

**Supplemental Material S2.** Detailed information about the fifteen included websites.

Website	Produced by	Purpose	Audience	Search Function	Functionality	Accreditations	Contact information	Site links to...
<b>Amplifon</b>	Commercial	Global Leader in Hearing Healthcare with the aim of improving Hearing Health	<ul style="list-style-type: none"> <li>• Pts with hearing problems including Hyperacusis</li> </ul>	No	A lack of a search function makes the information hard to locate	None	Contact us page. Online form.	None
<b>Action on Hearing Loss (AOHL)</b>	Not for profit - national charity	Largest UK hearing loss charity - 'we work across the UK so people with hearing loss are supported and can live the life they choose'	<ul style="list-style-type: none"> <li>• Pts with hearing problems including hearing loss, tinnitus and hyperacusis</li> <li>• Also suitable for the General Public</li> <li>• Also suitable for GP's</li> </ul>	Yes	Useful search function, information on hyperacusis is found via a factsheet rather than a webpage	The Information Standard	Contact us page - phone number and an online enquiry form	Hyperacusis.net
<b>American Speech-Language-Hearing Association</b>	Not for profit - USA association	Empowering and supporting audiologists, speech-language pathologists, and speech, language, and hearing scientists through: advancing science, setting standards, fostering excellence in professional practice, and advocating for members and those they serve	<ul style="list-style-type: none"> <li>• Patients with hyperacusis but <b>not</b> easy to understand for lay people</li> <li>• May also be useful for GP's</li> </ul>	Yes	Easy to navigate. Hyperacusis information is found together with tinnitus information Further information is available via a PDF document	None	Contactable via email and phone. A live chat feature is also available Monday-Friday	None
<b>British Tinnitus Association (BTA)</b>	Not for profit - independent charity	Our vision 'We want a world where no one suffers from tinnitus'	<ul style="list-style-type: none"> <li>• Pts with tinnitus</li> <li>• General Public</li> </ul>	Yes	Easy to navigate Hyperacusis information is easy to find	None	Helpline and main office phone numbers, email address as well as an online forum	Hyperacusis.net
<b>Dizziness &amp; Balance</b>	Commercial	Chicago Dizziness and Hearing (CDH) is a private medical practice affiliated with Northwestern University. We specialize in diagnosis and treatment of dizziness and hearing disorders. We also see many patients with headaches including migraine. We are happy to see complex patients.	<ul style="list-style-type: none"> <li>• Researchers and hearing specialists due to the heavy use of scientific language</li> </ul>	Yes	Everything works but the layout of the site is slightly awkward	None	Contactable via phone, fax, email and mail	None
<b>Hear.com</b>	Commercial	'Helped millions of people improve their quality of life'	<ul style="list-style-type: none"> <li>• Pts with hearing problems, targeted towards</li> </ul>	No	No search function which makes information hard to find,	BBB (Better Business Bureau) accredited, 30	Contactable via phone number Monday to Saturday	None

			those who may need a hearing aid		webpage on Hyperacusis is well structured	days 100% money back guarantee		
<b>Hidden Hearing</b>	Commercial	'At Hidden Hearing, we are proud to offer a complete lifetime hearing care service, from consultation and supply, to aftercare and maintenance. We strive to provide the highest standard of care to each and every one of our customers, which is why we stand out from the crowd.'	<ul style="list-style-type: none"> <li>• Pts with hearing problems &amp; needing a hearing aid/test</li> </ul>	Yes	Website works well	None	Contactable via phone number and email.	None
<b>Hyperacusis Focus</b>	Not for profit - information website	Providing detailed and up-to-date information on hyperacusis, a rare auditory disorder that can cause physical discomfort or pain from sound.	<ul style="list-style-type: none"> <li>• Researchers and hearing specialists due to the heavy use of scientific language</li> </ul>	Yes	Very comprehensive website, information is structured so information can be accessed easily	None	Online form - '	Hyperacusisresearch.org
<b>Hyperacusis.net</b>	Commercial s	The Hyperacusis Network contains some very useful information about hyperacusis symptoms and treatment options.	<ul style="list-style-type: none"> <li>• Pts with hyperacusis</li> <li>• Suitable for the general public and GP's</li> </ul>	Yes	Well-structured website so information is easy to find.	None	Online contact form	BTA, vestibular.org
<b>NHS</b>	Government + Not for profit	Contains thousands of articles, videos and tools, helping you to make the best choices about your health and lifestyle, as well as making the most of NHS and social care services in England	<ul style="list-style-type: none"> <li>• Contains useful information for the public, patients and health professionals</li> </ul>	Yes	A-Z of conditions so Hyperacusis information is easy to find	Awards listed from the last 10 years e.g. 2018 – Digital Technology Leader Awards – website project of the year	Contactable via email for many different reasons. Medical advice can be sought via phone number 111 and emergencies 999.	BTA, AOHL
<b>South Tees NHS</b>	Government + Not for profit	Our vision is to be recognised nationally for excellence in quality, patient safety, patient experience, social engagement and continuous improvement.	<ul style="list-style-type: none"> <li>• Pts with hyperacusis or other conditions on the website</li> <li>• General Public</li> </ul>	Yes	Very brief information on tinnitus and hyperacusis reported together	Awards are handed out within the trust	Phone numbers for departments. Patient advice and liaison team (PALS) by phone/letter/email	None
<b>University of California San Francisco</b>	Commercial	The leading university exclusively focused on health, UC San Francisco is driven by the idea that when the best research, the best education and the best patient care converge, great breakthroughs are achieved.	<ul style="list-style-type: none"> <li>• Pts with hyperacusis</li> </ul>	Yes	Information is structured well, not entirely intuitive to navigate	Honour Roll 2018-19 Best Hospitals	Contactable via phone and online form	WebMD

<b>Vestibular.org</b>	Not for profit - charity	‘To support and empower vestibular patients on their journey back to balance’	<ul style="list-style-type: none"> <li>• Pts suffering with vestibular disorders</li> </ul>	No	Can be difficult to locate information, website is not intuitive, difficult to reach the hyperacusis page from the home page	2016 Top Rated Non-Profit Organisation	Contactable via phone/fax/mail/email	None
<b>WebMD</b>	Commercial	‘WebMD has created an organization that we believe fulfils the promise of health information on the Internet. We provide credible information, supportive communities, and in-depth reference material about health subjects that matter to you. We are a source for original and timely health information as well as material from well-known content providers.’	<ul style="list-style-type: none"> <li>• Pts of many conditions including Hyperacusis</li> </ul>	Yes	Easy to find information, has a drop down menu to help navigate to the rest of the website	Number of award logos e.g. URAC Accredited Health Website	Can submit a request to the WebMD support centre	None
<b>Wikipedia</b>	Not for profit	Wikipedia is a multilingual, web-based, free encyclopaedia based on a model of openly editable and viewable content, a wiki. It is the largest and most popular general reference work on the World Wide Web	<ul style="list-style-type: none"> <li>• General public but quite scientific</li> <li>• Pts with hyperacusis</li> <li>• GP’s</li> <li>• Academics</li> </ul>	Yes	Well organised, detailed, easy to use	None	Contactable via email	