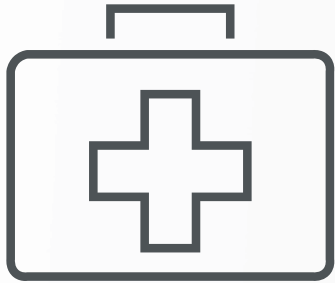


The priority gap widens between healthcare providers and patients.

Patients' attitudes regarding healthcare

When it comes to the uncertain future of the Affordable Care Act (ACA), rising healthcare costs and taking charge of personal health, patients and providers aren't always aligned.





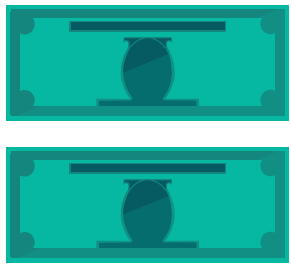
Patients' healthcare concerns are not always aligned with providers' perceptions.

Morar Consulting surveyed 500 patients (18+ years old) and 150 healthcare professionals about their views on the current state of healthcare in the United States.

The healthcare market is changing, costs are rising and patients' priorities are shifting. Read about the gap between what concerns patients and what providers think concerns patients most.

Three eye-opening facts

Discover what patients had to say about the future of healthcare and maintaining a healthy lifestyle.



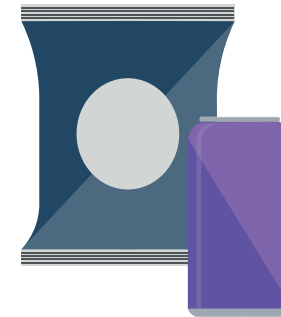
Patients worry about side effects more than cost

While increased healthcare costs are alarming for most Americans, side effects are the primary concern among patients.



Patients are not using many existing health-related technologies

Telemedicine, online portals and mobile health and fitness apps are available to patients, but they are less inclined to use them.



Bad habits are hard to break

The biggest obstacle preventing patients from taking charge of their health is lack of exercise.



Cost and effects:
Patients' primary healthcare
concern may surprise you

Providers

think patients worry about rising
healthcare costs.

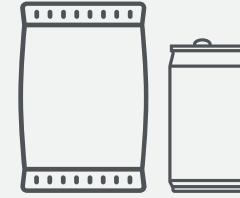
Patients

are more concerned about side effects than
increasing costs.

Patients & Providers

agree that making prescription drugs more affordable
is a top priority.

Bad habits: Discover the top reasons Americans are not taking charge of their health



Which bad habits are the most predominant among patients?



46% Lack of exercise



40% Poor eating habits

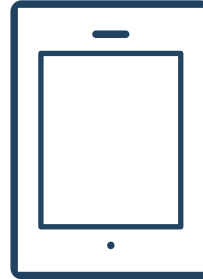
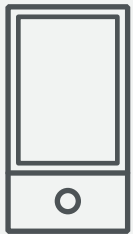


20% Smoking

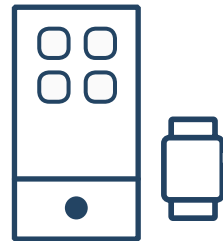
A greater percentage of providers than patients expressed concern over patients' ongoing vices.

[Click here to see more results](#)

Health-related technologies: Which ones are patients using?



70% of patients are not familiar with telemedicine; however, the ones who are have a higher income



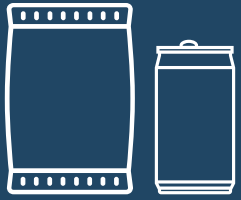
60% of patients do not use any health or fitness apps

