



# TOPLINE & METHODOLOGY

## MDVIP Patient Experience Survey

Conducted by Ipsos using KnowledgePanel®  
A survey of the American general population (ages 26+)  
Interview dates: December 1-10, 2023  
Number of interviews: 1,010

Margin of error: +/- 3.2 percentage points at the 95% confidence level for all respondents

NOTE: All results show percentages among all respondents, unless otherwise labeled. Reduced bases are unweighted values.

NOTE: \* = less than 0.5%, - = no respondents, N/A = not applicable

### Annotated Questionnaire:

Q1. How would you rate your current health?

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Excellent – I feel great and am able to enjoy life to the fullest.	19%	25%	15%
Good – I generally feel good but may have an occasional issue.	57%	52%	61%
Fair – I have health issues from time to time that impact my ability to fully enjoy life.	19%	18%	20%
Poor – I have ongoing health issues that impact my life on a regular basis.	4%	3%	4%
Skipped	1%	1%	1%
Excellent/Good (Net)	76%	78%	75%
Fair/Poor (Net)	23%	21%	24%

Q2. How would you rate your satisfaction with your overall experience with the U.S. healthcare system?

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Extremely satisfied	4%	3%	5%
Very satisfied	28%	20%	33%
Somewhat satisfied	41%	40%	42%
Not very satisfied	19%	24%	17%
Not at all satisfied	6%	12%	3%
Skipped	1%	1%	0%
Extremely/Very/Somewhat (Net)	74%	63%	80%
Extremely/Very (Net)	32%	23%	38%
Not very/Not at all (Net)	26%	36%	20%





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Q3. Which of the following best applies to you?

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
I currently have a primary care doctor (such as an internist, family doctor or general practitioner).	80%	65%	88%
I don't currently have a primary care doctor, I but had one within the past five years.	10%	16%	6%
It has been over five years since I had a primary care doctor.	10%	19%	5%
Skipped	0%	0%	0%

Q4\_S1. Some people are non-professional caregivers for another person. By this we mean they are responsible for the healthcare of another person by scheduling doctors' appointments, talking to healthcare providers, getting test results, and making medical decisions for the person. They are not employed or paid as professional caregivers. Are you a non-professional caregiver for any of the following? Summary tables: Yes

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Dependent child	20%	37%	10%
Spouse	10%	10%	9%
Elderly parent	8%	9%	7%
Adult child	6%	7%	6%
Elderly relative who is not your parent (aunt, uncle, grandparent, etc.)	5%	8%	3%

Q4\_S2. Some people are non-professional caregivers for another person. By this we mean they are responsible for the healthcare of another person by scheduling doctors' appointments, talking to healthcare providers, getting test results, and making medical decisions for the person. They are not employed or paid as professional caregivers. Are you a non-professional caregiver for any of the following? Summary tables: No

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Elderly relative who is not your parent (aunt, uncle, grandparent, etc.)	94%	91%	96%
Adult child	93%	92%	93%
Elderly parent	91%	90%	92%
Spouse	89%	89%	90%
Dependent child	79%	62%	89%



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Q4\_1. Some people are non-professional caregivers for another person. By this we mean they are responsible for the healthcare of another person by scheduling doctors' appointments, talking to healthcare providers, getting test results, and making medical decisions for the person. They are not employed or paid as professional caregivers. Are you a non-professional caregiver for any of the following? Dependent child

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Yes	20%	37%	10%
No	79%	62%	89%
Skipped	1%	1%	2%

Q4\_2. Some people are non-professional caregivers for another person. By this we mean they are responsible for the healthcare of another person by scheduling doctors' appointments, talking to healthcare providers, getting test results, and making medical decisions for the person. They are not employed or paid as professional caregivers. Are you a non-professional caregiver for any of the following? Adult child

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Yes	6%	7%	6%
No	93%	92%	93%
Skipped	1%	1%	1%

Q4\_3. Some people are non-professional caregivers for another person. By this we mean they are responsible for the healthcare of another person by scheduling doctors' appointments, talking to healthcare providers, getting test results, and making medical decisions for the person. They are not employed or paid as professional caregivers. Are you a non-professional caregiver for any of the following? Elderly parent

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Yes	8%	9%	7%
No	91%	90%	92%
Skipped	1%	1%	1%



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Q4\_4. Some people are non-professional caregivers for another person. By this we mean they are responsible for the healthcare of another person by scheduling doctors' appointments, talking to healthcare providers, getting test results, and making medical decisions for the person. They are not employed or paid as professional caregivers. Are you a non-professional caregiver for any of the following? Spouse

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Yes	10%	10%	9%
No	89%	89%	90%
Skipped	1%	1%	1%

Q4\_5. Some people are non-professional caregivers for another person. By this we mean they are responsible for the healthcare of another person by scheduling doctors' appointments, talking to healthcare providers, getting test results, and making medical decisions for the person. They are not employed or paid as professional caregivers. Are you a non-professional caregiver for any of the following? Elderly relative who is not your parent (aunt, uncle, grandparent, etc.)

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Yes	5%	8%	3%
No	94%	91%	96%
Skipped	1%	2%	1%

Q5\_S1. About how long has it been since you last saw a doctor or other health professional about...?  
Summary tables: T3B

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Your physical health	81%	71%	88%
Your mental/emotional health	28%	30%	28%
Your child(ren)'s health	82%	84%	79%
Your family member that you care for	76%	70%	80%

Q5\_S2. About how long has it been since you last saw a doctor or other health professional about...?  
Summary tables: B2B

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Your mental/emotional health	70%	68%	72%
Your physical health	18%	28%	11%
Your family member that you care for	24%	30%	19%
Your child(ren)'s health	15%	14%	18%



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Q5\_1. About how long has it been since you last saw a doctor or other health professional about...? Your physical health

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Within the last month (anytime in the last 30 days)	29%	20%	34%
Between one and six months ago	34%	28%	37%
Between six months and one year ago	19%	23%	17%
Longer than a year ago	16%	24%	11%
Never	2%	4%	0%
Skipped	1%	1%	1%
Within last month, 1-6 months ago, less than a year ago (Net)	81%	71%	88%
More than a year ago/ never (Net)	18%	28%	11%

Q5\_2. About how long has it been since you last saw a doctor or other health professional about...? Your mental/emotional health

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Within the last month (anytime in the last 30 days)	11%	14%	10%
Between one and six months ago	10%	8%	11%
Between six months and one year ago	8%	9%	7%
Longer than a year ago	26%	27%	25%
Never	45%	41%	47%
Skipped	1%	2%	1%
Within last month, 1-6 months ago, less than a year ago (Net)	28%	30%	28%
More than a year ago/ never (Net)	70%	68%	72%





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Q5\_3. About how long has it been since you last saw a doctor or other health professional about...? Your family member that you care for

	<b>Total (N=162)</b>	<b>26-44 (N=56)</b>	<b>45+ (N=106)</b>
Within the last month (anytime in the last 30 days)	41%	38%	44%
Between one and six months ago	20%	15%	24%
Between six months and one year ago	14%	17%	12%
Longer than a year ago	9%	8%	10%
Never	14%	22%	9%
Skipped	0%	-	1%
Within last month, 1-6 months ago, less than a year ago (Net)	76%	70%	80%
More than a year ago/ never (Net)	24%	30%	19%

Q5\_4. About how long has it been since you last saw a doctor or other health professional about...? Your child(ren)'s health

	<b>Total (N=204)</b>	<b>26-44 (N=123)</b>	<b>45+ (N=81)</b>
Within the last month (anytime in the last 30 days)	31%	30%	31%
Between one and six months ago	34%	36%	31%
Between six months and one year ago	18%	18%	17%
Longer than a year ago	6%	4%	10%
Never	9%	10%	7%
Skipped	3%	2%	4%
Within last month, 1-6 months ago, less than a year ago (Net)	82%	84%	79%
More than a year ago/ never (Net)	15%	14%	18%

Q6\_S1. And have you personally received care from any of the following within the last five years?  
Summary tables: Yes





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	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Your primary care physician (PCP)	77%	64%	85%
Nurse practitioner (NP) or physician assistant (PA)	51%	43%	56%
Urgent care center	40%	43%	39%
Emergency room / emergency department	32%	32%	32%
Retail clinic (clinic located inside retail store, supermarket or pharmacy)	22%	23%	22%
Planned hospital stay (scheduled surgery, birth, etc.)	22%	21%	22%
Unplanned hospital stay (accident, emergency, etc.)	16%	15%	17%

Q6\_S2. And have you personally received care from any of the following within the last five years?  
Summary tables: No

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Unplanned hospital stay (accident, emergency, etc.)	83%	84%	83%
Planned hospital stay (scheduled surgery, birth, etc.)	77%	78%	77%
Retail clinic (clinic located inside retail store, supermarket or pharmacy)	77%	76%	77%
Emergency room / emergency department	67%	66%	67%
Urgent care center	59%	56%	60%
Nurse practitioner (NP) or physician assistant (PA)	48%	56%	43%
Your primary care physician (PCP)	22%	35%	15%

Q6\_1. And have you personally received care from any of the following within the last five years? Your primary care physician (PCP)

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Yes	77%	64%	85%
No	22%	35%	15%
Skipped	1%	1%	0%





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Q6\_2. And have you personally received care from any of the following within the last five years? Nurse practitioner (NP) or physician assistant (PA)

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Yes	51%	43%	56%
No	48%	56%	43%
Skipped	1%	2%	1%

Q6\_3. And have you personally received care from any of the following within the last five years? Urgent care center

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Yes	40%	43%	39%
No	59%	56%	60%
Skipped	1%	1%	1%

Q6\_4. And have you personally received care from any of the following within the last five years? Retail clinic (clinic located inside retail store, supermarket or pharmacy)

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Yes	22%	23%	22%
No	77%	76%	77%
Skipped	1%	2%	1%

Q6\_5. And have you personally received care from any of the following within the last five years? Emergency room / emergency department

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Yes	32%	32%	32%
No	67%	66%	67%
Skipped	1%	1%	1%

Q6\_6. And have you personally received care from any of the following within the last five years? Planned hospital stay (scheduled surgery, birth, etc.)

