



# THE PERFORMANCE OF PATIENT SUPPORT PROVIDERS DURING THE PANDEMIC

US Physicians feel positive about how Patient Support Programs (PSPs) have evolved in the past two years.



Specialites surveyed - Total: 152

- General Practitioners (n=33)
- Medical Oncologists (n=14)
- Infectious Disease Specialists (n=20)
- Hematologists (n=7)
- Rheumatologists (n=24)
- Pulmonologists (n=27)
- Endocrinologists (n=27)

## Physicians agree that most PSPs have adjusted well to the pandemic.

92%

Of physicians think that PSP providers have adjusted well to the new reality brought forth by COVID-19



29% say that the average PSPs quality has improved since the pandemic

69% say quality has remained the same

## However, unmet needs related to PSPs remain.

The lowest rated features are:

Nurses availability over the phone



Extended service hours



Consistency of follow-up with patients



## AstraZeneca appears to be seen as the best PSP among surveyed physicians since the start of COVID-19:

Best PSP

Most innovative

Most helpful with paperwork

AstraZeneca

AstraZeneca

AstraZeneca

Amgen

Amgen

Lilly

Lilly

Lilly

Amgen

Data based on survey of n=152 US physicians - General Practitioners (n=33), Hematologists (n=7), Medical Oncologists (n=14), Rheumatologists (n=24), Pulmonologist (n=27), Endocrinologist (n=27), Infectious Disease Specialists (n=20). September 2021.

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