

From **Survive** to **Thrive** – 2nd Edition: May 23rd Snapshot of Consumer Sentiment around Healthcare During COVID-19

nxtMOVE COVID-19 Consumer Concern Index:

***Actions During the COVID-19 crisis, Reasons for the Actions, and if these Actions will continue post-Crisis?**

Respondents were asked what **healthcare actions they have taken** during COVID-19 crisis. The responses mentioned most frequently were “trying to live a healthier lifestyle” (36%), “canceled in-office doctor’s appointments” (33%), “delayed calling doctors or making appointments” (29%), and “switched office visits to video or phone visits” (24%). A notable majority of the respondents made those changes to their healthcare routines out of fear of exposure to the virus rather than to save money

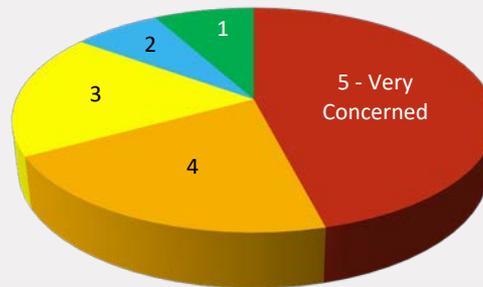
23% of respondents have not made any changes to their healthcare actions

Post-crisis, 69% indicate they will continue to check to make sure doctors’ offices and healthcare facilities are sanitized and that personnel are wearing masks and following social distancing rules, and 62% plan to continue to “make changes in my healthcare coverage to best reflect my needs”

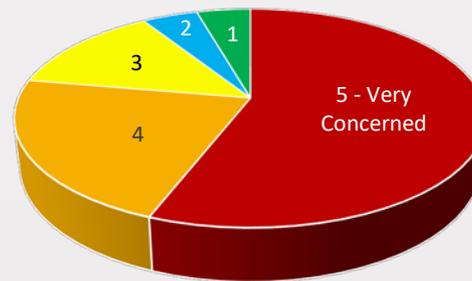
Over a third of respondents who indicated that during the COVID crisis they have been “trying to live a healthier lifestyle” so they don’t get sick, and almost all of those who indicated that they plan to continue to do so after the crisis is past (88%)

How concerned are you about COVID-19?
 67 percent of respondents rated their concern a 4 or 5 – “very concerned, taking measures, staying at home” -
down from 78 percent on May 1

May 23, 2020



May 1, 2020



***Family Status of “Re-entry”?**

A notable 70% of survey respondents indicated that they are “**still taking serious measures**, staying home, but wearing masks and practicing social distancing if they must go out”

***Level of Concern in Caring for One’s Health?**

Rating four issues associated with caring for their health, 41% of respondents rated high concern for “**Not safe to get in-person care**”. This was only slightly ahead of ratings for “**availability of appointments – cannot get an appointment with doctor**” where 40% of respondents rated their concern a 4 or 5

***Willingness to Use a Telehealth app or Service?**

45% of respondents said they would “**use an app or telehealth service instead of an in-person visit with my usual healthcare provider during COVID-19**”, 37% said they would use an app or telehealth service “when I don’t want to wait for an in-person appointment”. It is notable that 24% said they already use a telehealth service, however another 23% “**would not** use a telehealth app or service for medical care”