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Yes	22%	21%	22%
No	77%	78%	77%
Skipped	1%	2%	1%







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Q6\_7. And have you personally received care from any of the following within the last five years?  
Unplanned hospital stay (accident, emergency, etc.)

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Yes	16%	15%	17%
No	83%	84%	83%
Skipped	1%	1%	0%

Q7\_S1. Which of the following best describes your experience, if any, with the following ways to manage healthcare for yourself or someone you care for? Summary tables: Yes total

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Scheduled a healthcare appointment online or through an app	54%	58%	52%
Messaged your doctor's office via email or text about a health concern	43%	41%	44%
Had a telephone or video appointment with your own doctor	39%	38%	40%
Had a telephone or video appointment with an online telehealth provider	37%	39%	36%
Used a mail-order or online pharmacy to fill a prescription	35%	24%	42%

Q7\_S2. Which of the following best describes your experience, if any, with the following ways to manage healthcare for yourself or someone you care for? Summary tables: No total

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Used a mail-order or online pharmacy to fill a prescription	63%	75%	56%
Had a telephone or video appointment with an online telehealth provider	62%	59%	63%
Had a telephone or video appointment with your own doctor	60%	60%	59%
Messaged your doctor's office via email or text about a health concern	56%	57%	55%
Scheduled a healthcare appointment online or through an app	45%	40%	47%





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Q7\_S3. Which of the following best describes your experience, if any, with the following ways to manage healthcare for yourself or someone you care for? Summary tables: Comfortable total

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Scheduled a healthcare appointment online or through an app	79%	83%	77%
Messaged your doctor's office via email or text about a health concern	75%	74%	75%
Had a telephone or video appointment with your own doctor	71%	70%	72%
Used a mail-order or online pharmacy to fill a prescription	69%	68%	70%
Had a telephone or video appointment with an online telehealth provider	66%	65%	66%

Q7\_S4. Which of the following best describes your experience, if any, with the following ways to manage healthcare for yourself or someone you care for? Summary tables: Not comfortable

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Had a telephone or video appointment with an online telehealth provider	33%	33%	33%
Used a mail-order or online pharmacy to fill a prescription	29%	30%	29%
Had a telephone or video appointment with your own doctor	28%	28%	27%
Messaged your doctor's office via email or text about a health concern	24%	24%	24%
Scheduled a healthcare appointment online or through an app	19%	15%	22%





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Q7\_1. Which of the following best describes your experience, if any, with the following ways to manage healthcare for yourself or someone you care for? Messaged your doctor's office via email or text about a health concern

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Yes, I have done this, and I am comfortable with it	40%	38%	41%
No, I have not done this, but would be comfortable doing it	35%	36%	34%
Yes, I have done this, but I am NOT comfortable with it	3%	3%	3%
No, I have not done this, and I am NOT comfortable with it	21%	21%	21%
Skipped	1%	2%	1%
Total for Yes (Net)	43%	41%	44%
Total for No (Net)	56%	57%	55%
Total for Comfortable (Net)	75%	74%	75%
Total for Not Comfortable (Net)	24%	24%	24%

Q7\_2. Which of the following best describes your experience, if any, with the following ways to manage healthcare for yourself or someone you care for? Scheduled a healthcare appointment online or through an app

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Yes, I have done this, and I am comfortable with it	51%	57%	47%
No, I have not done this, but would be comfortable doing it	28%	27%	29%
Yes, I have done this, but I am NOT comfortable with it	3%	1%	5%
No, I have not done this, and I am NOT comfortable with it	16%	14%	18%
Skipped	1%	2%	1%
Total for Yes (Net)	54%	58%	52%
Total for No (Net)	45%	40%	47%
Total for Comfortable (Net)	79%	83%	77%
Total for Not Comfortable (Net)	19%	15%	22%





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Q7\_3. Which of the following best describes your experience, if any, with the following ways to manage healthcare for yourself or someone you care for? Used a mail-order or online pharmacy to fill a prescription

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Yes, I have done this, and I am comfortable with it	33%	21%	39%
No, I have not done this, but would be comfortable doing it	37%	47%	31%
Yes, I have done this, but I am NOT comfortable with it	3%	2%	3%
No, I have not done this, and I am NOT comfortable with it	27%	28%	26%
Skipped	1%	2%	1%
Total for Yes (Net)	35%	24%	42%
Total for No (Net)	63%	75%	56%
Total for Comfortable (Net)	69%	68%	70%
Total for Not Comfortable (Net)	29%	30%	29%

Q7\_4. Which of the following best describes your experience, if any, with the following ways to manage healthcare for yourself or someone you care for? Had a telephone or video appointment with your own doctor

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Yes, I have done this, and I am comfortable with it	33%	32%	33%
No, I have not done this, but would be comfortable doing it	38%	38%	38%
Yes, I have done this, but I am NOT comfortable with it	6%	6%	6%
No, I have not done this, and I am NOT comfortable with it	21%	22%	21%
Skipped	1%	2%	1%
Total for Yes (Net)	39%	38%	40%
Total for No (Net)	60%	60%	59%
Total for Comfortable (Net)	71%	70%	72%
Total for Not Comfortable (Net)	28%	28%	27%





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Q7\_5. Which of the following best describes your experience, if any, with the following ways to manage healthcare for yourself or someone you care for? Had a telephone or video appointment with an online telehealth provider

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Yes, I have done this, and I am comfortable with it	31%	33%	29%
No, I have not done this, but would be comfortable doing it	35%	32%	36%
Yes, I have done this, but I am NOT comfortable with it	6%	6%	6%
No, I have not done this, and I am NOT comfortable with it	27%	27%	27%
Skipped	1%	2%	1%
Total for Yes (Net)	37%	39%	36%
Total for No (Net)	62%	59%	63%
Total for Comfortable (Net)	66%	65%	66%
Total for Not Comfortable (Net)	33%	33%	33%

Q8\_S1. You mentioned you have received care from the following providers in the last 5 years. Did you see any of the following providers in the last 12 months? Summary tables: Yes

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Your primary care physician (PCP)	84%	79%	86%
Nurse practitioner (NP) or physician assistant (PA)	73%	67%	75%
Urgent care center	52%	54%	51%
Emergency room / emergency department	44%	44%	44%
Retail clinic (clinic located inside retail store, supermarket or pharmacy)	62%	58%	65%
Planned hospital stay (scheduled surgery, birth, etc.)	38%	40%	36%
Unplanned hospital stay (accident, emergency, etc.)	32%	33%	31%



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Q8\_S2. You mentioned you have received care from the following providers in the last 5 years. Did you see any of the following providers in the last 12 months? Summary tables: No

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Urgent care center	47%	45%	48%
Emergency room / emergency department	55%	56%	54%
Nurse practitioner (NP) or physician assistant (PA)	27%	33%	24%
Planned hospital stay (scheduled surgery, birth, etc.)	62%	60%	64%
Your primary care physician (PCP)	15%	20%	13%
Unplanned hospital stay (accident, emergency, etc.)	68%	67%	68%
Retail clinic (clinic located inside retail store, supermarket or pharmacy)	37%	42%	34%

Q8\_1. You mentioned you have received care from the following providers in the last 5 years. Did you see any of the following providers in the last 12 months? Your primary care physician (PCP)

	<b>Total (N=801)</b>	<b>26-44 (N=209)</b>	<b>45+ (N=592)</b>
Yes, within the last 12 months	84%	79%	86%
No, not within the last 12 months	15%	20%	13%
Skipped	1%	1%	1%

Q8\_2. You mentioned you have received care from the following providers in the last 5 years. Did you see any of the following providers in the last 12 months? Nurse practitioner (NP) or physician assistant (PA)

	<b>Total (N=548)</b>	<b>26-44 (N=144)</b>	<b>45+ (N=404)</b>
Yes, within the last 12 months	73%	67%	75%
No, not within the last 12 months	27%	33%	24%
Skipped	0%	-	1%

Q8\_3. You mentioned you have received care from the following providers in the last 5 years. Did you see any of the following providers in the last 12 months? Urgent care center

	<b>Total (N=412)</b>	<b>26-44 (N=140)</b>	<b>45+ (N=272)</b>
Yes, within the last 12 months	52%	54%	51%
No, not within the last 12 months	47%	45%	48%
Skipped	1%	1%	0%

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Q8\_4. You mentioned you have received care from the following providers in the last 5 years. Did you see any of the following providers in the last 12 months? Retail clinic (clinic located inside retail store, supermarket or pharmacy)

	<b>Total (N=234)</b>	<b>26-44 (N=76)</b>	<b>45+ (N=158)</b>
Yes, within the last 12 months	62%	58%	65%
No, not within the last 12 months	37%	42%	34%
Skipped	1%	-	1%

Q8\_5. You mentioned you have received care from the following providers in the last 5 years. Did you see any of the following providers in the last 12 months? Emergency room / emergency department

	<b>Total (N=332)</b>	<b>26-44 (N=104)</b>	<b>45+ (N=228)</b>
Yes, within the last 12 months	44%	44%	44%
No, not within the last 12 months	55%	56%	54%
Skipped	1%	-	1%

Q8\_6. You mentioned you have received care from the following providers in the last 5 years. Did you see any of the following providers in the last 12 months? Planned hospital stay (scheduled surgery, birth, etc.)

