

# 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)

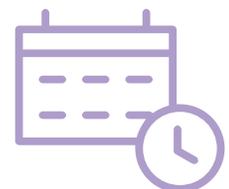
## TIMING AROUND RESCHEDULING

**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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