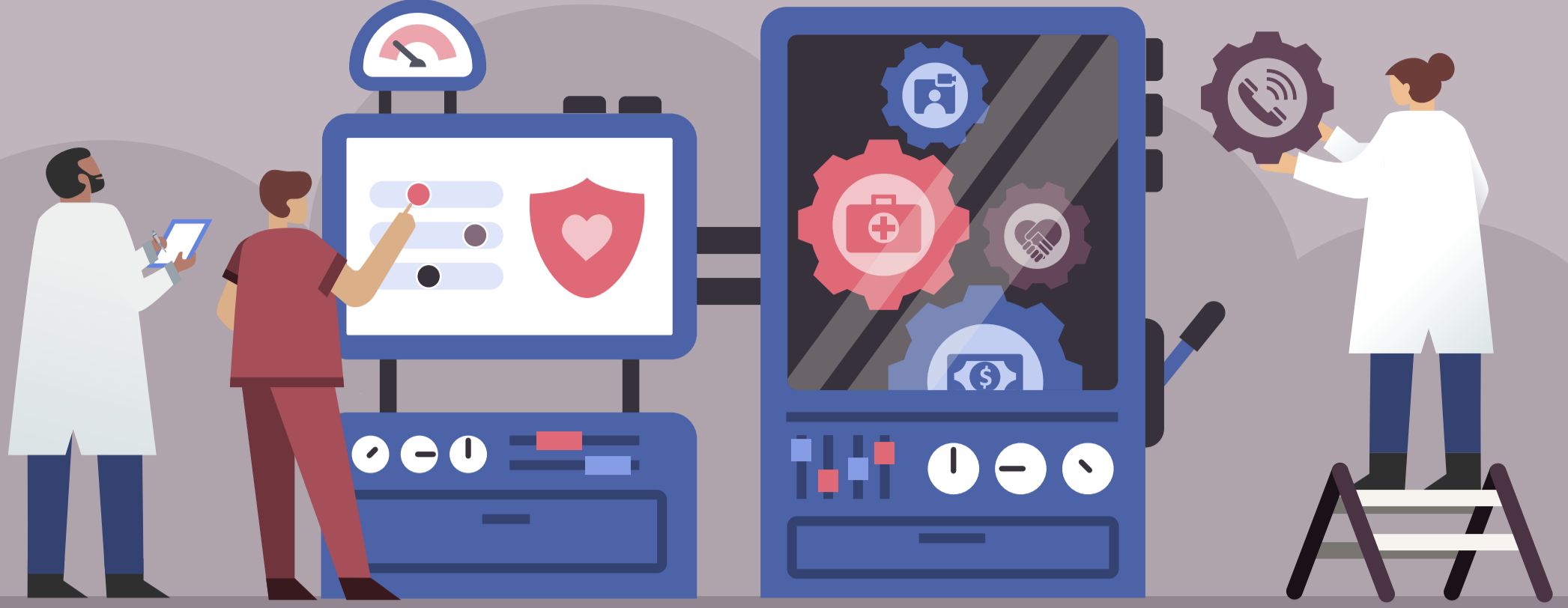


# HOW PATIENT SUPPORT PROGRAM PROVIDERS ADJUSTED TO THE PANDEMIC

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.

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