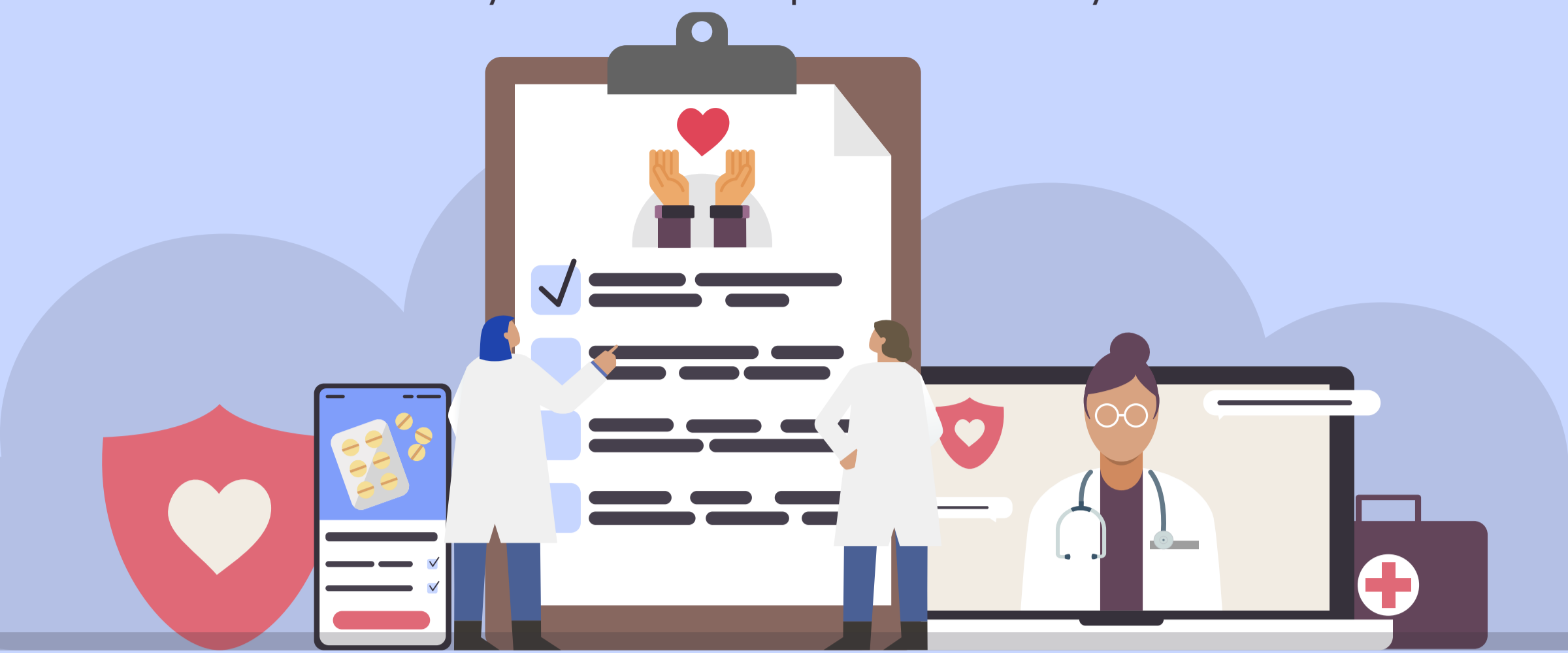


# PANDEMIC IMPACT ON PATIENT SUPPORT PROGRAMS



Physicians claim that Patient Support Programs (PSPs) have become more important since the pandemic, but they are not very familiar with the specific services they offer.



## Specialties surveyed

- General Practitioners
- Medical Oncologists
- Infectious Disease Specialists
- Gastroenterologists
- Rheumatologists
- Pulmonologists
- Endocrinologists

## PSPs have become more influential in physicians' prescribing decisions...

due to physicians finding it tougher to see patients as often as they'd like since COVID-19



Think that PSPs have become much more important for patients  
*Top 2 Box*



Say that the quality of a PSP has more influence on their prescribing decisions  
*Top 2 Box*

## However, the specific service offerings of PSPs are not top-of-mind for physicians.

**Unprompted**, less than half of physicians can name a PSP service other than reimbursement services.



**Prompted** with a list of over 20 possible services, physicians only associates 5 services with any given PSP on average — even the most widely known PSPs.



## Once prompted, physicians indicate that 3 services in particular have become more important since the pandemic.



Pharmacy services (helping patients to access meds, refill reminders, etc.)



Direct-to-patient drug delivery services from the pharmacy



Educational programs for patient

Data based on survey of General Practitioners (n=33), Hematologists (n=7), Medical Oncologists (n=14), Rheumatologists (n=24), Pulmonologists (n=27), Endocrinologists (n=27), Infectious Disease (n=20). September 2021.

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