51% of providers think they do

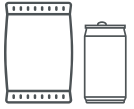


37% of patients use patient portals

86% of patients who use portals find it valuable

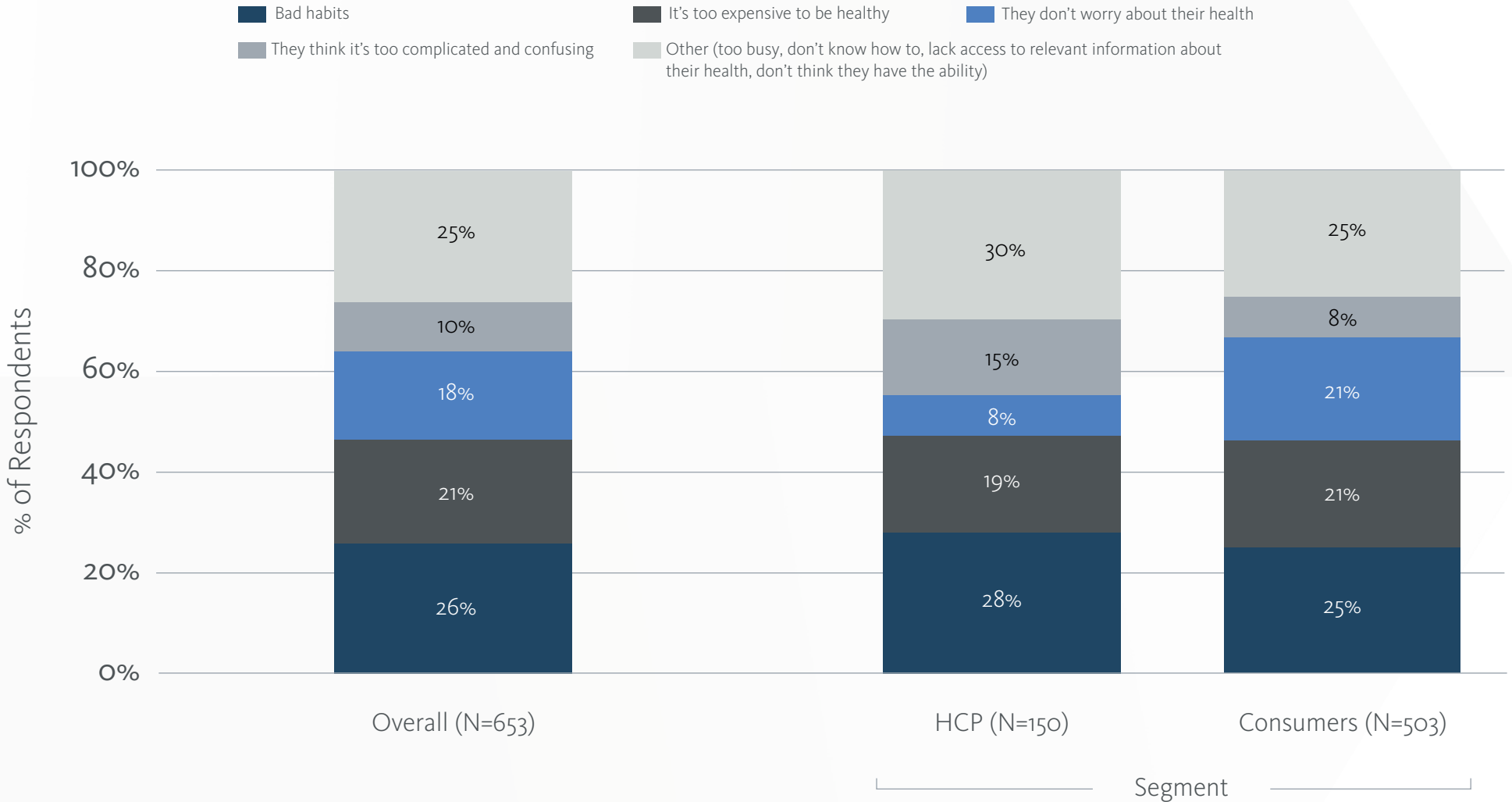


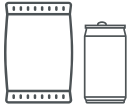
Bad habits affecting health



