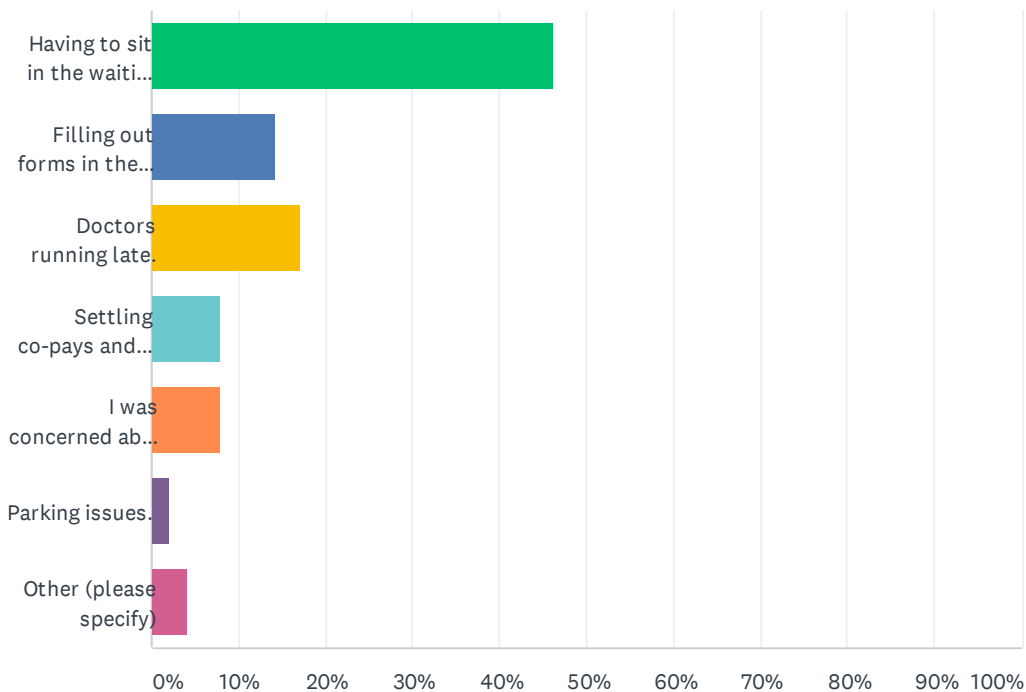


## Q1 Before the pandemic, what was the worst part about going to the doctor's office?

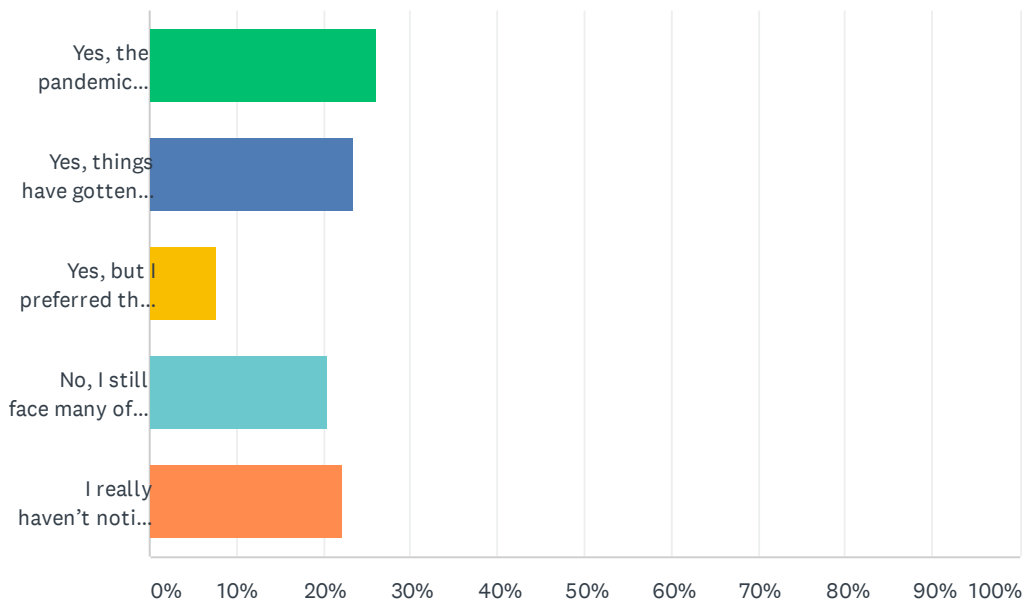
Answered: 1,098 Skipped: 0



ANSWER CHOICES	RESPONSES	
Having to sit in the waiting room for long amounts of time.	46.27%	508
Filling out forms in the waiting room.	14.21%	156
Doctors running late.	17.21%	189
Settling co-pays and insurance claims with the receptionists.	8.01%	88
I was concerned about catching someone else's germs.	8.01%	88
Parking issues.	2.19%	24
Other (please specify)	4.10%	45
<b>TOTAL</b>		<b>1,098</b>

## Q2 Have any of those bad parts changed for you since the pandemic occurred?

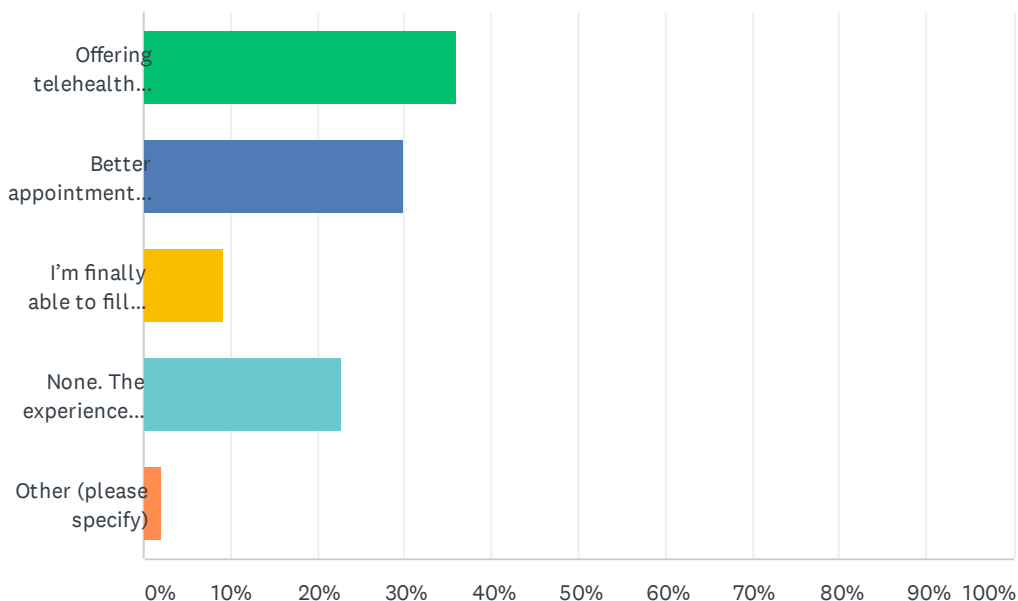
Answered: 1,098 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes, the pandemic prompted my doctor's office to make some much needed changes.	26.14%	287
Yes, things have gotten better but they could still make more improvements.	23.50%	258
Yes, but I preferred the way things were pre-pandemic	7.74%	85
No, I still face many of the same issues.	20.40%	224
I really haven't noticed a difference one way or the other.	22.22%	244
<b>TOTAL</b>		<b>1,098</b>