	<b>Total (N=229)</b>	<b>26-44 (N=64)</b>	<b>45+ (N=165)</b>
Yes, within the last 12 months	38%	40%	36%
No, not within the last 12 months	62%	60%	64%
Skipped	-	-	-

Q8\_7. You mentioned you have received care from the following providers in the last 5 years. Did you see any of the following providers in the last 12 months? Unplanned hospital stay (accident, emergency, etc.)

	<b>Total (N=165)</b>	<b>26-44 (N=47)</b>	<b>45+ (N=118)</b>
Yes, within the last 12 months	32%	33%	31%
No, not within the last 12 months	68%	67%	68%
Skipped	1%	-	1%

## TOPLINE & METHODOLOGY

Q9\_S1. From the list below, please tell us if the following are important or not important to you when choosing a primary care physician. Summary tables: Yes

	<b>Total (N=912)</b>	<b>26-44 (N=260)</b>	<b>45+ (N=652)</b>
Accepts my insurance	93%	90%	95%
Medical credentials, education or experience	81%	76%	83%
Close to my house or work / convenient location for me	78%	77%	78%
Recommendation from another healthcare provider	65%	56%	69%
Recommendation from a friend or family member	57%	52%	59%
Hospital affiliation	54%	41%	61%
Online reviews from other patients	44%	50%	41%
Advertisement (online, mailer, magazine)	5%	6%	4%

Q9\_S2. From the list below, please tell us if the following are important or not important to you when choosing a primary care physician. Summary tables: No

	<b>Total (N=912)</b>	<b>26-44 (N=260)</b>	<b>45+ (N=652)</b>
Advertisement (online, mailer, magazine)	67%	63%	68%
Online reviews from other patients	29%	23%	32%
Hospital affiliation	25%	34%	20%
Recommendation from a friend or family member	23%	25%	22%
Recommendation from another healthcare provider	17%	19%	15%
Close to my house or work / convenient location for me	13%	10%	15%
Medical credentials, education or experience	8%	9%	7%
Accepts my insurance	1%	3%	1%

Q9\_1. From the list below, please tell us if the following are important or not important to you when choosing a primary care physician. Accepts my insurance

	<b>Total (N=912)</b>	<b>26-44 (N=260)</b>	<b>45+ (N=652)</b>
Yes, important	93%	90%	95%
No, not important	1%	3%	1%
No opinion	4%	5%	4%
Skipped	1%	2%	0%



## TOPLINE & METHODOLOGY

Q9\_2. From the list below, please tell us if the following are important or not important to you when choosing a primary care physician. Close to my house or work / convenient location for me

	<b>Total (N=912)</b>	<b>26-44 (N=260)</b>	<b>45+ (N=652)</b>
Yes, important	78%	77%	78%
No, not important	13%	10%	15%
No opinion	8%	11%	7%
Skipped	1%	2%	0%

Q9\_3. From the list below, please tell us if the following are important or not important to you when choosing a primary care physician. Medical credentials, education or experience

	<b>Total (N=912)</b>	<b>26-44 (N=260)</b>	<b>45+ (N=652)</b>
Yes, important	81%	76%	83%
No, not important	8%	9%	7%
No opinion	11%	13%	10%
Skipped	1%	2%	0%

Q9\_4. From the list below, please tell us if the following are important or not important to you when choosing a primary care physician. Hospital affiliation

	<b>Total (N=912)</b>	<b>26-44 (N=260)</b>	<b>45+ (N=652)</b>
Yes, important	54%	41%	61%
No, not important	25%	34%	20%
No opinion	20%	23%	18%
Skipped	1%	2%	0%

Q9\_5. From the list below, please tell us if the following are important or not important to you when choosing a primary care physician. Online reviews from other patients

	<b>Total (N=912)</b>	<b>26-44 (N=260)</b>	<b>45+ (N=652)</b>
Yes, important	44%	50%	41%
No, not important	29%	23%	32%
No opinion	26%	25%	27%
Skipped	1%	2%	0%

## TOPLINE & METHODOLOGY

Q9\_6. From the list below, please tell us if the following are important or not important to you when choosing a primary care physician. Recommendation from a friend or family member

	<b>Total (N=912)</b>	<b>26-44 (N=260)</b>	<b>45+ (N=652)</b>
Yes, important	57%	52%	59%
No, not important	23%	25%	22%
No opinion	19%	21%	19%
Skipped	1%	2%	0%

Q9\_7. From the list below, please tell us if the following are important or not important to you when choosing a primary care physician. Recommendation from another healthcare provider

	<b>Total (N=912)</b>	<b>26-44 (N=260)</b>	<b>45+ (N=652)</b>
Yes, important	65%	56%	69%
No, not important	17%	19%	15%
No opinion	18%	23%	15%
Skipped	1%	2%	0%

Q9\_8. From the list below, please tell us if the following are important or not important to you when choosing a primary care physician. Advertisement (online, mailer, magazine)

	<b>Total (N=912)</b>	<b>26-44 (N=260)</b>	<b>45+ (N=652)</b>
Yes, important	5%	6%	4%
No, not important	67%	63%	68%
No opinion	28%	29%	27%
Skipped	1%	2%	0%

## TOPLINE & METHODOLOGY

Q10. You mentioned you have been to an urgent care center or retail clinic in the last 12 months. Why did you decide to go to an urgent care center or retail clinic?

	<b>Total (N=317)</b>	<b>26-44 (N=103)</b>	<b>45+ (N=214)</b>
It is the easiest / most convenient option	48%	49%	47%
It was a weekend, holiday and/or after hours	34%	44%	27%
I couldn't get in to see my regular doctor	29%	26%	31%
I did not know what else to do in my situation	8%	11%	6%
I don't have a primary care doctor who could treat me	7%	11%	5%
It was recommended by another healthcare provider	6%	6%	6%
There's more anonymity	1%	1%	1%
It is less intimidating than a doctor's office	1%	2%	1%
Other	17%	11%	21%
None of these	4%	3%	4%
Skipped	0%	-	0%

Q11. You mentioned you have been to an emergency room in the last 12 months. Why did you decide to go to an emergency room?

	<b>Total (N=143)</b>	<b>26-44 (N=42)</b>	<b>45+ (N=101)</b>
I felt my symptoms were urgent / life-threatening	50%	60%	44%
It was a weekend, holiday and/or after hours	24%	27%	22%
It was recommended by another healthcare provider	21%	19%	22%
I couldn't get in to see my regular doctor	15%	15%	14%
I did not know what else to do in my situation	12%	7%	15%
It is the easiest/most convenient option	11%	14%	9%
I don't have a primary care doctor who could treat me	5%	12%	1%
None of these	4%	6%	3%
Other	9%	5%	11%
There's more anonymity	-	-	-
It is less intimidating than a doctor's office	-	-	-
Skipped	-	-	-

## TOPLINE & METHODOLOGY

Q12. Have you seen any of the following medical specialists for yourself in the last five years?

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Dermatologist	26%	19%	31%
Gynecologist or Obstetrician	21%	24%	19%
Ophthalmologist	20%	10%	26%
Cardiologist	18%	7%	24%
Gastroenterologist	18%	11%	22%
Orthopedist	14%	6%	19%
Urologist	10%	6%	13%
Psychiatrist/mental health specialist	9%	13%	7%
Podiatrist	9%	4%	11%
Neurologist	7%	3%	9%
Endocrinologist	6%	5%	7%
Pulmonologist	6%	2%	8%
Oncologist	4%	1%	6%
Nephrologist	2%	1%	3%
Other	6%	5%	6%
I have not seen a medical specialist in the last 5 years	26%	36%	19%
Skipped	2%	1%	2%

Q13. Have you seen any of the following medical specialists for the person you care for in the last five years?

	<b>Total (N=304)</b>	<b>26-44 (N=153)</b>	<b>45+ (N=151)</b>
Cardiologist	14%	10%	19%
Ophthalmologist	14%	11%	17%
Neurologist	13%	10%	17%
Dermatologist	12%	7%	19%
Orthopedist	11%	10%	13%
Gastroenterologist	10%	8%	12%
Psychiatrist/mental health specialist	9%	8%	10%
Urologist	7%	6%	9%
Gynecologist or Obstetrician	6%	8%	4%
Endocrinologist	6%	8%	3%
Podiatrist	6%	3%	11%
Pulmonologist	5%	3%	6%
Oncologist	3%	1%	6%
Nephrologist	2%	0%	3%
Other	9%	6%	12%
I have not seen a medical specialist in the last 5 years for the person I care for	39%	43%	34%
Skipped	4%	6%	2%



## TOPLINE & METHODOLOGY

Q14. Which of the following words or phrases, if any, best describe your experience with healthcare overall?

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Warm or approachable	32%	25%	36%
Complicated or stressful	30%	36%	26%
Organized or efficient	27%	20%	32%
Easy or uncomplicated	27%	20%	31%
Healing	17%	17%	17%
Empathetic	16%	13%	17%
Dysfunctional	12%	16%	10%
Dismissive	11%	13%	9%
Cold or uncaring	6%	7%	5%
Hopeless	3%	6%	2%
Other	6%	9%	5%
Skipped	4%	7%	3%

Q15. Overall, how satisfied are you with your relationship with your primary care physician?