Obstacles that hinder proper healthcare

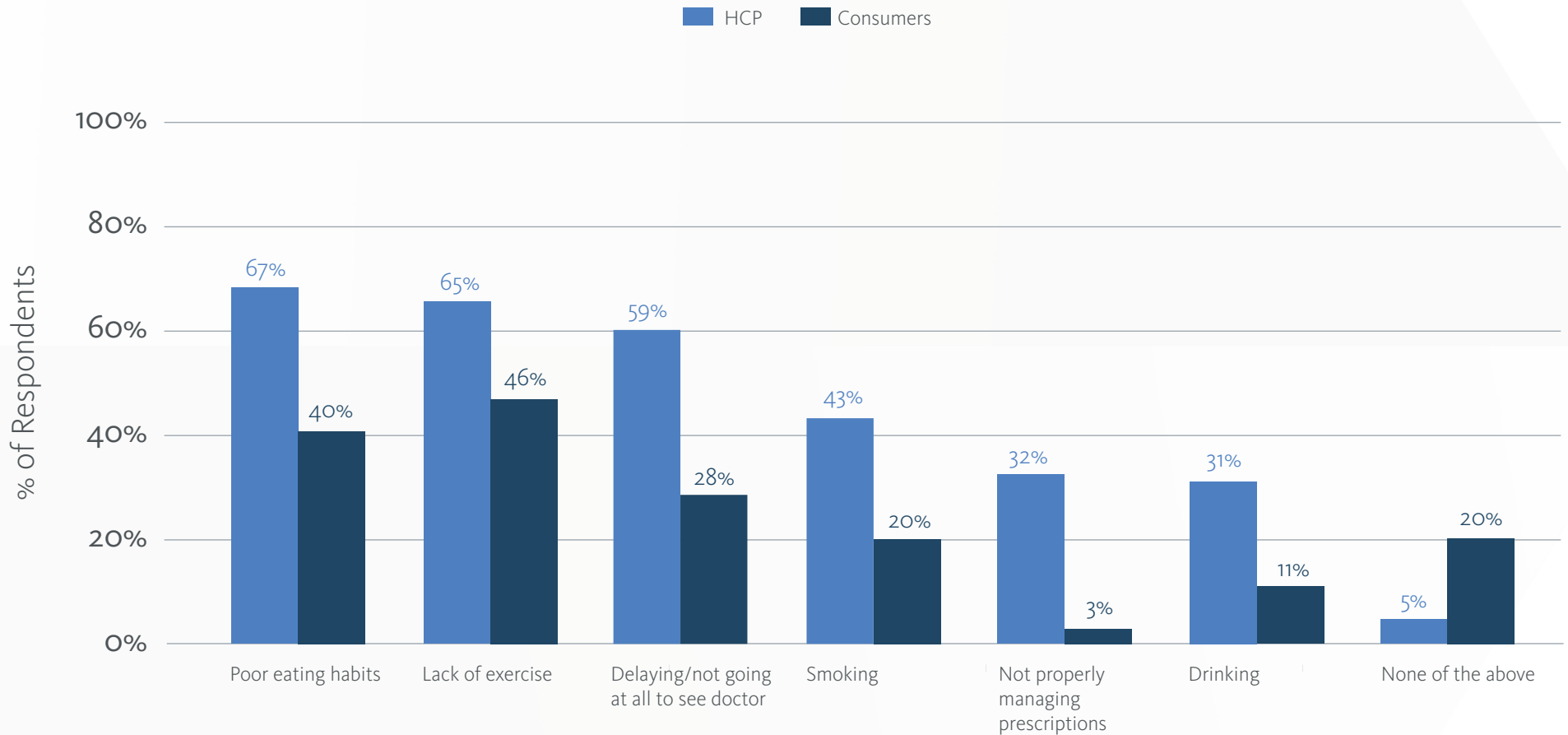
What is the biggest thing standing in the way of you/your patients taking charge of your/their health?





Vices that affect good health

What bad habits stand in the way of you/your patients taking charge of your/their health?



