

UNDERSTANDING THE IMPACT OF COVID-19 ON SCS PATIENTS

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

30 patients who had a scheduled procedure to implant a spinal cord stimulation device 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.



PATIENT SENTIMENT



54%

are nervous or very nervous about visiting their HCP

66%

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

83%

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

FREQUENCY & METHOD OF INTERACTION

96%

say method of their interactions have changed

90%

are interacting with physician less frequently than before COVID-19



40%

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

27%

would prefer a phone call

ASSURANCES NEEDED TO RESCHEDULE

93%

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

47%

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



97%

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)

83%

want communications from the device manufacturer

TIMING AROUND RESCHEDULING

97%

plan to reschedule or already have rescheduled their procedures

66%

were unclear on next steps to reschedule their procedure



Of those planning to reschedule,

86%

plan to do so within 6 months

96%

within 12 months