Many, including vulnerable populations, are delaying health care.

- 72% Say the pandemic has impacted their health care
- 41% Have delayed care during the pandemic
- 53% Seniors have delayed care
- 60% Those with chronic conditions have delayed care
- 38% Will continue to delay care in the near future

ACHP and AMCP partnered with Leede Research to survey of 1,263 adults aged 18-74, online by invitation only from May 1-6, 2020. The margin of error for the data is +/- 3.0 percentage points.
Trust in doctors is high, but respondents worry about the safety of traditional clinics.

58% view their doctor as the most trusted source of coronavirus information.

41% are concerned about being able to see their doctor in a safe environment.

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Telehealth usage nearly triples previously documented averages.

<table>
<thead>
<tr>
<th>Used telehealth in the last 90 days</th>
<th>28%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Satisfaction rate with telehealth for recent users</td>
<td>89%</td>
</tr>
<tr>
<td>Comfortable using telehealth today</td>
<td>46%</td>
</tr>
</tbody>
</table>

- 44% of those with chronic conditions have used telehealth
- 11% used a smartphone app to help manage a condition
- 32% would be open to trying a smartphone app

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Nearly two-thirds would like to be tested for coronavirus.

- 64% Would like to be tested
- 21% Would not like to be tested
- 15% Unsure

24% know someone who has contracted coronavirus

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Pharmacy usage remains strong; mail-order prescriptions increase

- Received prescription medications in the last 90 days: 47%
- Got their medications from a local pharmacy: 90%
- Had medications home-delivered from a local pharmacy: 9%
- Got medications through a mail-order pharmacy: 24%

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Rise in unemployment creates higher anxiety about losing health coverage

- 93% respondents who report having health coverage
- 21% insured who worry about losing their coverage in the next 6 months
- 38% of uninsured who would pay $75-$300/month for coverage

Insurance sources in this survey:
- 52% Employer-sponsored
- 24% Medicare
- 13% Individual coverage
- 8% Medicaid or state program
- 3% Other/don’t know

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Those surveyed trust their doctors for reliable coronavirus information. Trust in media and federal government is low.

- 58% trust their own doctor
- 47% trust state government
- 44% trust local health officials
- 41% trust federal health officials and scientists
- 37% trust local government
- 27% trust their health plan
- 25% trust local media
- 25% trust national media
- 24% trust pharmacists
- 21% trust friends and family
- 18% trust the federal government
- 13% trust their employer
- 12% trust medication providers

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Demographic composition of the 1,263-person sample

- **55%** female
- **45%** male

- **81%** white
- **7%** Asian
- **5%** African American
- **4%** Hispanic

- **16%** no college experience
- **28%** some college experience
- **54%** 4-year degree or higher

- **57%** suburban
- **24%** urban/city
- **18%** rural

- **42%** unemployed (includes retirees)
- **18%** have been furloughed or had hours reduced

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How the pandemic is impacting basic needs

11% say the pandemic has a significant impact on their ability to pay for food

10% report a significant impact on their ability to pay rent/mortgage

12% report significant impact on their ability to pay bills

24% report significant impact on their overall financial situation

ACHP and AMCP partnered with Leede Research to survey 1,263 adults aged 18-74, online by invitation only from May 1-6, 2020. The margin of error for the data is +/- 3.0 percentage points.
Many are uncomfortable visiting medical settings during the pandemic

- 45% are uncomfortable visiting a walk-in/urgent care
- 42% are uncomfortable going to a hospital
- 40% are uncomfortable going to a dentist
- 40% are uncomfortable going to chiropractor, physical therapist
- 37% are uncomfortable visiting a mental health specialist
- 31% are uncomfortable visiting a doctor’s office

Of those interested in being tested...

- 69% would be comfortable being tested in their doctor’s office
- 39% would be comfortable being tested in their pharmacy
- 18% would be comfortable being tested in the workplace
Data points available from this national survey

<table>
<thead>
<tr>
<th>Standard demographics</th>
<th>Health insurance status</th>
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<tbody>
<tr>
<td>Employment status</td>
<td></td>
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<tr>
<td>Basic needs and social determinants of health</td>
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<tr>
<td>Trusted sources of pandemic information</td>
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<td>Trusted sources of pandemic treatment advice</td>
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<tr>
<td>Personal impact of the pandemic</td>
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<tr>
<td>Attitudes about “reopening” the country</td>
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<tr>
<td>Attitudes about life in 2021</td>
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<tr>
<td>Recent usage of health care services</td>
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<tr>
<td>Future (intended) usage of health care services</td>
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<tr>
<td>Comfort levels in various medical settings</td>
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<tr>
<td>Adoption of alternative settings such as telehealth</td>
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<tr>
<td>Attitudes by persons who receive infusions/injections</td>
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<td>Attitudes about coronavirus testing</td>
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<td>Value of health insurance</td>
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<td>Attitudes about societal reentry</td>
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To request additional survey data, please contact Communication Director Leah Hunter (lhunter@achp.org).

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