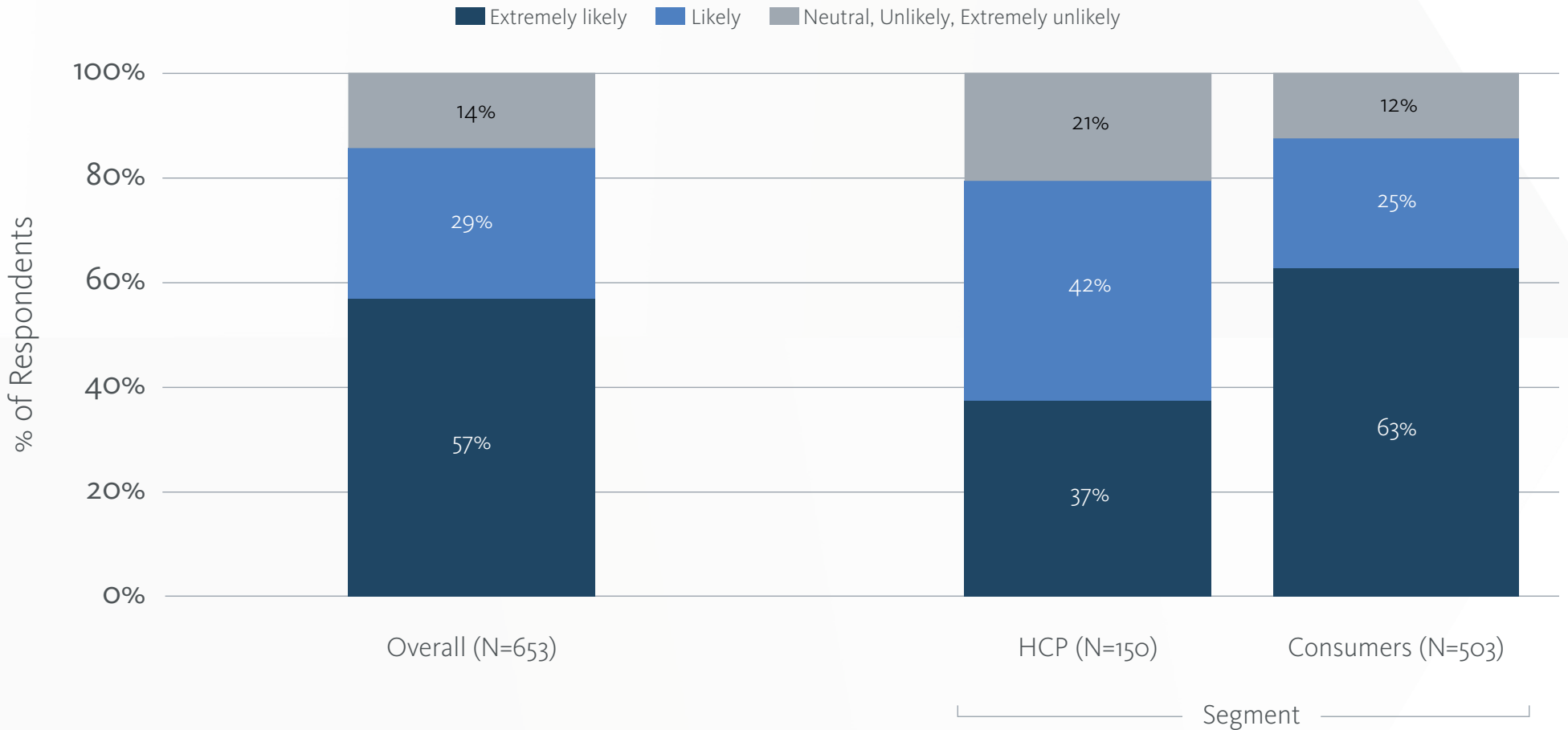


Healthcare cost concerns



The probability that patients consider provider costs

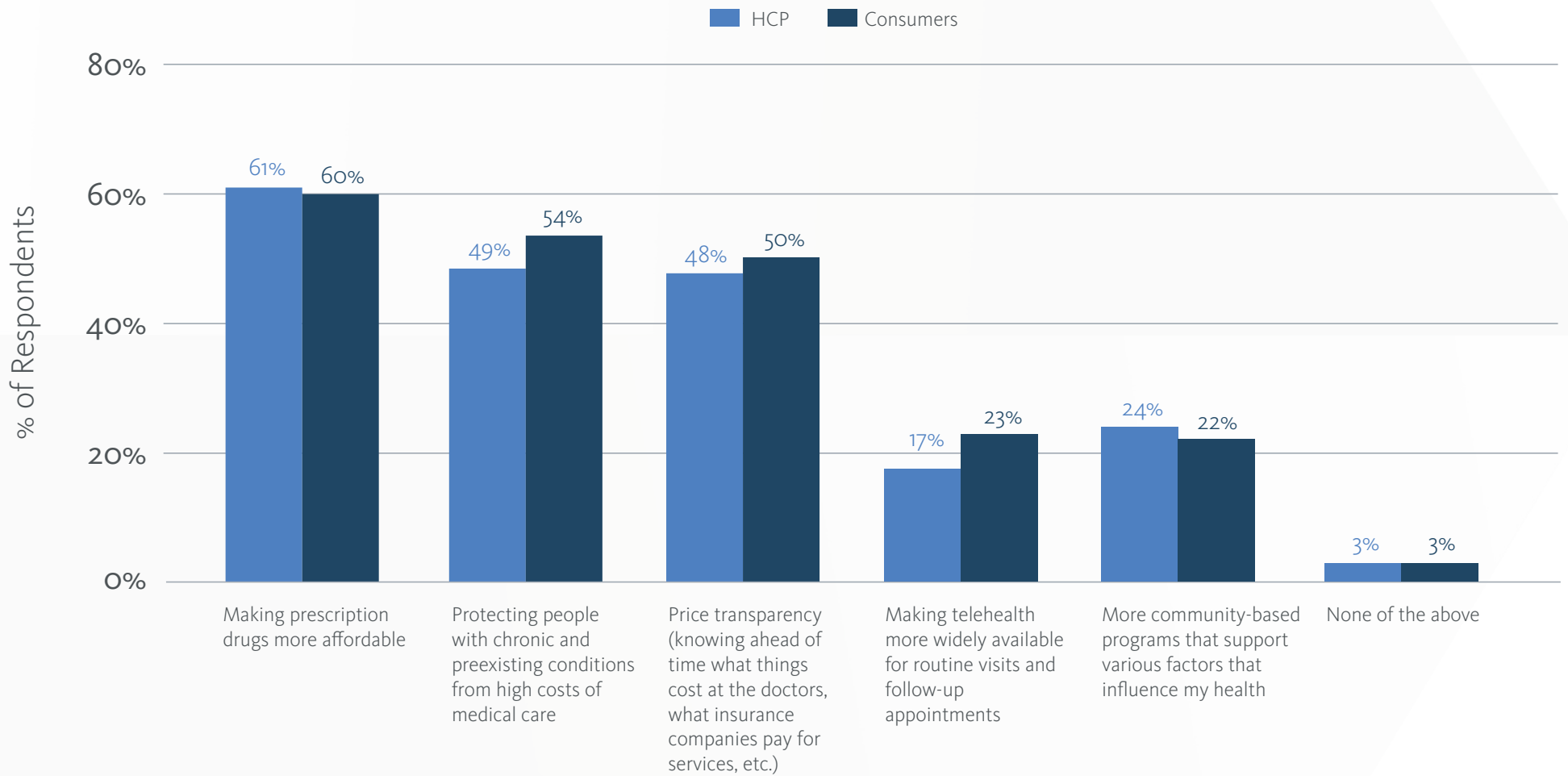
How likely are you/your patients to consider cost when