



COVID-19 PATIENT PRIMARY CARE SURVEY

SERIES 5 FIELDDED DECEMBER 10-11, 2020



The majority of patients are willing to get the COVID-19 vaccine but people are concerned about vaccine safety and affordability amid wariness of COVID-19 information. Although Presidential leadership is the least trusted source for COVID-19 information, almost half of respondents (48%) also do not trust public health leadership and the CDC. Instead, people are looking to their primary care doctors for trusted information: 66% of respondents state they have a doctor they can trust all or most of the time and 56% of respondents report feeling connected to their doctor.

Despite most people being ready for the COVID-19 vaccine, people are concerned about side effects, costs, and question the timeline in which the vaccine was produced.

- 51% are willing to take the COVID-19 vaccine either now or after it has been out for some time.
- Over 1/2 of respondents (56%) agree the COVID-19 vaccines were developed too quickly to be safe: 77% are worried about the side effects of the vaccine, 70% are worried the vaccine will make them sick.
- Half of respondents (51%) worry they won't be able to afford the vaccine.

Patients are experiencing a myriad of stresses due to the pandemic. Among these are economic stresses as well as significant mistrust in public health leaders, the government, and the CDC.

- During the pandemic, over half of respondents (55%) struggled with paying their bills, over half (51%) struggled with putting food on the table, and 1/4 lost their jobs.
- 61% of respondents do not trust COVID-19 information coming from the White House while 46% do not trust COVID-19 information coming from the CDC and public health leaders.
- 55% agree they had trouble finding COVID-19 information they could trust but nearly 7 in 10 Americans (66%) agreed that during the pandemic, they can trust their doctors.

While expressing mistrust of other sources regarding COVID-19 information, people heavily rely on their primary care resources for trusting information and comfort.

- Between primary care clinics, health departments, hospital workers, and community members, primary care doctors were ranked #1 among 58% of respondents as the source they were most willing to talk to regarding COVID-19.
- 72% of respondents rated their primary care resource as the first they go to for health care needs.
- 61% agree their doctor helps them make sense of what's going on with them.
- 57% agree they can ask their doctor about anything, medical or not, all or most of the time.

Methods – Fielded by The Larry A. Green Center, in partnership with the Primary Care Collaborative and 3rd Conversation, this survey was offered through public posting on a survey website and open to people 18 years or older. This is a convenience sample, voluntary and anonymous, with enrollment becoming limited as it is filled to ensure diversity in respondent demographics. Fielded December 10-11, 2020.

Sample – 1,034 respondents who are connected with a primary care clinician completed this survey. Respondents came from a range of geographies (31% urban, 43% suburban, and 26% rural). 34% were 18-35 years old, 25% were over 55. 45% of the total sample were male, 53% female. 40% of the total sample were full time employed, 13% were part time employed, 28% were unemployed, and 25% lost employment during the pandemic.

“It's risky but I feel to get to normalcy, we need to get this vaccine and move forward as a country” Maryland
“I am in the expectation that the new vaccine will come out soon and will be successful” Mississippi

Open text comments from patients regarding...

... the COVID-19 vaccine ...

- *Worried about reactions with my allergies.* Louisiana
- *Won't take it because I don't know what's in it.* Connecticut
- *I do not trust something that was pushed out in such a short amount of time and I am willing to find a new line of work if my current employer were to make it mandatory.* Texas
- *I'm hoping that my health insurance will cover the cost.* Maryland
- *I pray these surveys will wake people up to get the vaccine.* Pennsylvania
- *Just get the vaccine available.* West Virginia

... mistrust...

- *Unfortunately, the politicians push the vaccine through to make money.* Missouri
- *The longer this goes on, the less faith I have in this country.* Texas
- *My primary care doctor is completely useless. He doesn't care at all, and I should sue him for abandonment.*
- *I don't trust Biden.* New Mexico
- *Trump is unfit.* California
- *Tired of the arrogance.* Oklahoma
- *It's all a hoax used for government control.* Oregon
- *I worry that a chip will be embedded in my skin.* Virginia

... and burnout and livelihood...

- *Developed really bad depression and anxiety due to this year.* Florida
- *I haven't let this change my life.* Texas
- *My mental health has severely degraded, but I feel I'm unable to access help.* California
- *I miss seeing my grandkids. Lockdowns are not good for the country.* Ohio
- *2020 sucks and you can't find toilet paper anywhere.* Florida
- *It has been a life changing experience for everyone.* New Mexico
- *There has to be improvements to healthcare access.* Illinois

... but also healthcare satisfaction...

- *My doctor has adjusted wonderfully!* Kentucky
- *I want healthcare workers to know I appreciate them.* Arizona
- *I'm very satisfied with my primary care provider!* Texas
- *My wife and I had a baby in September and we felt safe and well taken care of in the hospital.* Georgia
- *Credit goes to the doctors and nurses.* Illinois

... and other pandemic frustrations.

- *The younger generation seem to be the ones who are spreading it. They do not care and think they are invincible.* California
- *I feel that the grocery stores are taking advantage, jacking up the price of food etc, in this time of need.* Texas
- *I live in an area with some of the worst healthcare in the US. The physicians here often provide misinformation, do not listen to your concerns, and are terrible at diagnosing even simple illness. The experiences I have with primary care are unique to this state and inconsistent with care I have received in other states.* South Carolina
- *No income and put a hold on my housing but I'm gonna get by and still pursue housing and help.* Texas
- *The government needs to pass a stimulus check. I'm literally drowning and spending all my savings because I can't get a 2nd job.* Massachusetts
- *I lost my job due to covid and haven't been able to find work. I'm worried that I will run out of money and my medical will get canceled.* Nevada