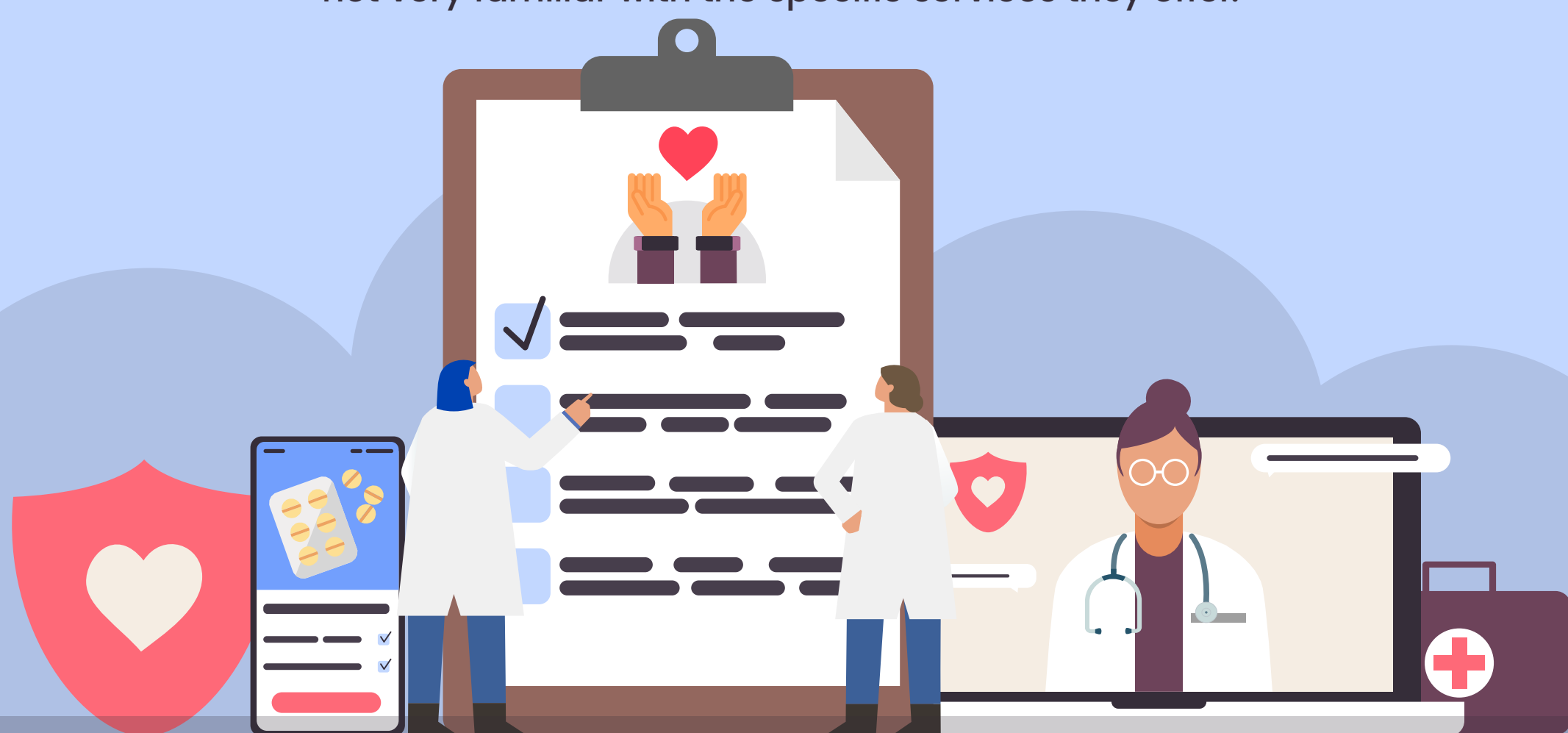




# COVID-19 IMPACT ON PATIENT SUPPORT PROGRAMS

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



Rheumatologists



Dermatologists



Gastroenterologists



Medical Oncologists



Hematologists

## 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



... 73%

Think that PSPs have become much more important for patients

Top 2 Box



... 63%

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.



... 45%

Direct-to-patient drug delivery services from the pharmacy



... 45%

Providing compassionate release assistance



... 44%

Patients having access to professional nurse counselling by phone or online

Data based on survey of General Practitioners (n=48), Dermatologists (n=20), Gastroenterologists (n=20), Hematologists (n=13), Medical Oncologists (n=18), Rheumatologists (n=21) September 2021.

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