selecting a healthcare provider?





Top concerns among patients

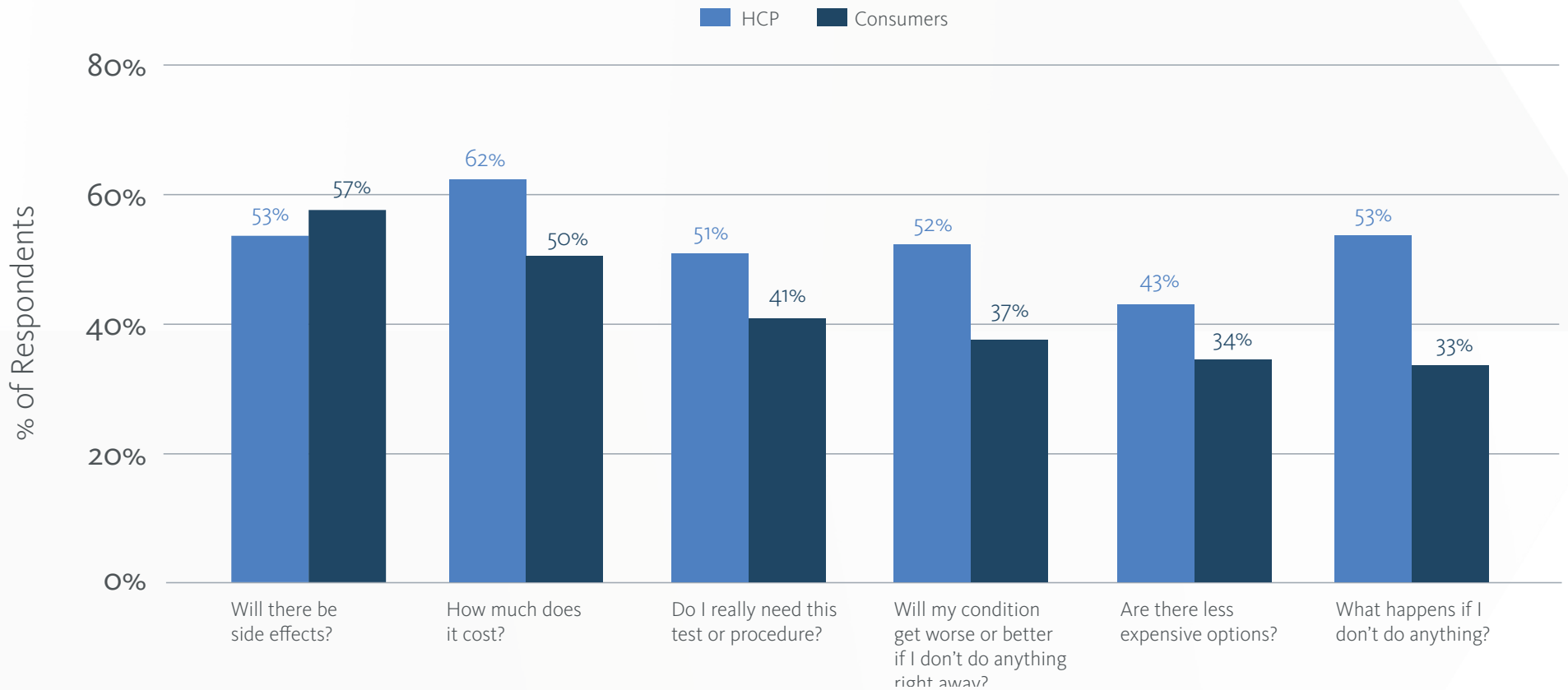
Which do you/you think your patients believe should be the country's top healthcare priorities for 2017?





