2)	24 (12.3)	28 (13.7)	52 (13.0)
Thyroid condition	14 (7.2)	17 (8.3)	31 (7.8)
Kidney disease	7 (3.6)	3 (1.5)	10 (2.5)
Cancer – not related to any of the above conditions	6 (3.1)	13 (6.3)	19 (4.8)
Other	43 (22.1)	54 (26.3)	97 (24.3)

<sup>a</sup>Respondents could select multiple options; percentages do not total 100%.