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Reporting Summary

Nature Research wishes to improve the reproducibility of the work that we publish. This form provides structure for consistency and transparency in reporting. For further information on Nature Research policies, see our Editorial Policies and the Editorial Policy Checklist.

Statistics

For all statistical analyses, confirm that the following items are present in the figure legend, table legend, main text, or Methods section.

n/a	Confirmed	
☐	☒	The exact sample size (*n*) for each experimental group/condition, given as a discrete number and unit of measurement
☐	☒	A statement on whether measurements were taken from distinct samples or whether the same sample was measured repeatedly
☐	☒	The statistical test(s) used AND whether they are one- or two-sided *Only common tests should be described solely by name; describe more complex techniques in the Methods section.*
☒	☐	A description of all covariates tested
☐	☐	A description of any assumptions or corrections, such as tests of normality and adjustment for multiple comparisons
☐	☒	A full description of the statistical parameters including central tendency (e.g. means) or other basic estimates (e.g. regression coefficient) AND variation (e.g. standard deviation) or associated estimates of uncertainty (e.g. confidence intervals)
☐	☒	For null hypothesis testing, the test statistic (e.g. *F*, *t*, *r*) with confidence intervals, effect sizes, degrees of freedom and *P* value noted *Give P values as exact values whenever suitable.*
☒	☐	For Bayesian analysis, information on the choice of priors and Markov chain Monte Carlo settings
☒	☐	For hierarchical and complex designs, identification of the appropriate level for tests and full reporting of outcomes
☒	☐	Estimates of effect sizes (e.g. Cohen's *d*, Pearson's *r*), indicating how they were calculated

Our web collection on statistics for biologists contains articles on many of the points above.

Software and code

Policy information about availability of computer code

Data collection	N/A
Data analysis	N/A

For manuscripts utilizing custom algorithms or software that are central to the research but not yet described in published literature, software must be made available to editors and reviewers. We strongly encourage code deposition in a community repository (e.g. GitHub). See the Nature Research guidelines for submitting code & software for further information.

Data

Policy information about availability of data

All manuscripts must include a data availability statement. This statement should provide the following information, where applicable:

- Accession codes, unique identifiers, or web links for publicly available datasets
- A list of figures that have associated raw data
- A description of any restrictions on data availability

Provide your data availability statement here.

Field-specific reporting

Please select the one below that is the best fit for your research. If you are not sure, read the appropriate sections before making your selection.

☐ Life sciences   ☒ Behavioural & social sciences   ☐ Ecological, evolutionary & environmental sciences

For a reference copy of the document with all sections, see nature.com/documents/nr-reporting-summary-flat.pdf

Behavioural & social sciences study design

All studies must disclose on these points even when the disclosure is negative.

Study description	This was a retrospective analysis of user interaction with a chatbot.
Research sample	The sample consists of 69,948 patients from a large healthcare system on the East coast of the United States that interacted with a chatbot. The population was 58.3% female, 41.7% male, and .06% unknown gender. The race breakdown was 44.02% white, 33.54% African American, 4.47% Hispanic or Latino, 1.85% Asian and 16.12% Other. The age breakdown was 59.98% had between 18 and 50 years and 40.02% had between 51 and 90 years.
Sampling strategy	This was a convenience sample of patients that were sent invites to use a chatbot and interacted with the chatbot.
Data collection	The data were collected by computer.
Timing	The initial chatbot invitation was sent on March 25,2020 and our analysis included patient interaction with the chatbot between March 25,2020 and May 15, 2020.
Data exclusions	No data were excluded.
Non-participation	Of the 1,001,645 invitations sent to patients 69,948 participated. We do not know the reason for non-participation.
Randomization	Participants were not allocated to experimental groups.

Reporting for specific materials, systems and methods

We require information from authors about some types of materials, experimental systems and methods used in many studies. Here, indicate whether each material, system or method listed is relevant to your study. If you are not sure if a list item applies to your research, read the appropriate section before selecting a response.

Materials & experimental systems		Methods	
n/a	Involved in the study	n/a	Involved in the study
☒	☐ Antibodies	☒	☐ ChIP-seq
☒	☐ Eukaryotic cell lines	☒	☐ Flow cytometry
☒	☐ Palaeontology and archaeology	☒	☐ MRI-based neuroimaging
☒	☐ Animals and other organisms		
☒	☐ Human research participants		
☐	☒ Clinical data		
☒	☐ Dual use research of concern		

Clinical data

Policy information about clinical studies
All manuscripts should comply with the ICMJE guidelines for publication of clinical research and a completed CONSORT checklist must be included with all submissions.

Clinical trial registration	N/A
Study protocol	N/A
Data collection	N/A
Outcomes	N/A