

Neurocrine Biosciences - Harris Poll
Fielding Period June 29 - July 2

Q1: In which of the following ways have you received healthcare services since the COVID-19 pandemic began (i.e., since about mid-March 2020)? Please select all that apply.

In-person	72%
Telehealth	41%
Telehealth w/ video	33%
Telehealth audio-only	17%
Other	2%

Q2: From which of the following types of healthcare professionals did you receive telehealth services since the COVID-19 pandemic began (i.e., since about mid-March 2020)? Please select all that apply.

75%	Primary care
25%	Mental health (e.g., psychologist, psychiatrist, psychiatric nurse practitioner/physician assistant)
14%	Physical therapist
13%	Cardiologist
13%	Neurologist
12%	Dermatologist
9%	Ophthalmologist
9%	Rheumatologist
8%	Endocrinologist
8%	Oncologist
8%	OG/GYN
6%	ENT
12%	Other

Q3: From which of the following types of healthcare professionals did you receive in-person services since the COVID-19 pandemic began (i.e., since about mid-March 2020)? Please select all that apply.

82%	Primary Care
14%	Dermatologist
14%	Cardiologist
13%	OG/GYN
12%	Ophthalmologist
12%	Mental health (e.g., psychologist, psychiatrist, psychiatric nurse practitioner/physician assistant)
10%	Physical therapist
8%	Endocrinologist
7%	Oncologist
7%	Neurologist
5%	Rheumatologist
5%	ENT

17% Other

Q4: Have you experienced the following with regards to receiving healthcare services since the COVID-19 pandemic began (i.e., since about mid-March 2020)?

40%	I had an appointment that was previously scheduled in-person but changed to a telehealth appointment
39%	I wanted to have an in-person appointment with my healthcare provider but was unable to do so
37%	I postponed a medical appointment until I could see my doctor in person

Q5: You indicated you had postponed a medical appointment until you could see your doctor in person. Have you been able to schedule/have an in-person appointment for that visit yet?

Yes (net)	90%
Yes, I've had the appointment	74%
Yes, I've scheduled the appointment but am still waiting to have it	17%
No (net)	10%
No, I'm still waiting	7%
No, I gave up	3%

Q6 How confident are you in the quality of care (i.e., care that is safe, effective, timely, efficient, and equitable) that you would receive with each of the following?

	In-person	Telehealth
Confident (net)	91%	69%
Very confident	65%	28%
Somewhat confident	25%	41%
Not Confident (net)	9%	31%
Not very confident	6%	19%
Not at all confident	3%	12%

Q7: How satisfied or dissatisfied have you been with the telehealth services you received?

	Telehealth overall	Video	Audio-only
Satisfied (net)	87%	87%	86%
Very satisfied	47%	52%	45%
Somewhat satisfied	39%	35%	41%
Not Satisfied (net)	13%	13%	14%
Not very satisfied	9%	10%	10%
Not at all satisfied	5%	3%	5%

Q8 For which of the following reasons were you dissatisfied with telehealth services you received? Please select all that apply.

42%	Technology issues (logging-in, volume, video, etc.)
39%	It was difficult to explain my concerns
28%	The doctor didn't really understand my concerns
26%	I had to wait a long time for the doctor
20%	I didn't have access to video and could only do audio
20%	The doctor seemed distracted
19%	I didn't understand what the doctor was saying
9%	Other

Q9: In general, if you needed to receive healthcare services, if given a choice between a telehealth appointment or an in-person appointment, which would you prefer?

In-person	66%
Telehealth (net)	25%
Telehealth w/ video	18%
Telehealth audio-only	7%
No preference	8%

Q10: For each of the following types of healthcare services, please indicate if you would prefer a telehealth appointment or an in-person appointment? *Even if you do not anticipate needing the service, please provide your preference should the need arise.*

	In-person	Telehealth (net)	With video	Audio-only
Annual physical	77%	16%	10%	7%
Non-urgent problem	39%	45%	30%	15%
Urgent problem	77%	16%	10%	6%
Counseling/therapy	52%	34%	23%	11%
Management of a chronic condition	63%	26%	18%	8%
Surgical follow-up	71%	20%	14%	6%
Medication management	43%	42%	25%	17%
Consultation	50%	36%	25%	11%

Q11: You said you've recently seen each of the following healthcare professionals in-person or by telehealth. If you needed healthcare services from the following types of healthcare professionals in the future, would you prefer a telehealth appointment or an in-person appointment?