What patients are asking

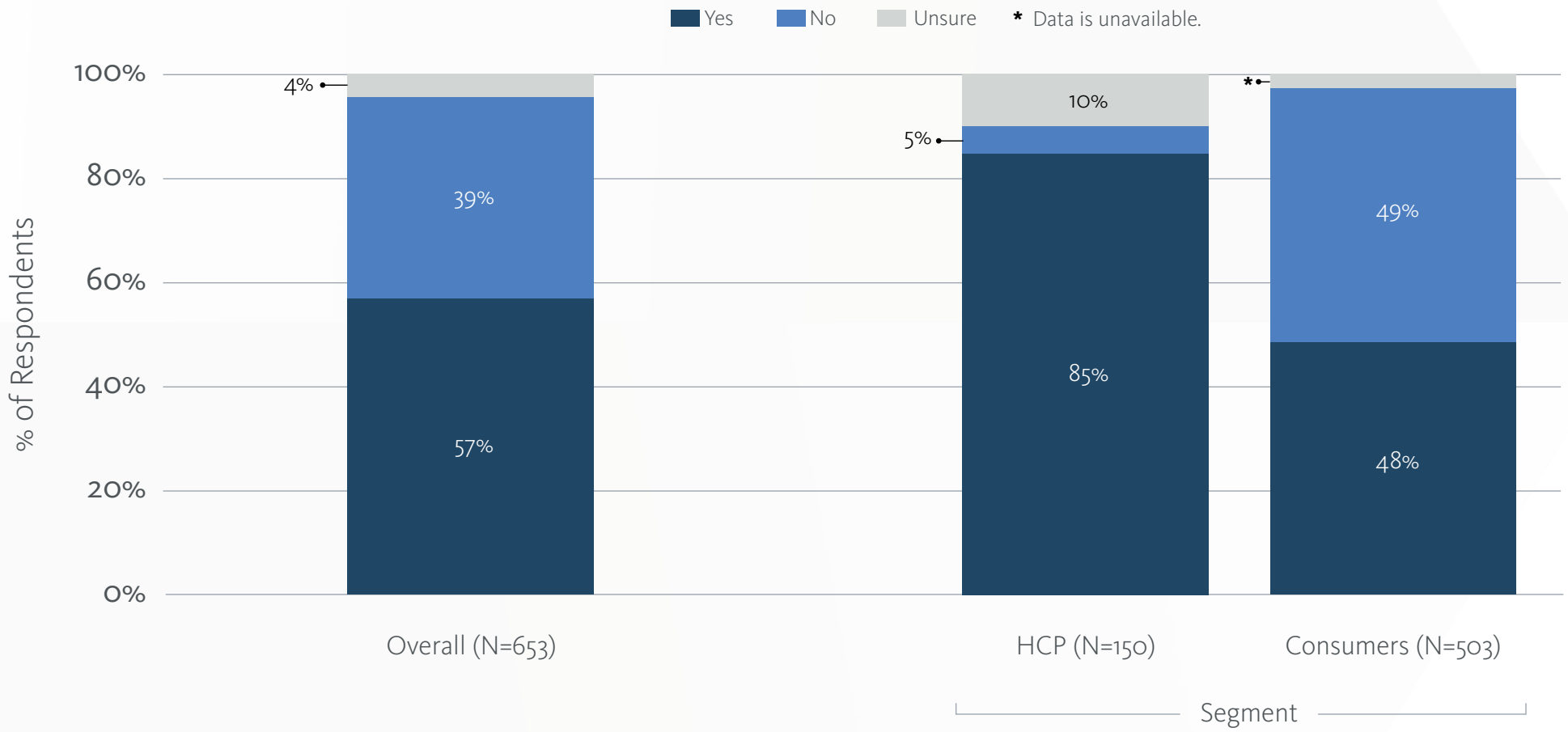
Which of the following questions have you asked your physician?/
Which of the following questions have your patients asked you?