### Q3 What's the BEST change your doctor's office has made since the pandemic?

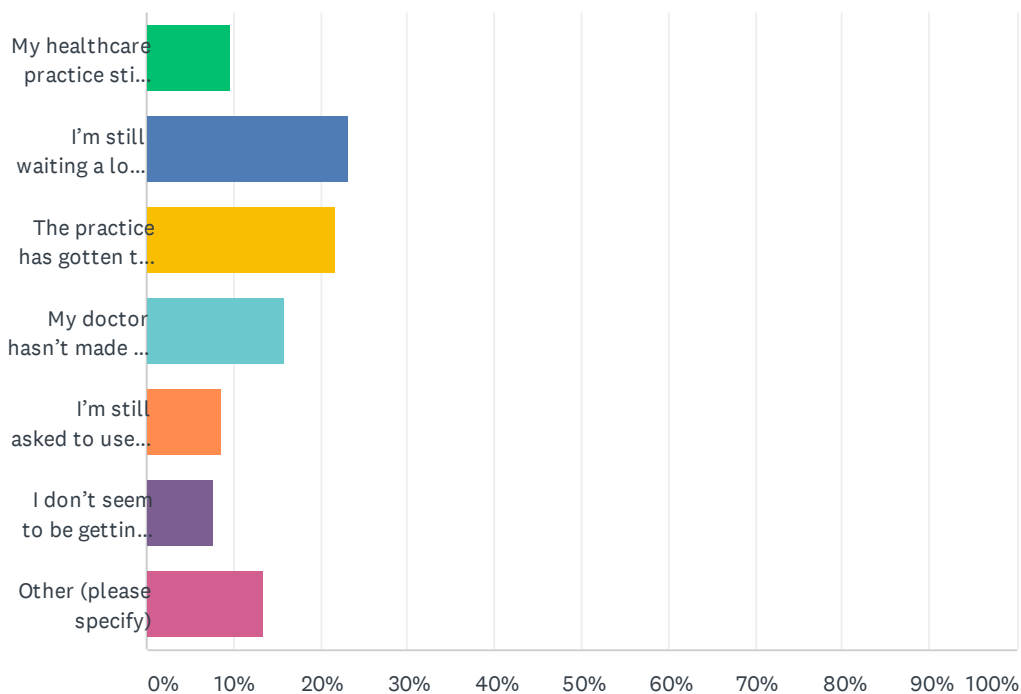
Answered: 1,098 Skipped: 0



ANSWER CHOICES	RESPONSES	
Offering telehealth services so I can see my doctor without leaving the house.	35.97%	395
Better appointment scheduling so there's no waiting room hold ups.	29.96%	329
I'm finally able to fill out forms quickly using a patient intake phone app or iPad.	9.29%	102
None. The experience really hasn't changed much in my opinion.	22.77%	250
Other (please specify)	2.00%	22
<b>TOTAL</b>		<b>1,098</b>

## Q4 What's the WORST thing about your doctor's office since the pandemic began?

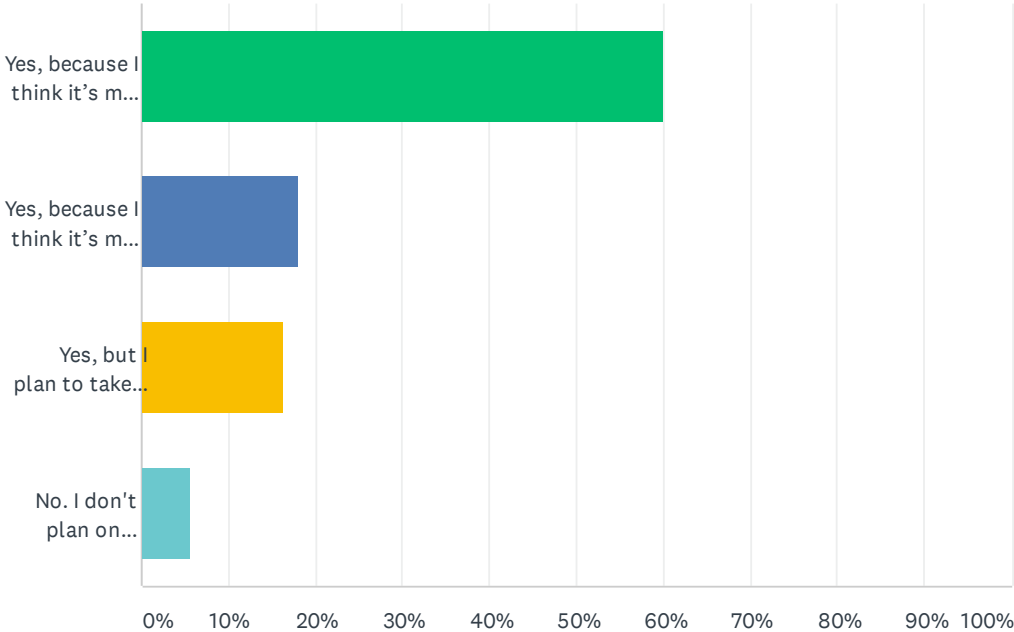
Answered: 1,098 Skipped: 0



ANSWER CHOICES	RESPONSES	
My healthcare practice still doesn't offer telehealth appointments.	9.65%	106
I'm still waiting a long time in the waiting room for my appointment.	23.13%	254
The practice has gotten too backlogged with people who put off their appointments.	21.77%	239
My doctor hasn't made any real changes since the pandemic, so it's all the same.	15.94%	175
I'm still asked to use contaminated clipboards, Kiosks, Tablets	8.56%	94
I don't seem to be getting the same level of care.	7.65%	84
Other (please specify)	13.30%	146
<b>TOTAL</b>		<b>1,098</b>

