Appendix 1

The top 5 posts with the highest and lowest sentiment scores and the top 5 posts with the highest anger, sadness, fear, disgust, and joy scores.

1a. Top five posts with the highest sentiment scores

| Posts                                                                 | Sentiment |
|----------------------------------------------------------------------|-----------|
| 1. Wow! Very impressive and positive approach. If you need a case study or participant I would be willing. Thank you again for your time. | 0.99902  |
| 2. Yonka makes a great eye cream that you can even apply the night before that contains rosemary to increase circulation and will have you waking up w/ less to no puffy eyes. | 0.97036  |
| 3. Thank you so much for your advice. It is hard not to sleep with a/c or fan on especially that I live in Florida. But I will try the items you suggested. | 0.96946  |
| 4. Best of luck. Let us know how all of this turns out.                | 0.95201  |
| 5. Thats great advise that you so much for your help.                 | 0.92746  |

1b. Top five posts with the lowest sentiment scores

| Posts                                                                 | Sentiment |
|----------------------------------------------------------------------|-----------|
| 1. I have large bags over my eyes they actually make my eyes fell tired all the time. What causes this and what can i do to correct this problem? | -0.94480 |
| 2. Yes, numerous thyroid work ups over the years but never abnormal. One GP feels maybe Hashimotos but just catching blood work at wrong time to detect it. | -0.93001 |
| 3. Becuz of retina, my skin is so red n I don't even know what to do... | -0.87224 |
| 4. If you have never had or been diagnosed with Blepharitis, is it possible for this condition to turn up after having had a Blepharoplasty? | -0.87022 |
| 5. I have been to a professional eye MD. They did not find nothing | -0.86201 |

2. Top five posts with the highest anger scores

| Posts | Anger |
|-------|-------|
| 1. Hi, Last year I got PVD and floaters and at the same time I also seemed heaviness in my eyes which seems unrelated! Ophthalmologists told me that I have no problems. A few months after, I went to an eyeMD and he told me I have chilazion in that eye lid and he extracted it. Now after a year I still feel heaviness in my eye (I feel a surface at my front eye surface). Also I still feel something in my eyelid. Perhaps the chilazion has come back. But why I feel this heaviness now? It is something to worry about? It is so annoying. Ophthalmologists say my eyes are normal and good. Although that eye also has a slightly more pressure on it (but it is till below the high pressure). What can I do? I also use warm compress? Does it matter if I use wet hot towel or I use a gel bag (not wet)? Could I burn something because maybe the warm compress was too warm for my eye? Please let me know your opinion? This discussion is related to heavy eye. | 0.68064 |
I had a lower bleph in my 20's due to a family history of excessive fat pouching beneath the eye. No skin was excised to tighten- just fat pouches removed. As I grew older crepy skin beneath my eye had become an issue. I've had co2 resurfacing several years ago with great results. But my lower eyelid creping has returned. Now I am 40 and decided to try juvaderm to smooth out the lines. I am very disappointed. The end result is all my lines, wrinkles and crepiness is accentuated. I am also on my tenth day with quite a bit of bruising and uneven lumps beneath my L eye.

My questions: will these side effects last long? My surgeon was very conservative and there is still product left in the syringe. How long will is the shelf life of the syringe once opened?. Can I attempt to use botox to soften the lines? I have had it placed beneath the eye before with favorable results but I metabolize it very quickly. Would it be safe to use now that I have a filler? Lastly, do you have any suggestions as to how I address my under excessive under eye skin?

Dear Doctor, On Feb.10 of this year I had upper and lower blepharoplasty. Ever since my eyes have been very dry and irritated. I use lacri-lube on my bottom lids at night and artificial tears during the day. My surgeon has suggested I see an opthalmologist. He said my tear ducts may need to be plugged. Is this normal? What is your opinion? This has been a very stressful event for me, and I am about ready to scream. My vision seems to be ok, but the feeling I get in my eyes is like something is in them. Earlier after my surgery they actually woke me up for months and sometimes with pain. Even now at times they look bloodshot. Thanks for any suggestion that might help.

Trauma? You needed the double bleph, so how is this now trauma? If the eyelids are now tight (appropriately) from a blepharoplasty, then their may be some natural flattening of the RK incisions. This would cause a subsequent hyperopic shift. Anytime there is a change like this in an eye which has had RK surgery, then you need to wait at least 6 mos for stabilization. Obviously you are approaching the 6 month time frame, but I would wait even longer 7 or 9 months for further stabilization. If no improvement occurs, then a contact lens would be the most appropriate first option, followed by an IOL (possibly with a touch up lasik/prk). Do not use a multifocal IOL in your eyes.

Sincerely,
Timothy D. McGarity, M.D.