	<b>Total (N=824)</b>	<b>26-44 (N=210)</b>	<b>45+ (N=614)</b>
Extremely satisfied	27%	22%	29%
Very satisfied	43%	43%	42%
Somewhat satisfied	23%	24%	23%
Not very satisfied	5%	9%	4%
Not at all satisfied	1%	2%	1%
Skipped	0%	1%	0%
Extremely/Very/Somewhat (Net)	93%	89%	95%
Extremely/Very (Net)	70%	65%	72%
Not very/Not at all (Net)	7%	10%	5%





## TOPLINE & METHODOLOGY

Q16\_S1. Please rate your satisfaction with your primary care physician for each of the following. If you have not experienced one, please mark “not applicable.” Summary tables: T2B

	<b>Total (N=824)</b>	<b>26-44 (N=210)</b>	<b>45+ (N=614)</b>
Physician’s explanation of your condition(s) and/or medications	72%	67%	75%
Physician’s attention to what you have to say	72%	68%	74%
Physician’s bedside manner	71%	65%	73%
The amount of time your physician spends with you during your appointment	66%	60%	69%
Physician’s proactive approach to wellness and prevention	64%	56%	67%
Physician’s follow-up call to deliver test/imaging results	59%	53%	61%
The follow-up plan your physician develops for your health	59%	54%	62%
Amount of time you wait in the waiting room	58%	50%	61%
Physician’s assistance with specialist referrals	58%	55%	59%
Ability to get an appointment when you need one	57%	56%	57%
Ability to reach your physician during business hours	49%	54%	47%
Ability to reach your physician after business hours	23%	29%	21%





## TOPLINE & METHODOLOGY

Q16\_S2. Please rate your satisfaction with your primary care physician for each of the following. If you have not experienced one, please mark “not applicable.” Summary tables: B2B

	<b>Total (N=824)</b>	<b>26-44 (N=210)</b>	<b>45+ (N=614)</b>
Ability to reach your physician after business hours	15%	15%	15%
Ability to get an appointment when you need one	13%	15%	12%
Ability to reach your physician during business hours	13%	12%	13%
Amount of time you wait in the waiting room	10%	13%	9%
Physician's follow-up call to deliver test/imaging results	10%	12%	9%
The amount of time your physician spends with you during your appointment	9%	11%	8%
The follow-up plan your physician develops for your health	8%	8%	8%
Physician's proactive approach to wellness and prevention	7%	9%	7%
Physician's assistance with specialist referrals	5%	4%	5%
Physician's explanation of your condition(s) and/or medications	4%	5%	4%
Physician's attention to what you have to say	4%	4%	4%
Physician's bedside manner	3%	3%	3%

Q16\_1. Please rate your satisfaction with your primary care physician for each of the following. If you have not experienced one, please mark “not applicable.” Ability to get an appointment when you need one

	<b>Total (N=824)</b>	<b>26-44 (N=210)</b>	<b>45+ (N=614)</b>
Extremely satisfied	20%	19%	21%
Very satisfied	36%	37%	36%
Somewhat satisfied	28%	26%	28%
Not very satisfied	10%	12%	9%
Not at all satisfied	3%	4%	2%
Not applicable	2%	1%	2%
Skipped	1%	2%	0%
Extremely/Very/Somewhat (Net)	84%	82%	86%
Extremely/Very (Net)	57%	56%	57%
Not very/Not at all (Net)	13%	15%	12%





## TOPLINE & METHODOLOGY

Q16\_2. Please rate your satisfaction with your primary care physician for each of the following. If you have not experienced one, please mark “not applicable.” Amount of time you wait in the waiting room

	<b>Total (N=824)</b>	<b>26-44 (N=210)</b>	<b>45+ (N=614)</b>
Extremely satisfied	19%	15%	21%
Very satisfied	38%	35%	40%
Somewhat satisfied	30%	33%	28%
Not very satisfied	9%	10%	8%
Not at all satisfied	2%	3%	1%
Not applicable	1%	1%	1%
Skipped	1%	2%	0%
Extremely/Very/Somewhat (Net)	87%	83%	89%
Extremely/Very (Net)	58%	50%	61%
Not very/Not at all (Net)	10%	13%	9%

Q16\_3. Please rate your satisfaction with your primary care physician for each of the following. If you have not experienced one, please mark “not applicable.” Physician’s explanation of your condition(s) and/or medications

	<b>Total (N=824)</b>	<b>26-44 (N=210)</b>	<b>45+ (N=614)</b>
Extremely satisfied	29%	27%	29%
Very satisfied	44%	40%	45%
Somewhat satisfied	21%	24%	19%
Not very satisfied	4%	4%	4%
Not at all satisfied	0%	1%	0%
Not applicable	2%	2%	1%
Skipped	1%	2%	1%
Extremely/Very/Somewhat (Net)	93%	91%	94%
Extremely/Very (Net)	72%	67%	75%
Not very/Not at all (Net)	4%	5%	4%







## TOPLINE & METHODOLOGY

Q16\_4. Please rate your satisfaction with your primary care physician for each of the following. If you have not experienced one, please mark “not applicable.” Physician’s bedside manner

	<b>Total (N=824)</b>	<b>26-44 (N=210)</b>	<b>45+ (N=614)</b>
Extremely satisfied	31%	28%	32%
Very satisfied	40%	37%	41%
Somewhat satisfied	18%	22%	17%
Not very satisfied	2%	3%	2%
Not at all satisfied	1%	-	1%
Not applicable	7%	9%	6%
Skipped	1%	2%	1%
Extremely/Very/Somewhat (Net)	89%	86%	90%
Extremely/Very (Net)	71%	65%	73%
Not very/Not at all (Net)	3%	3%	3%

Q16\_5. Please rate your satisfaction with your primary care physician for each of the following. If you have not experienced one, please mark “not applicable.” The amount of time your physician spends with you during your appointment

	<b>Total (N=824)</b>	<b>26-44 (N=210)</b>	<b>45+ (N=614)</b>
Extremely satisfied	25%	21%	27%
Very satisfied	41%	40%	41%
Somewhat satisfied	23%	24%	22%
Not very satisfied	8%	10%	7%
Not at all satisfied	1%	0%	1%
Not applicable	1%	2%	1%
Skipped	1%	3%	1%
Extremely/Very/Somewhat (Net)	89%	84%	91%
Extremely/Very (Net)	66%	60%	69%
Not very/Not at all (Net)	9%	11%	8%





## TOPLINE & METHODOLOGY

Q16\_6. Please rate your satisfaction with your primary care physician for each of the following. If you have not experienced one, please mark “not applicable.” Physician’s attention to what you have to say

	<b>Total (N=824)</b>	<b>26-44 (N=210)</b>	<b>45+ (N=614)</b>
Extremely satisfied	30%	25%	33%
Very satisfied	42%	43%	41%
Somewhat satisfied	22%	24%	21%
Not very satisfied	3%	3%	3%
Not at all satisfied	1%	1%	1%
Not applicable	1%	1%	1%
Skipped	1%	2%	0%
Extremely/Very/Somewhat (Net)	94%	92%	95%
Extremely/Very (Net)	72%	68%	74%
Not very/Not at all (Net)	4%	4%	4%

Q16\_7. Please rate your satisfaction with your primary care physician for each of the following. If you have not experienced one, please mark “not applicable.” Physician’s assistance with specialist referrals

	<b>Total (N=824)</b>	<b>26-44 (N=210)</b>	<b>45+ (N=614)</b>
Extremely satisfied	21%	16%	23%
Very satisfied	37%	40%	35%
Somewhat satisfied	19%	20%	18%
Not very satisfied	4%	4%	4%
Not at all satisfied	1%	1%	1%
Not applicable	18%	19%	18%
Skipped	1%	2%	1%
Extremely/Very/Somewhat (Net)	76%	75%	77%
Extremely/Very (Net)	58%	55%	59%
Not very/Not at all (Net)	5%	4%	5%





## TOPLINE & METHODOLOGY

Q16\_8. Please rate your satisfaction with your primary care physician for each of the following. If you have not experienced one, please mark “not applicable.” Ability to reach your physician during business hours

	<b>Total (N=824)</b>	<b>26-44 (N=210)</b>	<b>45+ (N=614)</b>
Extremely satisfied	17%	20%	15%
Very satisfied	33%	34%	32%
Somewhat satisfied	28%	25%	30%
Not very satisfied	9%	9%	10%
Not at all satisfied	3%	3%	3%
Not applicable	9%	7%	9%
Skipped	1%	2%	1%
Extremely/Very/Somewhat (Net)	78%	79%	77%
Extremely/Very (Net)	49%	54%	47%
Not very/Not at all (Net)	13%	12%	13%

Q16\_9. Please rate your satisfaction with your primary care physician for each of the following. If you have not experienced one, please mark “not applicable.” Physician’s proactive approach to wellness and prevention

	<b>Total (N=824)</b>	<b>26-44 (N=210)</b>	<b>45+ (N=614)</b>
Extremely satisfied	25%	21%	27%
Very satisfied	39%	35%	41%
Somewhat satisfied	24%	29%	23%
Not very satisfied	7%	9%	6%
Not at all satisfied	1%	-	1%
Not applicable	3%	5%	2%
Skipped	1%	2%	1%
Extremely/Very/Somewhat (Net)	88%	84%	90%
Extremely/Very (Net)	64%	56%	67%
Not very/Not at all (Net)	7%	9%	7%



## TOPLINE & METHODOLOGY

Q16\_10. Please rate your satisfaction with your primary care physician for each of the following. If you have not experienced one, please mark “not applicable.” Ability to reach your physician after business hours