Cost can affect healthcare among patients

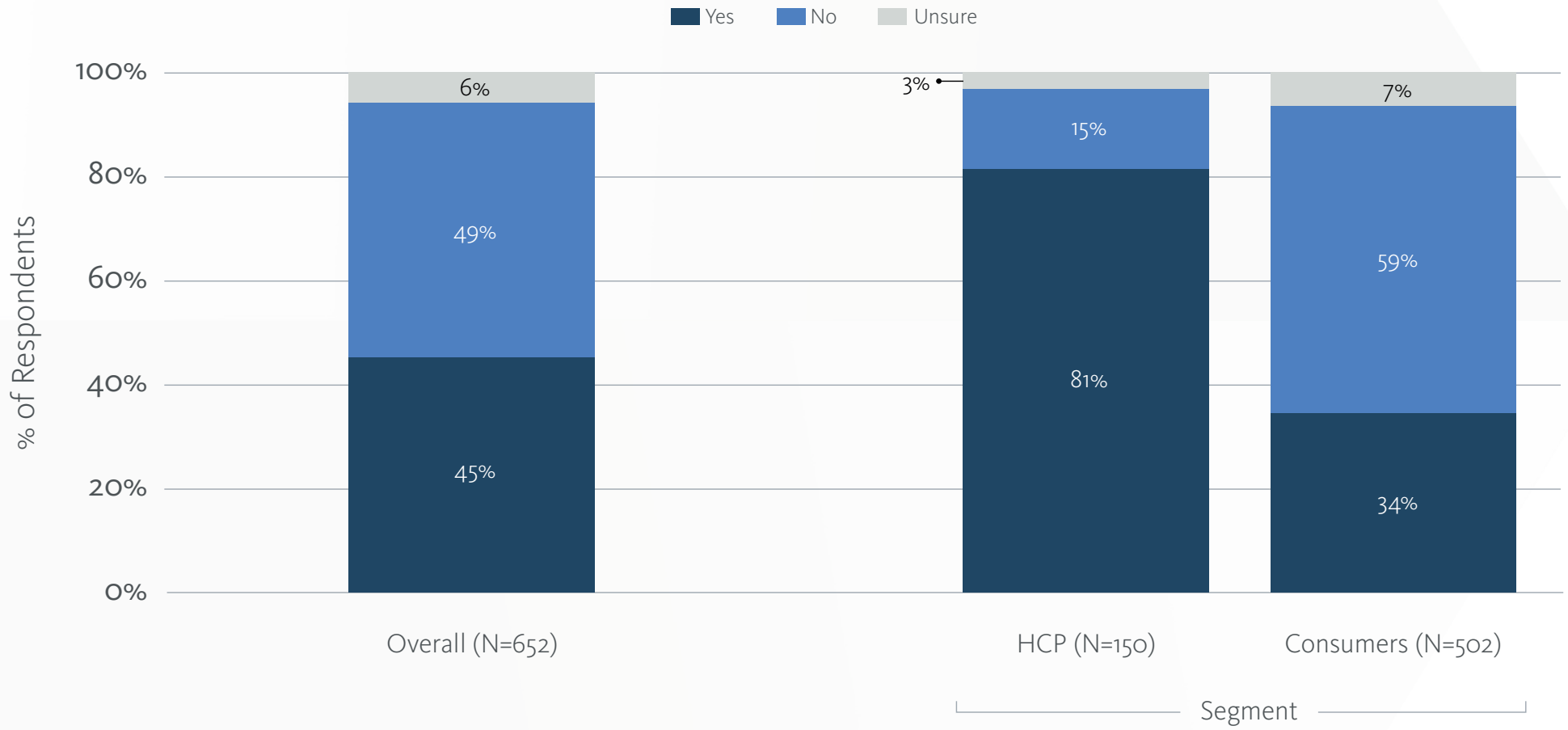
Have you ever delayed or not sought treatment from your healthcare provider because of cost?/Do you think the typical patient has ever delayed or not sought treatment from a healthcare payer or provider because of cost?