Wow...all this after that short period of time. Well anyway I am dealing with the same skin problems after a few years of tretinoin. My skin has become extremely sensitive &; my face...seriously I used to have a fat face with nice big cheeks. Youthful looking! Now it is all skinny. Way less facial fat & everything looks sunken in and saggy. Really takes its toll on my self-esteem. Also extremely dry and dehydrated...can't use any cleansers & my moisturizers evaporate away. I never lost a bunch of weight or anything so I know it is not that. I cannot believe I was dumb enough to use this crap but hey when you have acne, you want to get rid of it. And the results were good...at first. I am angry that doctors did not warn of these side effects. All I knew is the same trivial things you mention...that it would make the skin dry, sun sensitive, etc. I do not know what to do anymore & I want my youthful face back.
I have laser surgery to correct my eyesight over 10 years ago and am now considering doing something about the bags under my eyes which make me looked tired all the time. I have heard people who have laser surgery before having vision problems after going thru an upper blepharoplasty. I am not sure if similar problem would occur if I am having the eye bags done only.

Thank you in advance.

It could be that you have some overcorrection from lower lid blepharoplasty and the lower lid skin is not too tight - which can also cause significant irritation to the eye. You might also have a lot of chronic sun damage or unhealthy lower lid skin. Basically you need two ophthalmologists - one general ophthalmologist to help with the irritated, dry eyes and another oculoplastic surgeon ophthalmologist to help you with the problems with the lower lid skin. Ask your regular ophthalmologist about the skin problems and if he can refer you to an oculoplastic surgeon about your eyelids.

MJK MD

It's better to have it removed... since there is a chance of infection if left in.

I have large bags over my eyes they actually make my eyes fell tired all the time. what causes this and what can i do to correct this problem?

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4. Top five posts with the highest fear scores

| Posts | Fear |
|---|---|
| I need some advise on healing after eyelid surgery. What causes the lower lid to become stiff? Is this caused by scar tissue and if so will massaging it make it recover and shape normal? | 0.86457 |
| Different areas of the body always heal differently. Lids scars typically heal extremely well compared with scars that form in other areas. I am certain that you could undergo an upper lid blepharoplasty without significant problems. | 0.73801 |
| First you are not my patient so I can only speak to what I might tell one of my patients. If I had a patient of mine with a recent PVD, and they had lots of concerns and they were nervous and had already gone to see a retinal specialist as well I would generally give them a little time to let things settle some not so much that it would reduce the chance of problems (which are slim) but more to calm their nerves and stress a bit. I would advise a wait of 2 or 3 months and then go ahead. I really don't see a particular risk with the lid surgery regarding a PVD but perception is everythig sometimes and IF anything at all didn't go right the patient might perceive the there was a connection and get quite upset. | 0.73481 |
| My husband and I had blepharoplasty done about 2 months ago and both continue to struggle with chemosis to varying degrees. Is this common? Our surgeon is very well respected and yet I feel anxious about having him do further surgery on a sagging lower lid and putting a temorary stitch in the corner of an eye with a high degree of chemosis. We've never known anyone else to have this complication and feel very worried. | 0.71100 |
| Hi, I am about to undergo upper eye lid surgery. I read plenty about that operation and I am pretty concern I wont to do it. But there is one thing I am worrying. Namely, I hade minor operation on my left hand. It was one mole removed. After that I got killoid. Before it I didn't have any scars healing that way. Now, I worry that I could possible have the same problem with scars on my eye lids. Please, would you be so kind to answer me how big chance is that I will get killoid after this surgery. | 0.68822 |
5. Top five posts with the highest disgust scores

