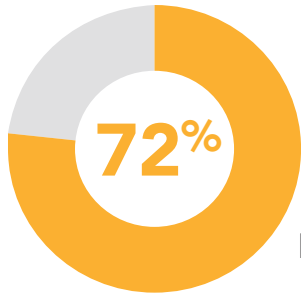
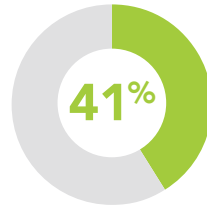


COVID-19 Shifts Consumer Health Care Behavior

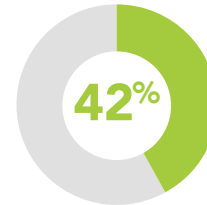
A new national survey shows that COVID-19 has dramatically changed how consumers use traditional health care services, with many delaying in-person care and embracing virtual care



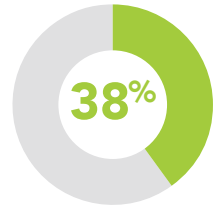
of U.S. consumers have dramatically changed their use of traditional health care services



have delayed health care services



are uncomfortable going to a hospital for any treatment



intend to delay future care or treatments



view their doctor as their most trusted source of information on the virus

But only

31%

feel comfortable visiting their doctor's office

28%

report having used some form of telehealth in the past three months



89%

of those who have used telehealth were satisfied with the experience



46%

of consumers are comfortable with trying telehealth now

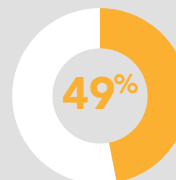


Telehealth usage has nearly tripled during the pandemic*

*When compared to J.D. Power 2019 data: <https://bit.ly/3e0doyt>

47% of consumers received new medication in the last 90 days

90% at a local retail pharmacy



Roughly half of consumers report feeling "very comfortable" picking up prescriptions at their local pharmacy