	<b>Total (N=824)</b>	<b>26-44 (N=210)</b>	<b>45+ (N=614)</b>
Extremely satisfied	9%	12%	7%
Very satisfied	14%	17%	13%
Somewhat satisfied	20%	23%	19%
Not very satisfied	10%	10%	10%
Not at all satisfied	5%	5%	5%
Not applicable	40%	30%	45%
Skipped	1%	2%	1%
Extremely/Very/Somewhat (Net)	43%	52%	39%
Extremely/Very (Net)	23%	29%	21%
Not very/Not at all (Net)	15%	15%	15%

Q16\_11. Please rate your satisfaction with your primary care physician for each of the following. If you have not experienced one, please mark “not applicable.” Physician’s follow-up call to deliver test/imaging results

	<b>Total (N=824)</b>	<b>26-44 (N=210)</b>	<b>45+ (N=614)</b>
Extremely satisfied	23%	20%	24%
Very satisfied	36%	34%	37%
Somewhat satisfied	22%	20%	22%
Not very satisfied	8%	11%	7%
Not at all satisfied	2%	1%	2%
Not applicable	9%	12%	7%
Skipped	1%	2%	1%
Extremely/Very/Somewhat (Net)	80%	74%	83%
Extremely/Very (Net)	59%	53%	61%
Not very/Not at all (Net)	10%	12%	9%

## TOPLINE & METHODOLOGY

Q16\_12. Please rate your satisfaction with your primary care physician for each of the following. If you have not experienced one, please mark “not applicable.” The follow-up plan your physician develops for your health

	<b>Total (N=824)</b>	<b>26-44 (N=210)</b>	<b>45+ (N=614)</b>
Extremely satisfied	21%	16%	23%
Very satisfied	38%	38%	39%
Somewhat satisfied	25%	26%	25%
Not very satisfied	6%	7%	6%
Not at all satisfied	2%	2%	2%
Not applicable	6%	10%	5%
Skipped	1%	2%	0%
Extremely/Very/Somewhat (Net)	85%	80%	87%
Extremely/Very (Net)	59%	54%	62%
Not very/Not at all (Net)	8%	8%	8%

Q17\_S1. In your opinion, how much, if at all, do the following statements describe the healthcare system in America today? Summary tables: T2B

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Navigating the healthcare system is stressful	63%	65%	62%
The healthcare system is a hassle	61%	65%	59%
The healthcare system is more focused on treating symptoms versus preventing disease	57%	57%	56%
The healthcare system treats patients more like a number than a person	53%	56%	52%
Healthcare providers work effectively together to coordinate care	50%	43%	55%
The healthcare system is working in the patient’s best interest	39%	30%	44%

## TOPLINE & METHODOLOGY

Q17\_S2. In your opinion, how much, if at all, do the following statements describe the healthcare system in America today? Summary tables: B2B

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
The healthcare system is working in the patient's best interest	51%	58%	47%
Healthcare providers work effectively together to coordinate care	37%	42%	34%
The healthcare system treats patients more like a number than a person	36%	29%	39%
The healthcare system is a hassle	29%	22%	33%
Navigating the healthcare system is stressful	27%	23%	30%
The healthcare system is more focused on treating symptoms versus preventing disease	26%	23%	27%

Q17\_1. In your opinion, how much, if at all, do the following statements describe the healthcare system in America today? The healthcare system is a hassle

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Strongly describes	27%	34%	23%
Somewhat describes	34%	31%	36%
Slightly describes	20%	17%	22%
Does not describe at all	9%	5%	12%
Don't know / No opinion	7%	9%	7%
Skipped	2%	4%	1%
Strongly/Somewhat (Net)	61%	65%	59%
Slightly/Does not describe (Net)	29%	22%	33%

Q17\_2. In your opinion, how much, if at all, do the following statements describe the healthcare system in America today? The healthcare system is working in the patient's best interest

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Strongly describes	9%	7%	10%
Somewhat describes	30%	23%	35%
Slightly describes	32%	33%	30%
Does not describe at all	19%	24%	16%
Don't know / No opinion	8%	8%	8%
Skipped	2%	4%	1%
Strongly/Somewhat (Net)	39%	30%	44%
Slightly/Does not describe (Net)	51%	58%	47%

## TOPLINE & METHODOLOGY

Q17\_3. In your opinion, how much, if at all, do the following statements describe the healthcare system in America today? Navigating the healthcare system is stressful

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Strongly describes	31%	38%	26%
Somewhat describes	33%	27%	36%
Slightly describes	19%	16%	20%
Does not describe at all	9%	6%	10%
Don't know / No opinion	8%	9%	7%
Skipped	2%	3%	1%
Strongly/Somewhat (Net)	63%	65%	62%
Slightly/Does not describe (Net)	27%	23%	30%

Q17\_4. In your opinion, how much, if at all, do the following statements describe the healthcare system in America today? The healthcare system treats patients more like a number than a person

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Strongly describes	23%	28%	20%
Somewhat describes	30%	29%	31%
Slightly describes	24%	22%	25%
Does not describe at all	12%	7%	14%
Don't know / No opinion	9%	11%	8%
Skipped	2%	4%	1%
Strongly/Somewhat (Net)	53%	56%	52%
Slightly/Does not describe (Net)	36%	29%	39%

Q17\_5. In your opinion, how much, if at all, do the following statements describe the healthcare system in America today? The healthcare system is more focused on treating symptoms versus preventing disease

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Strongly describes	23%	26%	22%
Somewhat describes	33%	31%	35%
Slightly describes	17%	14%	19%
Does not describe at all	9%	9%	9%
Don't know / No opinion	15%	16%	15%
Skipped	2%	4%	1%
Strongly/Somewhat (Net)	57%	57%	56%
Slightly/Does not describe (Net)	26%	23%	27%

## TOPLINE & METHODOLOGY

Q17\_6. In your opinion, how much, if at all, do the following statements describe the healthcare system in America today? Healthcare providers work effectively together to coordinate care

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Strongly describes	13%	11%	14%
Somewhat describes	38%	32%	41%
Slightly describes	25%	27%	23%
Does not describe at all	13%	15%	11%
Don't know / No opinion	11%	11%	10%
Skipped	2%	4%	1%
Strongly/Somewhat (Net)	50%	43%	55%
Slightly/Does not describe (Net)	37%	42%	34%

Q18\_S1. Have you had any of the following experiences in the last 5 years? Summary tables: Yes

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Spent much more time in the waiting room than with the doctor	40%	47%	36%
Felt tired of having to fill out paperwork at a doctor's visit	37%	41%	34%
Did my own research online after leaving a doctor's office with unanswered questions	31%	34%	30%
Felt rushed or dismissed by the doctor during an appointment	26%	33%	22%
Left a doctor's office feeling unclear or confused about my medical condition or next steps	22%	27%	19%
Had difficulty obtaining a referral or authorization for a specialist, prescription or medical test	17%	20%	15%
Had to chase down a doctor's office to get medical test results	13%	13%	13%
Left a doctor's office feeling uncertain about the need or how to take a prescribed medication	11%	13%	9%



## TOPLINE & METHODOLOGY

Q18\_S2. Have you had any of the following experiences in the last 5 years? Summary tables: No

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Left a doctor's office feeling uncertain about the need or how to take a prescribed medication	77%	70%	82%
Had to chase down a doctor's office to get medical test results	75%	69%	78%
Had difficulty obtaining a referral or authorization for a specialist, prescription or medical test	68%	62%	72%
Left a doctor's office feeling unclear or confused about my medical condition or next steps	68%	60%	73%
Felt rushed or dismissed by the doctor during an appointment	66%	55%	72%
Did my own research online after leaving a doctor's office with unanswered questions	56%	50%	60%
Felt tired of having to fill out paperwork at a doctor's visit	53%	45%	58%
Spent much more time in the waiting room than with the doctor	52%	42%	58%

Q18\_1. Have you had any of the following experiences in the last 5 years? Left a doctor's office feeling unclear or confused about my medical condition or next steps

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Yes	22%	27%	19%
No	68%	60%	73%
Not applicable	8%	10%	6%
Skipped	2%	3%	1%

Q18\_2. Have you had any of the following experiences in the last 5 years? Left a doctor's office feeling uncertain about the need or how to take a prescribed medication

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Yes	11%	13%	9%
No	77%	70%	82%
Not applicable	10%	13%	8%
Skipped	2%	4%	1%

## TOPLINE & METHODOLOGY

Q18\_3. Have you had any of the following experiences in the last 5 years? Felt rushed or dismissed by the doctor during an appointment

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Yes	26%	33%	22%
No	66%	55%	72%
Not applicable	6%	9%	5%
Skipped	2%	3%	1%

Q18\_4. Have you had any of the following experiences in the last 5 years? Had to chase down a doctor's office to get medical test results

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Yes	13%	13%	13%
No	75%	69%	78%
Not applicable	10%	14%	8%
Skipped	2%	4%	1%

Q18\_5. Have you had any of the following experiences in the last 5 years? Had difficulty obtaining a referral or authorization for a specialist, prescription or medical test

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Yes	17%	20%	15%
No	68%	62%	72%
Not applicable	13%	15%	12%
Skipped	2%	3%	1%

Q18\_6. Have you had any of the following experiences in the last 5 years? Did my own research online after leaving a doctor's office with unanswered questions

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Yes	31%	34%	30%
No	56%	50%	60%
Not applicable	11%	12%	10%
Skipped	2%	4%	1%