### Q5 After the pandemic, do you plan to go back to the seeing a doctor in person?

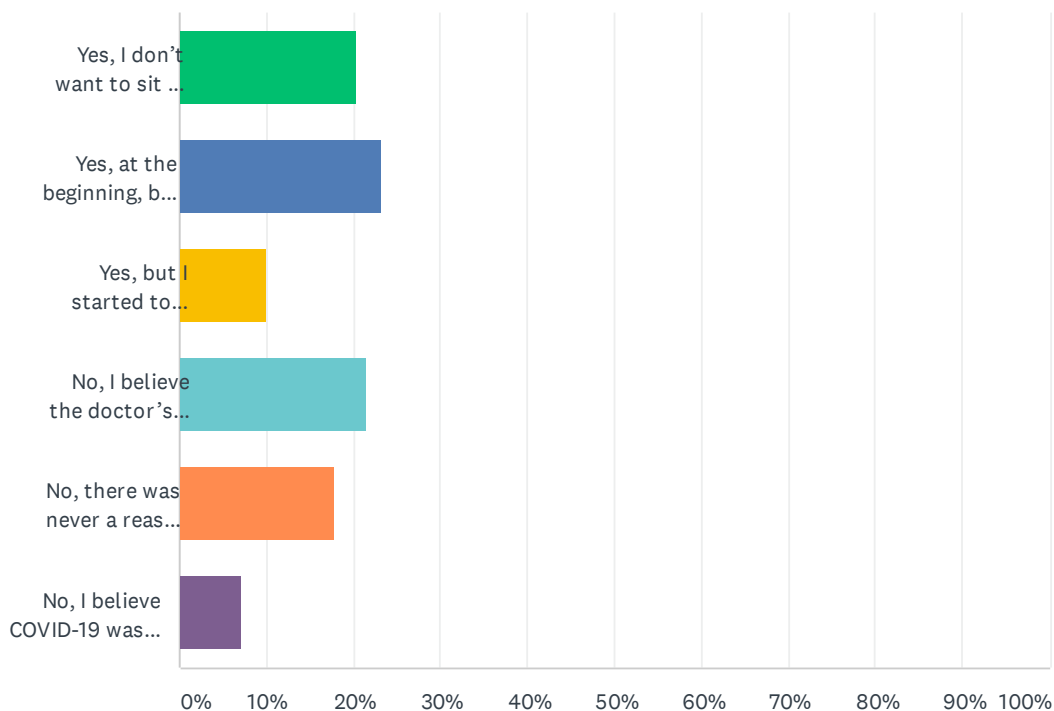
Answered: 1,098 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes, because I think it's most important to let the doctor physically see you for a health assessment.	60.02%	659
Yes, because I think it's most important to maintain an in-person relationship with your doctor.	18.03%	198
Yes, but I plan to take advantage of virtual telehealth appointments as much as possible.	16.30%	179
No. I don't plan on exposing myself to a crowded, germ-filled waiting room.	5.65%	62
TOTAL		1,098

## Q6 Have you put off going for routine medical check-ups because of the pandemic?

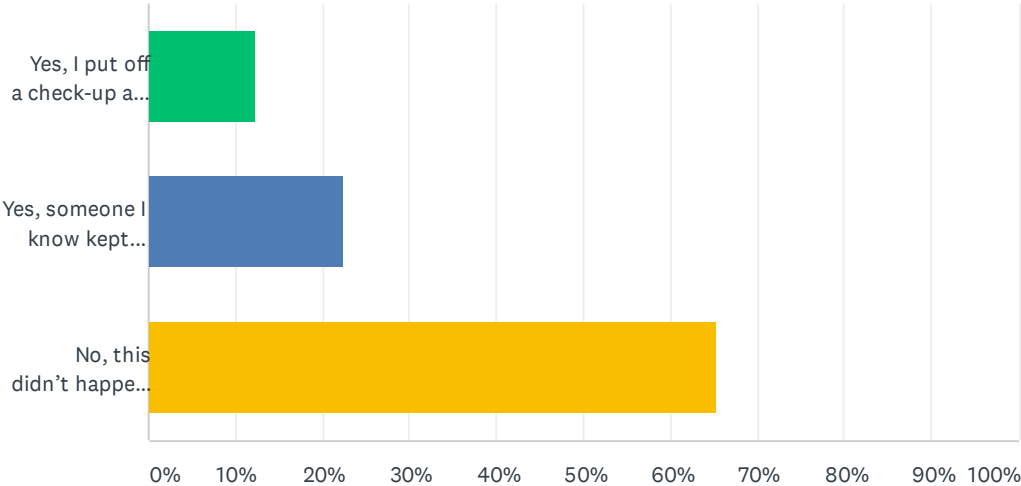
Answered: 1,098 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes, I don't want to sit in a crowded waiting room and risk catching COVID?	20.22%	222
Yes, at the beginning, but eventually I started going for my appointments.	23.32%	256
Yes, but I started to using telehealth to conduct those check-ups	10.11%	111
No, I believe the doctor's office would be a safe environment.	21.49%	236
No, there was never a reason to put off routine exams.	17.85%	196
No, I believe COVID-19 was blown way out of proportion, so I went to my appointments.	7.01%	77
<b>TOTAL</b>		<b>1,098</b>