| Posts                                                                 | Disgust |
|---------------------------------------------------------------------|---------|
| 1 I had a lower bleph in my 20's due to a family history of excessive fat pouching beneath the eye. No skin was excised to tighten- just fat pouches removed. As I grew older crepy skin beneath my eye had become an issue. I've had co2 resurfacing several years ago with great results. But my lower eyelid creping has returned. Now I am 40 and decided to try juvaderm to smooth out the lines. I am very disappointed. The end result is all my lines, wrinkles and crepiness is accentuated. I am also on my tenth day with quite a bit of bruising and uneven lumps beneath my L eye. My questions: will these side effects last long? My surgeon was very conservative and there is still product left in the syringe. How long will is the shelf life of the syringe once opened?. Can I attempt to use botox to soften the lines? I have had it placed beneath the eye before with favorable results but I metabolize it very quickly. Would it be safe to use now that I have a filler? Lastly, do you have any suggestions as to how I address my under excessive under eye skin? | 0.56490 |
| 2 Honestly, I agree with everything you said. How can a cream placed and absorbed into your skin, help produce collegan? That part makes no sense to me. The fact that if you stop using the creams, your skin does revert back to how it was before- proves that it does not actually a help produce colleganâ. If it does then you should have retain the effects. Honestly a scam, I'll stick to my meals of chicken liver and fish. Works great for me for all these years and I am almost 30 but have been told I look 16. Ouch. | 0.51761 |
| 3 I had radiesse injected under eyes for dark circles 18 months ago. I had a terrible reaction from the start, red, swollen and huge bags. I was given oral and topical steroids and neither helped at all. I still have a lump of white and red under my right eye. It hurts and causes a bag under that eye that makes me look 20 years older. Both eyes have damaged wrinkled skin under them that wasn't there before. The original PC said a lower blepharoplasty would help and I have seen two others who say nothing can be done. Please any suggestions, I don't want to go through the rest of my life looking like this. | 0.43696 |
| 4 Hi, I'm a 25 year old male with blepharitis. Eight months ago I started getting multiple chalazion on my left upper eyelid which were small and didn't bother me. At the time, I was only cleaning my eyelids once per day. But then around last December of 2016 my upper left eyelid developed another chalazion which was larger (about the size of a m&m) which was causing astigmatism and blurry vision. I went to the Ophthalmologist several times to confirm the diagnosis and was advised to aggressively treat it with warm compresses eight times a day. I was also prescribed tobradex ointment which didn't work and stopped using it. It has been over four months since and the chalazion has reduced in size and the vision has improved slightly but the lesion is still causing some mild blurring (reflection of letters, objects, etc.). My Ophthalmologist knows that because of my blepharitis that I may get more of these in the future so unless my condition doesn't improve, he would be willing to drain it especially if it is still persistent. | 0.43267 |
But I also want to avoid surgery as well because I'm aware that complications may arise even after the chalazion is removed. I have mild dry eyes as a result of blepharitis and knowing that I may be prone to get more of these, I want to avoid exacerbating my eyes further by getting the chalazion surgically removed only to have it return again. My question is will my left eye develop permanent astigmatism if I decide to let the chalazion run its course? I'm still applying warm compresses 3 to 4 times a day from 15-20 minutes at a time followed by massage which helps and the chalazion is now smaller than a pea and is beginning to almost flatten. If I decide to continue treating the lesion this way, how long will the chalazion take to completely resolve and can the astigmatism resolve along with it? This isn't the first time I've had a chalazion that has been causing vision problems.

Two years ago, I had one as well on my right eyelid which took almost a year to resolve on its own. But that was much smaller than this one. I'm willing to treat this chalazion with warm compresses as long as I see results and if it doesn't lead to permanent vision loss. Thanks for reading.

5 I began using RA over two weeks ago. I went to my dermatologist because I felt that as a person past 40 (I'm 44), that the oiliness would not be as much as when I was a teen. After two hours of applying makeup, my face looked like I had smeared Crisco on it. While I awaited for a a preauthorization of RA, I was given the .025% sample of the gel. The pores are way smaller and my face less oilier. I never knew that it could be applied to under the eyes. I was already using ROC retinol for the eyes (formulation for sensitive skin).

When I was approved for the medication, I was given a a gel of .01%, which is the lowest strength in a gel. I used it under the eyes and I have not noticed any redness, yet it lightly peeled. I wiped at it lightly and it came off. I think that for the eyes, a very low dose needs to be used since the undereye area is sensitive. It is recommended for ppl who are beginning to see fine wrinkles, not for pronounced wrinkles. Also, applying it lightly or directly to the wrinkle with a Q-tip is best. Some ppl overdo it thinking that more is better. At a high dose (.1%) right out of the gate before accessing tolerance is bound to cause trouble.

6. Top five posts with the highest joy scores

| Posts                                                                 | Joy   |
|-----------------------------------------------------------------------|-------|
| 1. Wow! Very impressive and positive approach. If you need a case study or participant I would be willing. Thank you again for your time. | 0.91982 |
| 2. The surgery went beautifully. Exactly as the doctor told me it would be, no surprises. I'm very happy with the outcome and I'm only 1 week post op. I'm fortunate to have a fantastic plastic surgeon. Thank You | 0.89864 |
| 3. yonka makes a great eyecream that you can even apply the night before that contains rosemary to increase circulation and will have you waking up w/ less to no puffy eyes. | 0.83026 |
| 4. Thank you so much for your advice. It is hard not to sleep with a/c or fan on especially that I live in Florida. But I will try the items you suggested. | 0.74606 |
| 5. Dr. Hagan is giving good advice!! His comment reminds me that I have several Bell's palsy patients who have found relief with Freshkote. | 0.74272 |