	In-person	Telehealth (net)	With video	Audio-only
Primary care	73%	20%	15%	5%
OB/GYN	83%	11%	7%	4%
Cardiologist	73%	24%	14%	10%
Physical Therapist	61%	37%	25%	12%
Oncologist	66%	31%	15%	16%
Mental health (e.g., psychologist, psychiatrist, psychiatric nurse)	39%	53%	35%	18%

practitioner/physician assistant)				
Endocrinologist	58%	39%	22%	17%
Neurologist	53%	43%	25%	18%
Ophthalmologist	78%	20%	13%	8%
Dermatologist	72%	25%	14%	11%
ENT	51%	46%	23%	23%
Rheumatologist	55%	41%	23%	18%
Other	71%	15%	12%	3%

Q12: Which of the following would you say are advantages to telehealth over in-person appointments? Please select all that apply.

Advantages (net)	82%
Not having to travel	55%
Faster (less time waiting)	46%
More convenient	46%
Decreased risk of exposure to germs	43%
Able to schedule appointments sooner	36%
Access/see a specialist that would not otherwise be possible	24%
Other	2%
None - there are no advantages to telehealth	8%
Not sure	9%

Q13: Which of the following would you say are disadvantages to telehealth vs. in-person appointments?

Disadvantages (net)	87%
No physical exam	57%
The healthcare provider might miss something due to limited view/observation of the patient	53%
Does not monitor vitals	52%
Technology issues	35%
Communication concerns	35%
Privacy concerns	25%
Other	3%
None - there are no disadvantages	5%
Not sure	8%

Q14: Thinking ahead to future medical appointments; if given a choice, how likely will you be to schedule a telehealth appointment?

Likely (net)	54%
Very likely	22%
Somewhat likely	32%
Not Likely (net)	46%
Not very likely	27%
Not at all likely	19%

Q15: How much do you agree or disagree with each of the following statements?

	Strongly & Somewhat Agree	Strongly & Somewhat Disagree
It's important to me to have the ability to choose how I see my healthcare provider	87%	13%
Telehealth appointments were a great option during the pandemic, but doctors' visits are best in-person	82%	18%
Telehealth appointments meet some but not all my healthcare needs.	81%	19%
I will always prefer in-person doctors' visits to telehealth.	80%	20%
I like the convenience of telehealth, but don't want it to replace in-person doctors' visits.	79%	21%
I worry that if I don't have an in-person appointment with my doctor something will be missed	78%	22%
Having healthcare providers who offer both in-person and telehealth visits is important to me.	72%	28%
I'm ok with telehealth appointments as long as I can see my doctor in person once or twice a year.	70%	30%
If I can't see my doctor in person, I won't receive the care I need.	62%	38%

Q16: Are you currently being treated for any of the following health conditions as diagnosed by a healthcare provider? Select all that apply.

In Treatment (net)	65%
Cardio (subnet)	39%
Hypertension or high blood pressure	28%
High cholesterol	22%
Heart disease	7%
Mental illness (depression, anxiety, eating disorder, etc)	18%
Diabetes	15%
Chronic pain	14%
Neurological disorder (migraines, movement disorders, epilepsy, dementia, etc.)	9%
Rheumatoid arthritis or psoriatic arthritis	9%
Cancer	6%
Other	17%
None / Not in treatment	30%
Decline to answer	5%

Q17: In general, would you say your overall health is...?

Positive (net)	82%
Excellent	13%
Very good	29%
Good	40%
Negative (net)	18%
Fair	16%
Poor	2%

Q18: Are you covered by any of the following types of healthcare insurance plans? Please select all that apply.

Has insurance (net)	91%
Non-Medicare/Medicaid insurance	54%
(subnet)	
Employer insurance	40%
Veterans Administration	6%
Federal/State exchange ACA	5%
Other	7%
Medicare	36%
Medicaid	19%
None / Not insured	9%

Q19: Have you ever served on active duty in any branch of the U.S. military?

Yes	16%
No	84%

Q20: What is your current U.S. military status?

Active duty	18%
Reserves/National Guard	17%
Veteran (but not retired)	46%
Retired	19%

This survey was conducted online within the United States by The Harris Poll on behalf of Neurocrine from June 29 to July 2, 2021 among 2,589 U.S. adults ages 18 and older. Results were weighted where necessary to bring them into line with their actual proportions in the population. This online survey is not based on a probability sample and therefore no estimate of theoretical sampling error can be calculated.