### Q7 Have you, or someone you know, put off going for a medical check-up and now face a health problem because of it?

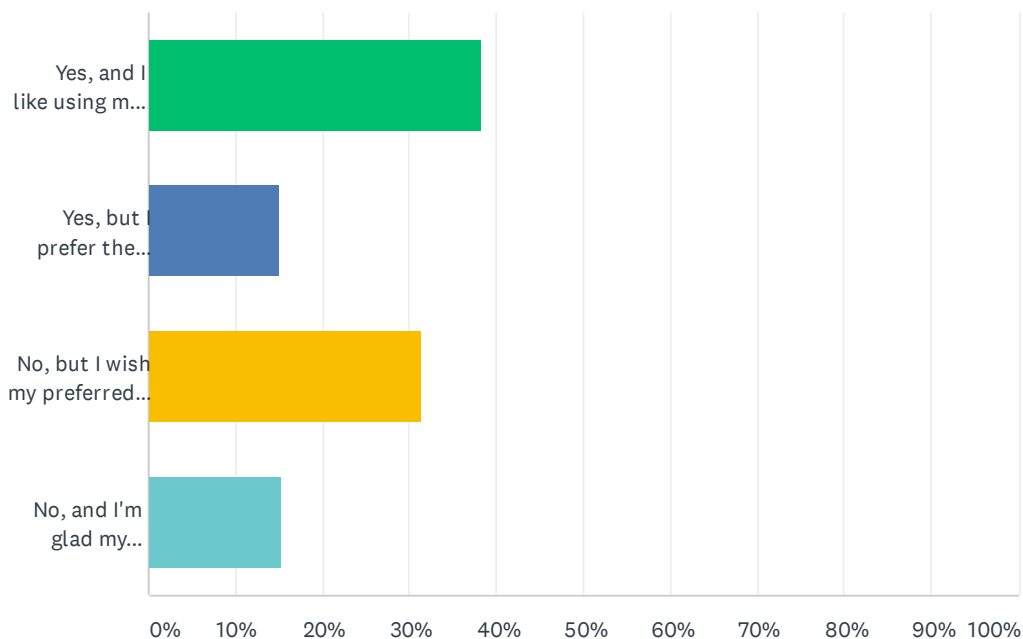
Answered: 1,098 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes, I put off a check-up and my doctor caught something much further advanced.	12.39%	136
Yes, someone I know kept putting off their check-up and is in worse shape because of it.	22.40%	246
No, this didn't happen to me or anyone I know.	65.21%	716
TOTAL		1,098

## Q8 Does your preferred medical practice offer a mobile pre-arrival check-in solution?

Answered: 1,098 Skipped: 0

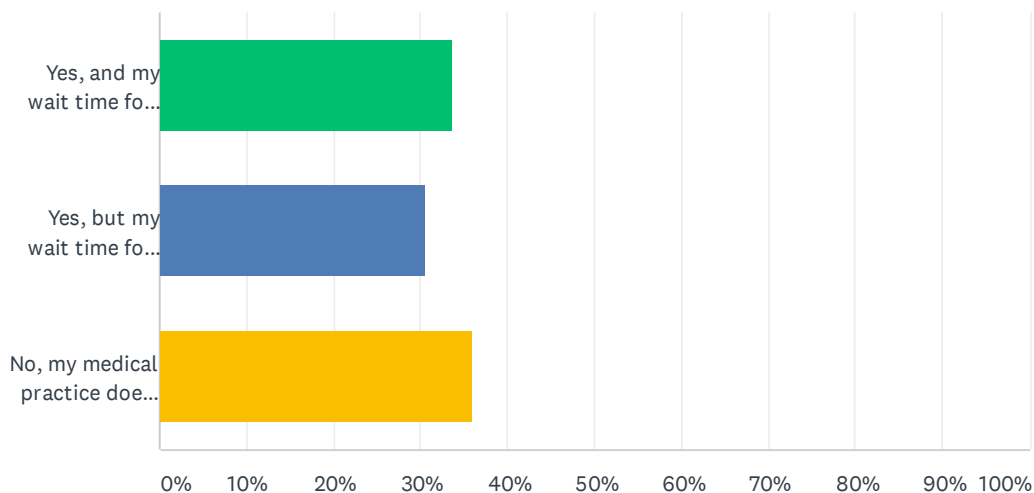


ANSWER CHOICES	RESPONSES	
Yes, and I like using my personal device or an in-office iPad to register.	38.25%	420
Yes, but I prefer the old-fashioned way of filling out paper forms in the waiting room.	15.12%	166
No, but I wish my preferred medical practice did offer a mobile registration solution.	31.42%	345
No, and I'm glad my preferred medical practice does not offer a mobile registration solution.	15.21%	167
<b>TOTAL</b>		<b>1,098</b>



### Q9 Does your preferred medical practice offer a service for check-in? If so, which of the following effects have you observed?

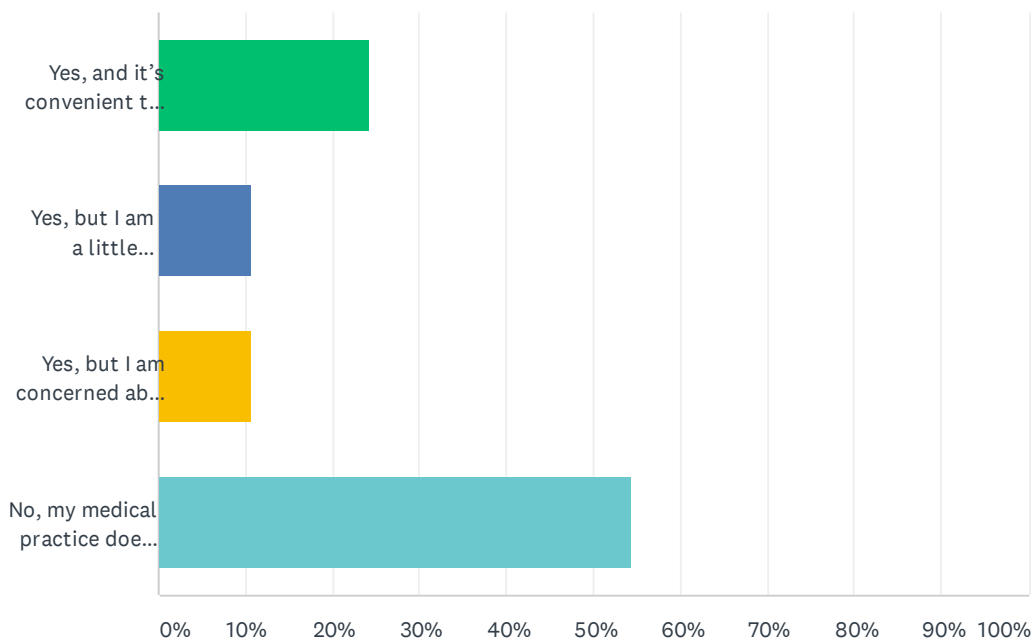
Answered: 1,098 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes, and my wait time for appointments is a lot less to non-existent now.	33.61%	369
Yes, but my wait time for appointments is the same or longer.	30.51%	335
No, my medical practice does not offer an app for pre-arrival registration.	35.88%	394
<b>TOTAL</b>		<b>1,098</b>

### Q10 Does your preferred medical practice offer a kiosk for check-in? If so, which of the following effects best applies to you?