## TOPLINE & METHODOLOGY

Q18\_7. Have you had any of the following experiences in the last 5 years? Spent much more time in the waiting room than with the doctor

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Yes	40%	47%	36%
No	52%	42%	58%
Not applicable	6%	9%	5%
Skipped	2%	3%	1%

Q18\_8. Have you had any of the following experiences in the last 5 years? Felt tired of having to fill out paperwork at a doctor's visit

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Yes	37%	41%	34%
No	53%	45%	58%
Not applicable	8%	11%	7%
Skipped	2%	3%	1%

Q19\_S1. In the last 5 years, have you ever done, or considered doing, any of the following due to an experience with a doctor or healthcare facility? Summary tables: Done

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Skipped or delayed care because I couldn't get a timely appointment	25%	32%	21%
Switched to a different doctor/facility because of a negative experience	25%	26%	25%
Avoided or delayed care because of a negative experience	21%	28%	17%
Gave the doctor/facility a positive review online	18%	13%	21%
Complained to the doctor or staff about some aspect of the experience	16%	14%	18%
Praised or recommended the doctor/facility on social media	11%	11%	10%
Waited so long in a doctor's office that I left before being seen	9%	11%	7%
Gave the doctor/facility a negative review online	5%	7%	4%
Complained about the doctor/facility on social media	4%	6%	3%

## TOPLINE & METHODOLOGY

Q19\_S2. In the last 5 years, have you ever done, or considered doing, any of the following due to an experience with a doctor or healthcare facility? Summary tables: Not done

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Complained about the doctor/facility on social media	88%	83%	91%
Gave the doctor/facility a negative review online	85%	81%	87%
Praised or recommended the doctor/facility on social media	77%	77%	77%
Waited so long in a doctor's office that I left before being seen	76%	71%	79%
Complained to the doctor or staff about some aspect of the experience	71%	69%	72%
Avoided or delayed care because of a negative experience	69%	58%	75%
Gave the doctor/facility a positive review online	67%	70%	64%
Skipped or delayed care because I couldn't get a timely appointment	64%	54%	70%
Switched to a different doctor/facility because of a negative experience	62%	56%	65%

Q19\_1. In the last 5 years, have you ever done, or considered doing, any of the following due to an experience with a doctor or healthcare facility? Waited so long in a doctor's office that I left before being seen

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
I have done this	9%	11%	7%
I have considered this, but never done it	13%	14%	13%
No, have not done or considered doing this	76%	71%	79%
Skipped	2%	4%	1%

## TOPLINE & METHODOLOGY

Q19\_2. In the last 5 years, have you ever done, or considered doing, any of the following due to an experience with a doctor or healthcare facility? Complained to the doctor or staff about some aspect of the experience

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
I have done this	16%	14%	18%
I have considered this, but never done it	11%	13%	9%
No, have not done or considered doing this	71%	69%	72%
Skipped	2%	4%	1%

Q19\_3. In the last 5 years, have you ever done, or considered doing, any of the following due to an experience with a doctor or healthcare facility? Complained about the doctor/facility on social media

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
I have done this	4%	6%	3%
I have considered this, but never done it	7%	8%	6%
No, have not done or considered doing this	88%	83%	91%
Skipped	2%	3%	1%

Q19\_4. In the last 5 years, have you ever done, or considered doing, any of the following due to an experience with a doctor or healthcare facility? Praised or recommended the doctor/facility on social media

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
I have done this	11%	11%	10%
I have considered this, but never done it	11%	10%	12%
No, have not done or considered doing this	77%	77%	77%
Skipped	1%	3%	1%



## TOPLINE & METHODOLOGY

Q19\_5. In the last 5 years, have you ever done, or considered doing, any of the following due to an experience with a doctor or healthcare facility? Gave the doctor/facility a negative review online

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
I have done this	5%	7%	4%
I have considered this, but never done it	9%	10%	9%
No, have not done or considered doing this	85%	81%	87%
Skipped	2%	3%	1%

Q19\_6. In the last 5 years, have you ever done, or considered doing, any of the following due to an experience with a doctor or healthcare facility? Gave the doctor/facility a positive review online

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
I have done this	18%	13%	21%
I have considered this, but never done it	14%	14%	14%
No, have not done or considered doing this	67%	70%	64%
Skipped	2%	3%	1%

Q19\_7. In the last 5 years, have you ever done, or considered doing, any of the following due to an experience with a doctor or healthcare facility? Switched to a different doctor/facility because of a negative experience

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
I have done this	25%	26%	25%
I have considered this, but never done it	11%	15%	9%
No, have not done or considered doing this	62%	56%	65%
Skipped	2%	3%	1%



## TOPLINE & METHODOLOGY

Q19\_8. In the last 5 years, have you ever done, or considered doing, any of the following due to an experience with a doctor or healthcare facility? Avoided or delayed care because of a negative experience

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
I have done this	21%	28%	17%
I have considered this, but never done it	8%	11%	6%
No, have not done or considered doing this	69%	58%	75%
Skipped	2%	3%	1%

Q19\_9. In the last 5 years, have you ever done, or considered doing, any of the following due to an experience with a doctor or healthcare facility? Skipped or delayed care because I couldn't get a timely appointment

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
I have done this	25%	32%	21%
I have considered this, but never done it	9%	11%	7%
No, have not done or considered doing this	64%	54%	70%
Skipped	2%	3%	1%

Q20. In the past five years, what is the longest you have waited in a doctor's office/healthcare facility to see the doctor? Your best estimate is fine.

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
About 15 minutes	19%	10%	24%
About 30 minutes	26%	23%	28%
About 45 minutes	16%	14%	17%
About 1 hour	19%	21%	17%
About 2 hours	7%	11%	4%
More than 2 hours	6%	7%	6%
I have never had to wait	2%	2%	1%
Not applicable	5%	10%	2%
Skipped	1%	2%	0%

## TOPLINE & METHODOLOGY

Q21. In the past five years, what is the longest you waited to get an appointment to see a doctor (primary care or specialist)? Your best estimate is fine.

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
About a week	15%	11%	18%
About 1 month	20%	18%	22%
About 2 months	14%	13%	14%
About 3 months	12%	12%	12%
About 4 months	6%	5%	6%
About 5 months	2%	3%	2%
About six months	5%	5%	5%
More than six months	5%	6%	4%
I have never had to wait	10%	10%	10%
Not applicable	10%	15%	7%
Skipped	1%	2%	0%

Q22\_S1. Have any of the following happened to you as a result of your experience with the healthcare system...? Summary tables: Yes

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
I had a health issue that worsened	17%	20%	15%
My mental health was negatively affected	14%	20%	10%
My family/personal life was negatively affected	11%	15%	9%
I had a missed or delayed diagnosis	11%	13%	9%
My professional life was negatively affected	7%	8%	7%
I had a major health event (e.g., heart attack, stroke, etc.)	4%	4%	4%



## TOPLINE & METHODOLOGY

Q22\_S2. Have any of the following happened to you as a result of your experience with the healthcare system...? Summary tables: No

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
I had a major health event (e.g., heart attack, stroke, etc.)	90%	87%	92%
My professional life was negatively affected	86%	82%	87%
I had a missed or delayed diagnosis	81%	76%	84%
My family/personal life was negatively affected	80%	73%	85%
My mental health was negatively affected	79%	71%	83%
I had a health issue that worsened	76%	71%	79%

Q22\_1. Have any of the following happened to you as a result of your experience with the healthcare system...? I had a major health event (e.g., heart attack, stroke, etc.)

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Yes, this happened to me	4%	4%	4%
No, this did not happen to me	90%	87%	92%
Prefer not to say / no opinion	5%	7%	4%
Skipped	1%	2%	1%

Q22\_2. Have any of the following happened to you as a result of your experience with the healthcare system...? I had a health issue that worsened

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Yes, this happened to me	17%	20%	15%
No, this did not happen to me	76%	71%	79%
Prefer not to say / no opinion	6%	7%	5%
Skipped	1%	2%	1%

Q22\_3. Have any of the following happened to you as a result of your experience with the healthcare system...? I had a missed or delayed diagnosis

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Yes, this happened to me	11%	13%	9%
No, this did not happen to me	81%	76%	84%
Prefer not to say / no opinion	6%	8%	5%
Skipped	2%	2%	1%

## TOPLINE & METHODOLOGY

Q22\_4. Have any of the following happened to you as a result of your experience with the healthcare system...? My professional life was negatively affected

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Yes, this happened to me	7%	8%	7%
No, this did not happen to me	86%	82%	87%
Prefer not to say / no opinion	5%	6%	5%
Skipped	2%	3%	1%

Q22\_5. Have any of the following happened to you as a result of your experience with the healthcare system...? My family/personal life was negatively affected

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Yes, this happened to me	11%	15%	9%
No, this did not happen to me	80%	73%	85%
Prefer not to say / no opinion	7%	9%	6%
Skipped	2%	3%	1%

Q22\_6. Have any of the following happened to you as a result of your experience with the healthcare system...? My mental health was negatively affected

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Yes, this happened to me	14%	20%	10%
No, this did not happen to me	79%	71%	83%
Prefer not to say / no opinion	6%	7%	6%
Skipped	1%	2%	1%

## TOPLINE & METHODOLOGY

Q23\_S1. In your opinion, how much, if at all, do the following statements describe the healthcare payment system in America today? Summary tables: T2B

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Health insurance does not cover services or treatments I really need	36%	38%	34%
Healthcare bills are clear and easy to understand	30%	25%	33%
It is easy to understand what insurance covers and what costs I am responsible for	29%	22%	33%
Health insurance coverage, like co-insurance payments and deductibles, are easy to understand	29%	24%	32%
Health insurance companies are transparent about what coverage they provide	25%	20%	28%

