



# HOW PATIENT SUPPORT PROGRAM PROVIDERS ADJUSTED TO THE PANDEMIC

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



Specialties surveyed – Total: 140



General Practitioners  
(n=48)



Rheumatologists  
(n=21)



Dermatologists  
(n=20)



Gastroenterologists  
(n=20)



Medical Oncologists  
(n=18)



Hematologists  
(n=13)

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

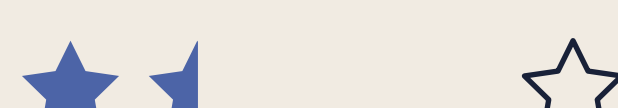
92%



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



## AbbVie Care 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

AbbVie

AbbVie

AbbVie

Janssen

Janssen

Janssen

Novartis

Pfizer

Pfizer

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.

Copyright © 2022 MD Analytics Inc. MD Analytics is a registered trademark of MD Analytics Inc. All rights reserved. MD Analytics Inc. has independently sponsored and conducted this research, contact your MD Analytics representative to schedule a complimentary report presentation. To obtain media disclosures for this research, please visit [www.mdanalytics.com/contact-us](http://www.mdanalytics.com/contact-us) and quote **Impact of COVID-19 on PSPs** in your request.



MD Analytics<sup>®</sup>  
[www.mdanalytics.com](http://www.mdanalytics.com)