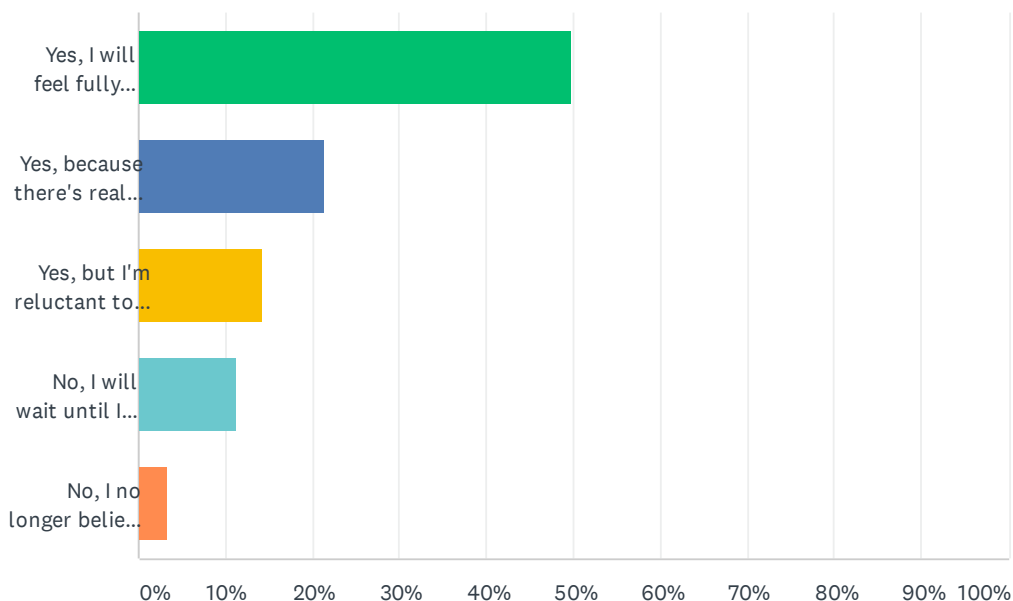
Answered: 1,098 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes, and it's convenient to use and saves time.	24.32%	267
Yes, but I am a little intimidated using it	10.66%	117
Yes, but I am concerned about germs while using it, including COVID.	10.66%	117
No, my medical practice does not offer a kiosk for registration.	54.37%	597
<b>TOTAL</b>		<b>1,098</b>

## Q11 Once you are fully vaccinated, will you resume your routine medical check-ups?

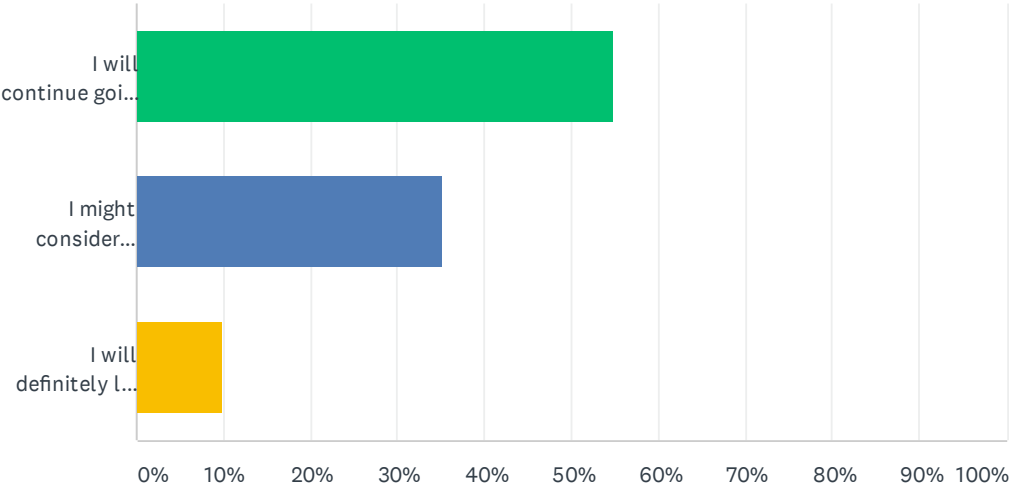
Answered: 1,098 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes, I will feel fully confident returning to regular check-ups	49.73%	546
Yes, because there's really no reason to put them off any longer.	21.40%	235
Yes, but I'm reluctant to do so out because I'm afraid of in-office exposure.	14.30%	157
No, I will wait until I feel sick before I go again.	11.20%	123
No, I no longer believe I need routine medical check-ups.	3.37%	37
<b>TOTAL</b>		<b>1,098</b>

### Q12 If your preferred medical practice does not offer waiting room experience improvements like safe, pre-visit check-in, which of the following actions are you likely to take?

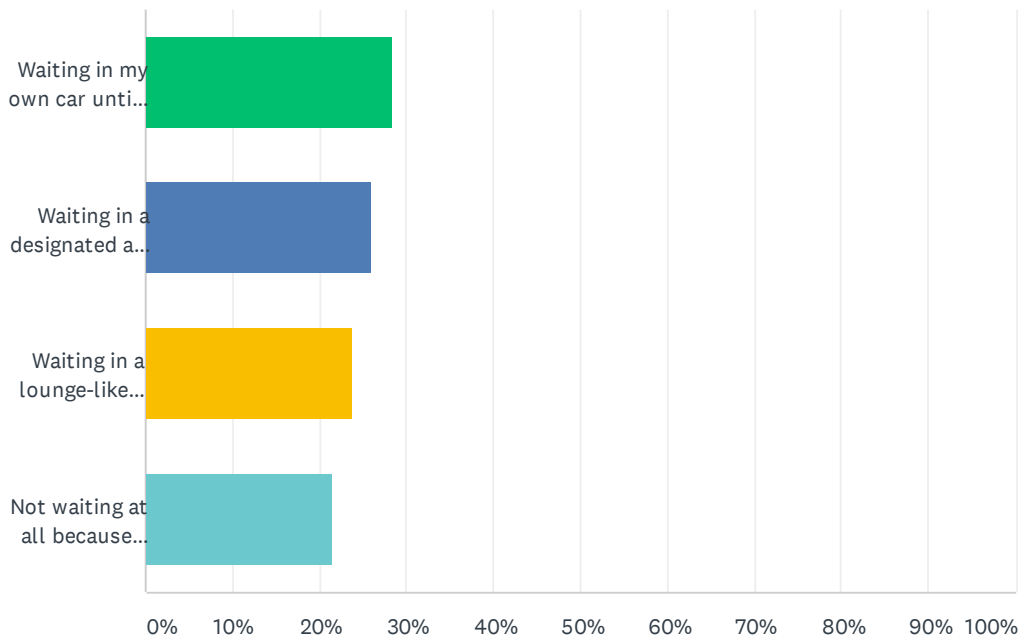
Answered: 1,098 Skipped: 0



ANSWER CHOICES	RESPONSES	
I will continue going to them because those improvements aren't a big deal.	54.83%	602
I might consider changing practices where safer and more time efficient improvements are in place.	35.25%	387
I will definitely look at other practices.	9.93%	109
TOTAL		1,098