Q23\_S2. In your opinion, how much, if at all, do the following statements describe the healthcare payment system in America today? Summary tables: B2B

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Health insurance companies are transparent about what coverage they provide	65%	68%	64%
Health insurance coverage, like co-insurance payments and deductibles, are easy to understand	62%	64%	61%
Healthcare bills are clear and easy to understand	62%	63%	61%
It is easy to understand what insurance covers and what costs I am responsible for	61%	65%	59%
Health insurance does not cover services or treatments I really need	45%	40%	48%

## TOPLINE & METHODOLOGY

Q23\_1. In your opinion, how much, if at all, do the following statements describe the healthcare payment system in America today? It is easy to understand what insurance covers and what costs I am responsible for

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Strongly describes	9%	6%	10%
Somewhat describes	21%	16%	23%
Slightly describes	24%	22%	25%
Does not describe at all	37%	43%	33%
Don't know / No opinion	8%	9%	7%
Skipped	2%	3%	1%
Strongly/Somewhat (Net)	29%	22%	33%
Slightly/Does not describe (Net)	61%	65%	59%

Q23\_2. In your opinion, how much, if at all, do the following statements describe the healthcare payment system in America today? Healthcare bills are clear and easy to understand

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Strongly describes	8%	8%	8%
Somewhat describes	22%	17%	25%
Slightly describes	25%	21%	27%
Does not describe at all	37%	43%	34%
Don't know / No opinion	6%	8%	5%
Skipped	2%	4%	1%
Strongly/Somewhat (Net)	30%	25%	33%
Slightly/Does not describe (Net)	62%	63%	61%

Q23\_3. In your opinion, how much, if at all, do the following statements describe the healthcare payment system in America today? Health insurance coverage, like co-insurance payments and deductibles, are easy to understand

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Strongly describes	7%	4%	9%
Somewhat describes	22%	20%	23%
Slightly describes	25%	23%	27%
Does not describe at all	37%	42%	34%
Don't know / No opinion	7%	8%	6%
Skipped	2%	3%	1%
Strongly/Somewhat (Net)	29%	24%	32%
Slightly/Does not describe (Net)	62%	64%	61%

## TOPLINE & METHODOLOGY

Q23\_4. In your opinion, how much, if at all, do the following statements describe the healthcare payment system in America today? Health insurance companies are transparent about what coverage they provide

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Strongly describes	6%	6%	6%
Somewhat describes	18%	14%	21%
Slightly describes	25%	23%	26%
Does not describe at all	40%	45%	38%
Don't know / No opinion	8%	9%	8%
Skipped	2%	3%	1%
Strongly/Somewhat (Net)	25%	20%	28%
Slightly/Does not describe (Net)	65%	68%	64%

Q23\_5. In your opinion, how much, if at all, do the following statements describe the healthcare payment system in America today? Health insurance does not cover services or treatments I really need

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Strongly describes	14%	15%	13%
Somewhat describes	22%	23%	21%
Slightly describes	23%	23%	22%
Does not describe at all	23%	17%	26%
Don't know / No opinion	17%	19%	16%
Skipped	2%	3%	1%
Strongly/Somewhat (Net)	36%	38%	34%
Slightly/Does not describe (Net)	45%	40%	48%

## TOPLINE & METHODOLOGY

Q24\_S1. Do you have any of the following conditions? Summary tables: Yes

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
High blood pressure	33%	14%	44%
Arthritis / joint problems	32%	11%	45%
High cholesterol	28%	10%	39%
Obesity	23%	19%	26%
Mental health condition (such as anxiety, depression)	22%	30%	18%
Gastrointestinal or digestive issues	21%	18%	23%
Chronic pain	20%	13%	25%
Diabetes/pre-diabetes	18%	8%	25%
Cardiovascular disease (heart disease, stroke)	8%	3%	11%
Osteoporosis	7%	1%	10%
COPD / respiratory disorder	6%	3%	8%
Kidney disease	4%	2%	6%
Metabolic syndrome	3%	2%	4%
Cancer	2%	1%	3%
Dementia	1%	1%	1%

Q24\_S2. Do you have any of the following conditions? Summary tables: No

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Dementia	96%	95%	97%
Cancer	94%	94%	94%
Metabolic syndrome	93%	94%	93%
Kidney disease	92%	93%	92%
COPD / respiratory disorder	90%	92%	89%
Osteoporosis	90%	94%	87%
Cardiovascular disease (heart disease, stroke)	88%	91%	86%
Diabetes/pre-diabetes	78%	87%	73%
Chronic pain	76%	83%	72%
Gastrointestinal or digestive issues	75%	76%	74%
Obesity	73%	75%	71%
Mental health condition (such as anxiety, depression)	72%	61%	78%
High cholesterol	68%	84%	58%
High blood pressure	64%	81%	53%
Arthritis / joint problems	63%	84%	51%

## TOPLINE & METHODOLOGY

Q24\_1. Do you have any of the following conditions? Diabetes/pre-diabetes

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Yes	18%	8%	25%
No	78%	87%	73%
Prefer not to say	2%	3%	1%
Skipped	2%	2%	1%

Q24\_2. Do you have any of the following conditions? Cardiovascular disease (heart disease, stroke)

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Yes	8%	3%	11%
No	88%	91%	86%
Prefer not to say	3%	3%	2%
Skipped	1%	3%	1%

Q24\_3. Do you have any of the following conditions? High blood pressure

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Yes	33%	14%	44%
No	64%	81%	53%
Prefer not to say	2%	2%	1%
Skipped	2%	3%	1%

Q24\_4. Do you have any of the following conditions? High cholesterol

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Yes	28%	10%	39%
No	68%	84%	58%
Prefer not to say	2%	3%	2%
Skipped	2%	3%	1%

Q24\_5. Do you have any of the following conditions? Arthritis / joint problems

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Yes	32%	11%	45%
No	63%	84%	51%
Prefer not to say	3%	4%	2%
Skipped	2%	2%	1%

## TOPLINE & METHODOLOGY

Q24\_6. Do you have any of the following conditions? Osteoporosis

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Yes	7%	1%	10%
No	90%	94%	87%
Prefer not to say	2%	3%	1%
Skipped	2%	2%	1%

Q24\_7. Do you have any of the following conditions? Cancer

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Yes	2%	1%	3%
No	94%	94%	94%
Prefer not to say	2%	3%	2%
Skipped	2%	3%	1%

Q24\_8. Do you have any of the following conditions? COPD / respiratory disorder

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Yes	6%	3%	8%
No	90%	92%	89%
Prefer not to say	2%	2%	1%
Skipped	2%	2%	1%

Q24\_9. Do you have any of the following conditions? Obesity

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Yes	23%	19%	26%
No	73%	75%	71%
Prefer not to say	3%	4%	2%
Skipped	2%	2%	1%

Q24\_10. Do you have any of the following conditions? Chronic pain

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Yes	20%	13%	25%
No	76%	83%	72%
Prefer not to say	2%	2%	2%
Skipped	2%	2%	2%



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Q24\_11. Do you have any of the following conditions? Gastrointestinal or digestive issues

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Yes	21%	18%	23%
No	75%	76%	74%
Prefer not to say	2%	3%	2%
Skipped	2%	2%	2%

Q24\_12. Do you have any of the following conditions? Mental health condition (such as anxiety, depression)

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Yes	22%	30%	18%
No	72%	61%	78%
Prefer not to say	4%	7%	2%
Skipped	2%	2%	2%

Q24\_13. Do you have any of the following conditions? Dementia

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Yes	1%	1%	1%
No	96%	95%	97%
Prefer not to say	1%	1%	1%
Skipped	2%	2%	2%

Q24\_14. Do you have any of the following conditions? Kidney disease

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Yes	4%	2%	6%
No	92%	93%	92%
Prefer not to say	2%	3%	1%
Skipped	1%	2%	1%

Q24\_15. Do you have any of the following conditions? Metabolic syndrome

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Yes	3%	2%	4%
No	93%	94%	93%
Prefer not to say	2%	2%	2%
Skipped	2%	2%	2%

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Q25\_S1. Does the person you care for have any of the following conditions? Summary tables: Yes

	<b>Total (N=304)</b>	<b>26-44 (N=153)</b>	<b>45+ (N=151)</b>
Mental health condition (such as anxiety, depression)	29%	28%	30%
Arthritis / joint problems	29%	22%	37%
High blood pressure	26%	19%	37%
High cholesterol	22%	17%	29%
Chronic pain	22%	16%	29%
Diabetes/pre-diabetes	21%	16%	26%
Gastrointestinal or digestive issues	20%	16%	24%
Obesity	15%	11%	20%
Cardiovascular disease (heart disease, stroke)	14%	9%	22%
Dementia	12%	8%	19%
Osteoporosis	10%	8%	12%
COPD / respiratory disorder	9%	8%	11%
Kidney disease	8%	6%	10%
Cancer	6%	6%	7%
Metabolic syndrome	4%	3%	5%

Q25\_S2. Does the person you care for have any of the following conditions? Summary tables: No

	<b>Total (N=304)</b>	<b>26-44 (N=153)</b>	<b>45+ (N=151)</b>
Metabolic syndrome	93%	93%	92%
Cancer	91%	92%	90%
Kidney disease	90%	92%	88%
COPD / respiratory disorder	88%	88%	87%
Osteoporosis	87%	88%	86%
Dementia	84%	89%	78%
Cardiovascular disease (heart disease, stroke)	83%	88%	76%
Obesity	82%	86%	78%
Gastrointestinal or digestive issues	78%	81%	74%
Diabetes/pre-diabetes	77%	81%	72%
Chronic pain	75%	81%	68%
High cholesterol	75%	81%	68%
High blood pressure	71%	79%	61%
Arthritis / joint problems	69%	75%	61%
Mental health condition (such as anxiety, depression)	68%	68%	68%

