

UNDERSTANDING THE IMPACT OF COVID-19 ON OUR PATIENTS

Patients are nervous but want to complete planned procedures; seeking reassurance and clear direction from HCPs and facilities.

240 patients who had a scheduled procedure delayed or canceled due to COVID-19 were surveyed in May 2020 to better understand emotional impact, conditions for revisiting HCPs, expected timing and valued information sources.

Included procedures

- + Aortic heart valve replacement
- + Implant of a cardiac electronic device
- + Coronary angiogram or heart catheterization
- + Minimally-invasive or surgical treatment for BPH
- + Kidney stone removal surgery
- + Penile implant surgery
- + Implant of a SCS device for chronic pain relief
- + Implant of a DBS device for Parkinson's Disease

GENERAL SENTIMENT



66%

are nervous or very nervous about visiting their HCP

76%

are nervous or very nervous about visiting a hospital or surgery center

74%

agreed/strongly agreed that they would have the procedure done soon if the hospital and doctor would allow

FREQUENCY & METHOD OF INTERACTION

95%

say method of their interactions have changed

85%

are interacting with physician less frequently than before COVID-19



48%

would prefer a telehealth visit by video to discuss COVID-19 impact on their health condition, while

31%

would prefer a phone call

ASSURANCES NEEDED TO RESCHEDULE

94%

believe their own physician is their most trusted source of healthcare information

36%

believe that financial assistance would help reassure them to complete their procedure



90%+

looking for reassurance that HCP office or hospital is clean and safe, and precautions are in place (i.e., PPE for all staff, social distancing, minimized wait times and separation of COVID-19 positive patients)

TIMING AROUND RESCHEDULING

90%

plan to reschedule or already have rescheduled their procedures

70%

were unclear on next steps to reschedule their procedure



Of those planning to reschedule,

77%

plan to do so within 6 months

98%

within 12 months

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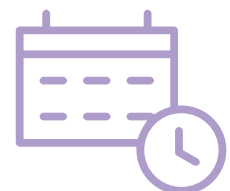
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