### Q13 Which of the following waiting room options do you prefer?

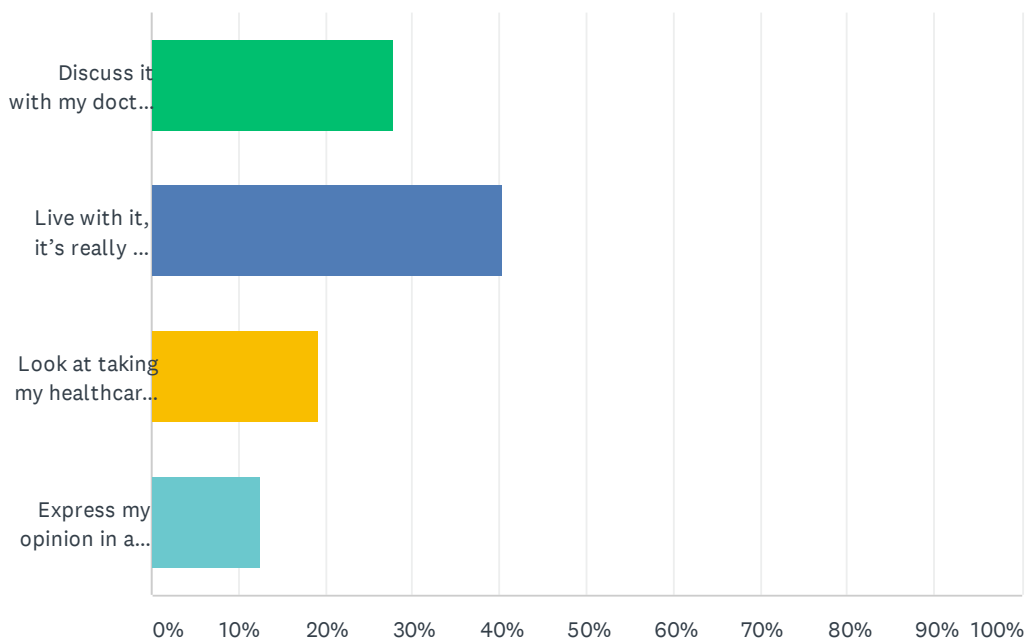
Answered: 1,098 Skipped: 0



ANSWER CHOICES	RESPONSES	
Waiting in my own car until the office texts me to come in.	28.51%	313
Waiting in a designated area with other patients, socially distanced, until called.	25.96%	285
Waiting in a lounge-like waiting room where furniture is spaced accordingly.	23.95%	263
Not waiting at all because everything was completed pre-arrival	21.58%	237
<b>TOTAL</b>		<b>1,098</b>

### Q14 If I am not happy with the practices new waiting room procedures, I am most likely to:

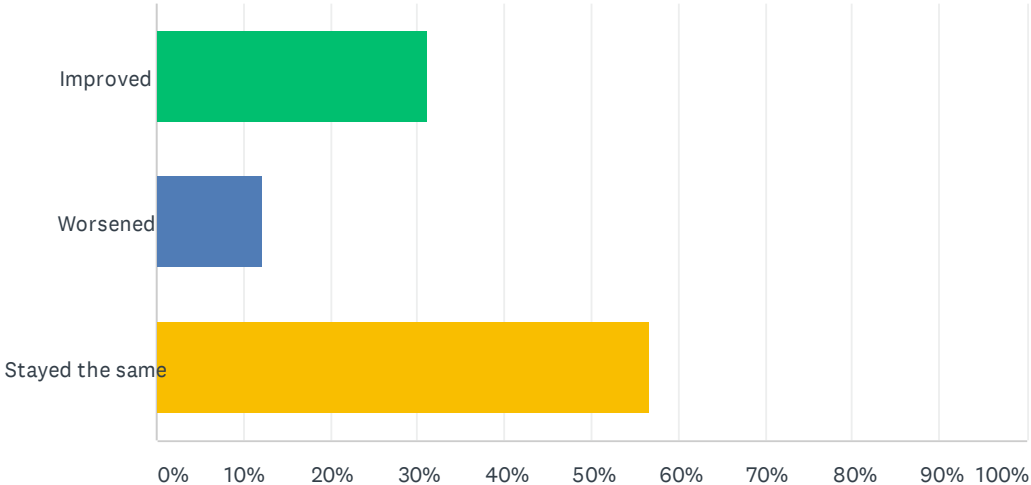
Answered: 1,098 Skipped: 0



ANSWER CHOICES	RESPONSES	
Discuss it with my doctor and ask that they modernize their waiting room protocols.	27.87%	306
Live with it, it's really not my place to tell them how to run their practice.	40.35%	443
Look at taking my healthcare to another practice.	19.31%	212
Express my opinion in an online review	12.48%	137
<b>TOTAL</b>		<b>1,098</b>

### Q15 Since the pandemic occurred, my overall experience as a patient has:

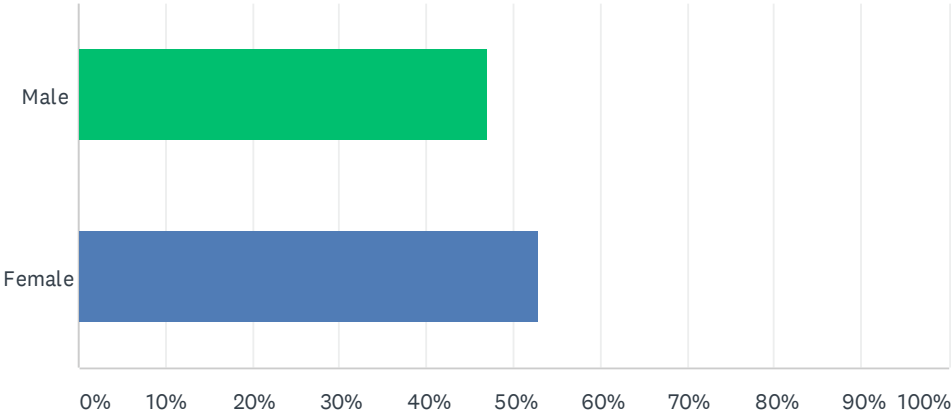
Answered: 1,098 Skipped: 0



ANSWER CHOICES	RESPONSES	
Improved	31.24%	343
Worsened	12.11%	133
Stayed the same	56.65%	622
TOTAL		1,098