## TOPLINE & METHODOLOGY

Q25\_1. Does the person you care for have any of the following conditions? Diabetes/pre-diabetes

	<b>Total (N=304)</b>	<b>26-44 (N=153)</b>	<b>45+ (N=151)</b>
Yes	21%	16%	26%
No	77%	81%	72%
Prefer not to say	2%	2%	1%
Skipped	1%	1%	1%

Q25\_2. Does the person you care for have any of the following conditions? Cardiovascular disease (heart disease, stroke)

	<b>Total (N=304)</b>	<b>26-44 (N=153)</b>	<b>45+ (N=151)</b>
Yes	14%	9%	22%
No	83%	88%	76%
Prefer not to say	2%	2%	2%
Skipped	1%	1%	1%

Q25\_3. Does the person you care for have any of the following conditions? High blood pressure

	<b>Total (N=304)</b>	<b>26-44 (N=153)</b>	<b>45+ (N=151)</b>
Yes	26%	19%	37%
No	71%	79%	61%
Prefer not to say	2%	2%	1%
Skipped	1%	1%	1%

Q25\_4. Does the person you care for have any of the following conditions? High cholesterol

	<b>Total (N=304)</b>	<b>26-44 (N=153)</b>	<b>45+ (N=151)</b>
Yes	22%	17%	29%
No	75%	81%	68%
Prefer not to say	2%	2%	2%
Skipped	1%	1%	1%

Q25\_5. Does the person you care for have any of the following conditions? Arthritis / joint problems

	<b>Total (N=304)</b>	<b>26-44 (N=153)</b>	<b>45+ (N=151)</b>
Yes	29%	22%	37%
No	69%	75%	61%
Prefer not to say	1%	1%	1%
Skipped	1%	1%	1%

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Q25\_6. Does the person you care for have any of the following conditions? Osteoporosis

	<b>Total (N=304)</b>	<b>26-44 (N=153)</b>	<b>45+ (N=151)</b>
Yes	10%	8%	12%
No	87%	88%	86%
Prefer not to say	2%	2%	1%
Skipped	1%	2%	1%

Q25\_7. Does the person you care for have any of the following conditions? Cancer

	<b>Total (N=304)</b>	<b>26-44 (N=153)</b>	<b>45+ (N=151)</b>
Yes	6%	6%	7%
No	91%	92%	90%
Prefer not to say	2%	2%	3%
Skipped	1%	1%	1%

Q25\_8. Does the person you care for have any of the following conditions? COPD / respiratory disorder

	<b>Total (N=304)</b>	<b>26-44 (N=153)</b>	<b>45+ (N=151)</b>
Yes	9%	8%	11%
No	88%	88%	87%
Prefer not to say	2%	3%	1%
Skipped	1%	1%	1%

Q25\_9. Does the person you care for have any of the following conditions? Obesity

	<b>Total (N=304)</b>	<b>26-44 (N=153)</b>	<b>45+ (N=151)</b>
Yes	15%	11%	20%
No	82%	86%	78%
Prefer not to say	2%	2%	1%
Skipped	1%	1%	1%

Q25\_10. Does the person you care for have any of the following conditions? Chronic pain

	<b>Total (N=304)</b>	<b>26-44 (N=153)</b>	<b>45+ (N=151)</b>
Yes	22%	16%	29%
No	75%	81%	68%
Prefer not to say	2%	2%	2%
Skipped	1%	1%	2%

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Q25\_11. Does the person you care for have any of the following conditions? Gastrointestinal or digestive issues

	<b>Total (N=304)</b>	<b>26-44 (N=153)</b>	<b>45+ (N=151)</b>
Yes	20%	16%	24%
No	78%	81%	74%
Prefer not to say	2%	2%	1%
Skipped	1%	1%	1%

Q25\_12. Does the person you care for have any of the following conditions? Mental health condition (such as anxiety, depression)

	<b>Total (N=304)</b>	<b>26-44 (N=153)</b>	<b>45+ (N=151)</b>
Yes	29%	28%	30%
No	68%	68%	68%
Prefer not to say	2%	3%	1%
Skipped	1%	1%	1%

Q25\_13. Does the person you care for have any of the following conditions? Dementia

	<b>Total (N=304)</b>	<b>26-44 (N=153)</b>	<b>45+ (N=151)</b>
Yes	12%	8%	19%
No	84%	89%	78%
Prefer not to say	2%	2%	2%
Skipped	1%	1%	1%

Q25\_14. Does the person you care for have any of the following conditions? Kidney disease

	<b>Total (N=304)</b>	<b>26-44 (N=153)</b>	<b>45+ (N=151)</b>
Yes	8%	6%	10%
No	90%	92%	88%
Prefer not to say	1%	1%	1%
Skipped	1%	1%	1%

Q25\_15. Does the person you care for have any of the following conditions? Metabolic syndrome

	<b>Total (N=304)</b>	<b>26-44 (N=153)</b>	<b>45+ (N=151)</b>
Yes	4%	3%	5%
No	93%	93%	92%
Prefer not to say	2%	2%	2%
Skipped	2%	2%	1%

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Q26. Below is a list of different kinds of health insurance. Are you covered by any of the following types of health insurance or health coverage plans?

	<b>Total (N=1,010)</b>	<b>26-44 (N=322)</b>	<b>45+ (N=688)</b>
Insurance through a current or former employer or union (your employer or another family member's). These plans may be with companies such as Aetna, UnitedHealth, Blue Cross Blue Shield, etc.	54%	58%	51%
Medicare, for people 65 and older, or people with certain disabilities	25%	4%	38%
Medicaid, Medical Assistance, or any kind of government-assistance plan for those with low incomes or a disability	11%	13%	10%
Insurance purchased directly from an insurance company (including "Obamacare" or a state exchange).	7%	6%	8%
TRICARE or other military health care	3%	2%	3%
Veteran's Affairs (VA), Department of Defense, or other military programs	3%	1%	5%
Indian Health Service	-	-	-
Any other type of health insurance or health coverage plan	3%	2%	3%
I don't have health insurance	9%	16%	4%
Skipped	1%	2%	1%



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### About the Study

This MDVIP/Ipsos poll was conducted December 1-10, 2023, by Ipsos using the probability-based KnowledgePanel®. This poll is based on a nationally representative probability sample of 1,010 general population adults age 26 or older.

The margin of sampling error for the general population study is plus or minus 3.2 percentage points at the 95% confidence level, for results based on the entire sample of adults. The margin of sampling error takes into account the design effect, which was 1.10. The margin of sampling error is higher and varies for results based on other sub-samples. In our reporting of the findings, percentage points are rounded off to the nearest whole number. As a result, percentages in a given table column may total slightly higher or lower than 100%. In questions that permit multiple responses, columns may total substantially more than 100%, depending on the number of different responses offered by each respondent.

The survey was conducted using KnowledgePanel, the largest and most well-established online probability-based panel that is representative of the adult US population. Our recruitment process employs a scientifically developed addressed-based sampling methodology using the latest Delivery Sequence File of the USPS – a database with full coverage of all delivery points in the US. Households invited to join the panel are randomly selected from all available households in the U.S. Persons in the sampled households are invited to join and participate in the panel. Those selected who do not already have internet access are provided a tablet and internet connection at no cost to the panel member. Those who join the panel and who are selected to participate in a survey are sent a unique password-protected log-in used to complete surveys online. As a result of our recruitment and sampling methodologies, samples from KnowledgePanel cover all households regardless of their phone or internet status and findings can be reported with a margin of sampling error and projected to the general population.

The data for the total general population sample were weighted to adjust for gender by age, race/ethnicity, education, Census region, metropolitan status, and household income. The demographic benchmarks came from the 2022 March Supplement of the Current Population Survey (CPS).

- Gender (Male, Female) by Age (18–29, 30–44, 45-59 and 60+)
- Race/Hispanic Ethnicity (White Non-Hispanic, Black Non-Hispanic, Other, Non-Hispanic, Hispanic, 2+ Races, Non-Hispanic)
- Education (Less than High School, High School, Some College, Bachelor or higher)
- Census Region (Northeast, Midwest, South, West)
- Metropolitan status (Metro, non-Metro)
- Household Income (Under \$25,000, \$25,000-\$49,999, \$50,000-\$74,999, \$75,000-\$99,999, \$100,000-\$149,999, \$150,000+)





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### About Ipsos

Ipsos is one of the largest market research and polling companies globally, operating in 90 markets and employing over 18,000 people.

Our passionately curious research professionals, analysts and scientists have built unique multi-specialist capabilities that provide true understanding and powerful insights into the actions, opinions and motivations of citizens, consumers, patients, customers or employees. Our 75 solutions are based on primary data from our surveys, social media monitoring, and qualitative or observational techniques.

Our tagline "Game Changers" sums up our ambition to help our 5,000 customers move confidently through a rapidly changing world.

Founded in France in 1975, Ipsos has been listed on the Euronext Paris since July 1, 1999. The company is part of the SBF 120 and Mid-60 indices and is eligible for the Deferred Settlement Service (SRD). ISIN code FR0000073298, Reuters ISOS.PA, Bloomberg IPS:FP [www.ipsos.com](http://www.ipsos.com)