### Q16 Gender

Answered: 1,097 Skipped: 1

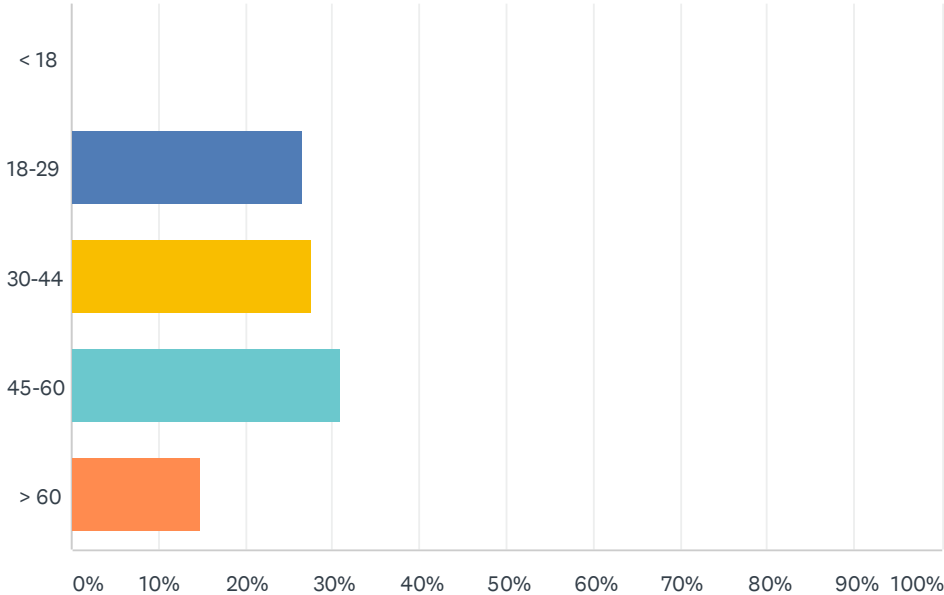


ANSWER CHOICES	RESPONSES	
Male	47.04%	516
Female	52.96%	581
TOTAL		1,097



### Q17 Age

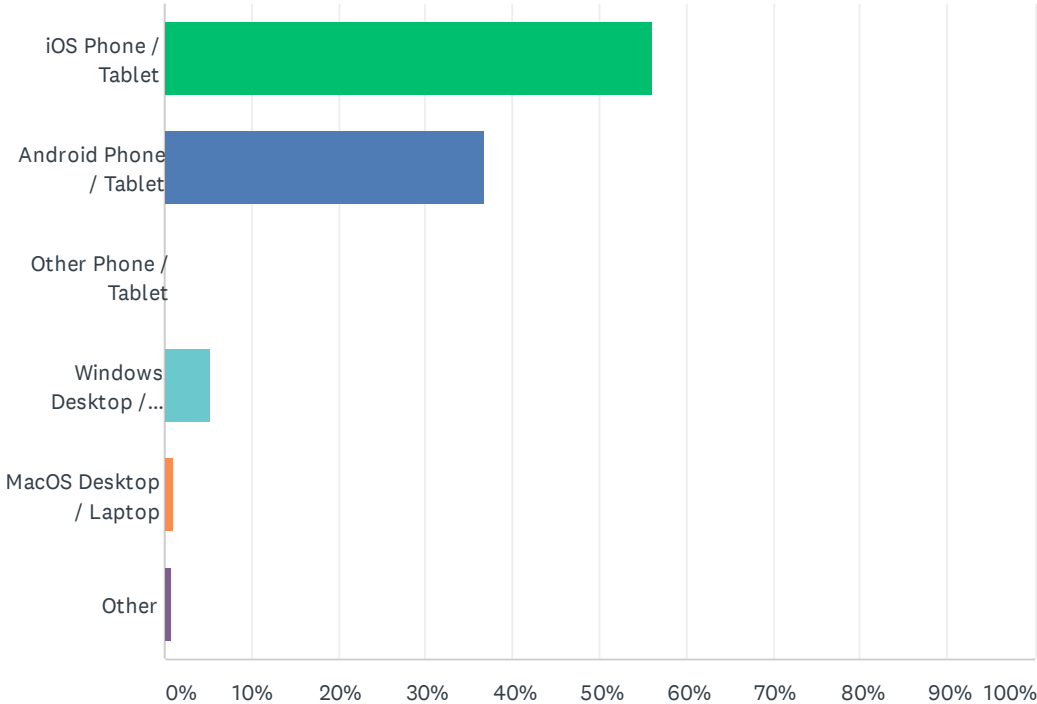
Answered: 1,097 Skipped: 1



ANSWER CHOICES	RESPONSES
< 18	0.00% 0
18-29	26.62% 292
30-44	27.62% 303
45-60	30.90% 339
> 60	14.86% 163
TOTAL	1,097

### Q18 Device Type

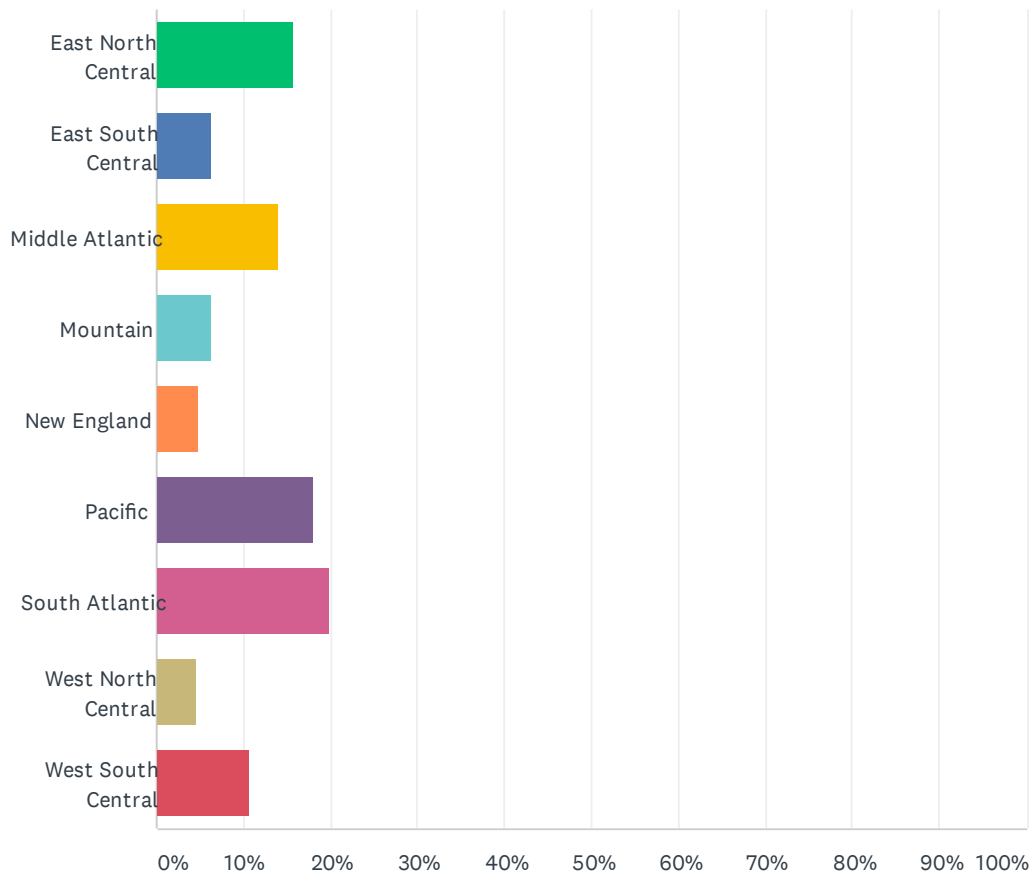
Answered: 1,097 Skipped: 1



ANSWER CHOICES	RESPONSES	
iOS Phone / Tablet	56.06%	615
Android Phone / Tablet	36.83%	404
Other Phone / Tablet	0.00%	0
Windows Desktop / Laptop	5.20%	57
MacOS Desktop / Laptop	1.00%	11
Other	0.91%	10
<b>TOTAL</b>		<b>1,097</b>

## Q19 Region

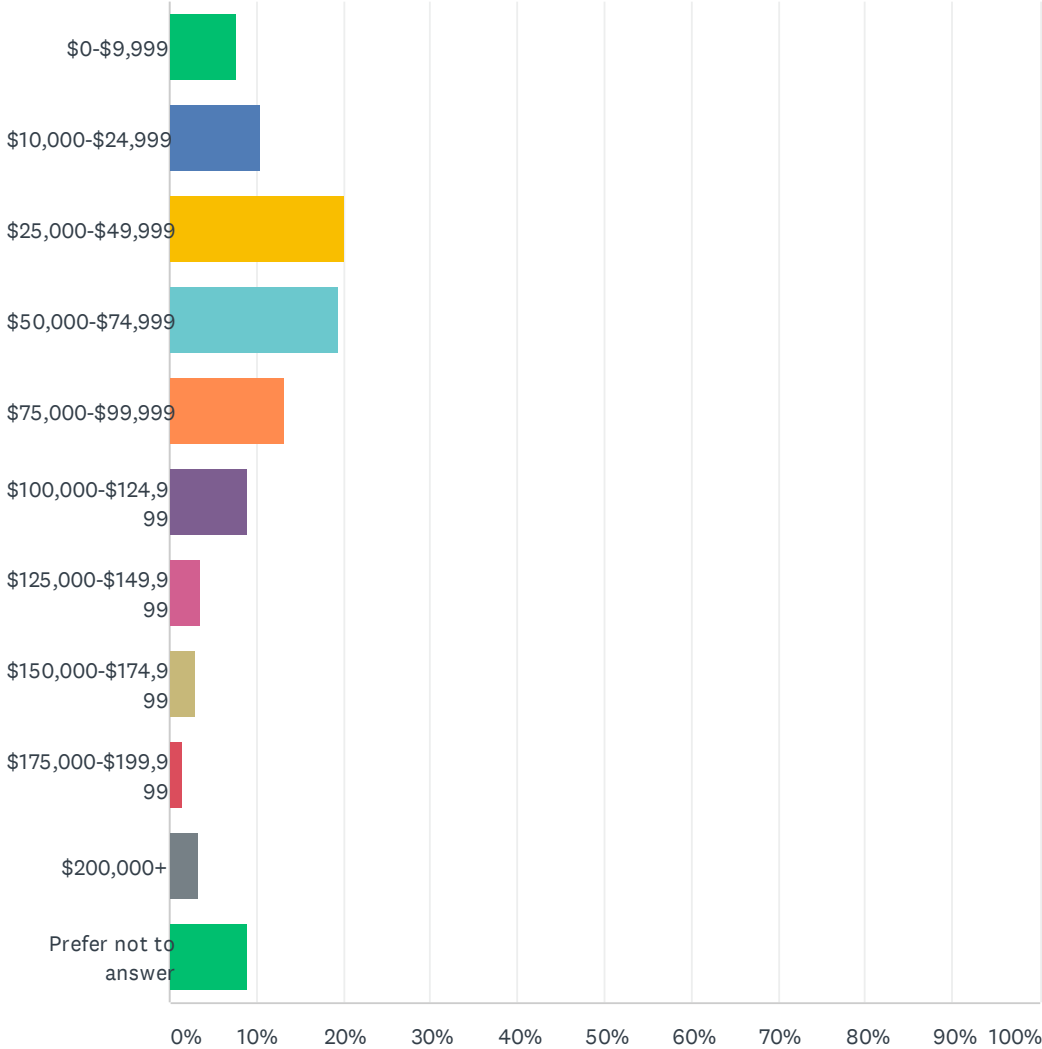
Answered: 1,076 Skipped: 22



ANSWER CHOICES	RESPONSES	
East North Central	15.61%	168
East South Central	6.23%	67
Middle Atlantic	13.94%	150
Mountain	6.32%	68
New England	4.83%	52
Pacific	18.03%	194
South Atlantic	19.80%	213
West North Central	4.65%	50
West South Central	10.59%	114
<b>TOTAL</b>		<b>1,076</b>

# Q20 Household Income

Answered: 1,097 Skipped: 1



## Post-Pandemic Attitudes Towards Changes in Routine Health Care

ANSWER CHOICES	RESPONSES	
\$0-\$9,999	7.84%	86
\$10,000-\$24,999	10.48%	115
\$25,000-\$49,999	20.15%	221
\$50,000-\$74,999	19.42%	213
\$75,000-\$99,999	13.13%	144
\$100,000-\$124,999	8.93%	98
\$125,000-\$149,999	3.56%	39
\$150,000-\$174,999	2.83%	31
\$175,000-\$199,999	1.46%	16
\$200,000+	3.28%	36
Prefer not to answer	8.93%	98
<b>TOTAL</b>		<b>1,097</b>