Patient/provider conversations about cost

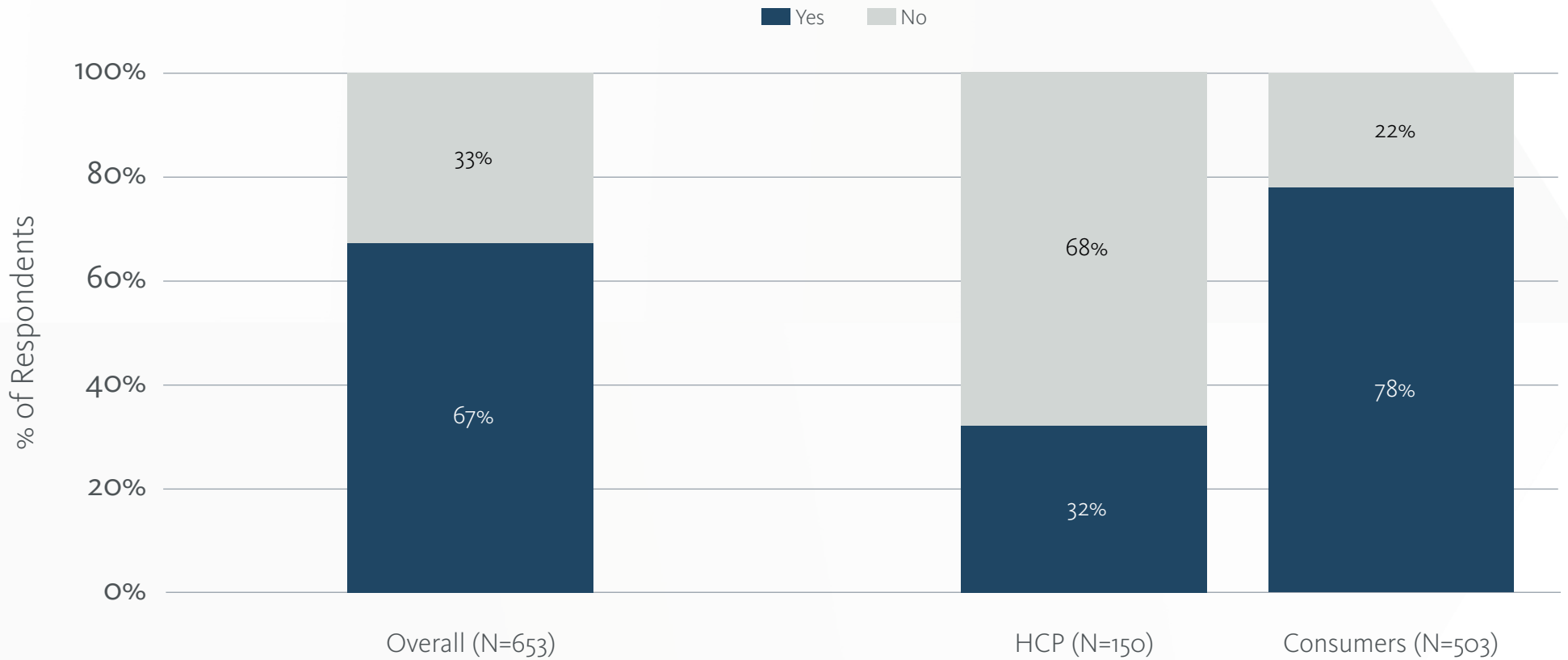
Has your patient or their caregiver/your physician ever talked to you about healthcare costs?

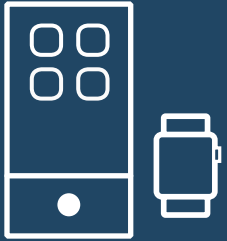




Patients' understanding of their payments

Do you/your patients understand medical bills?



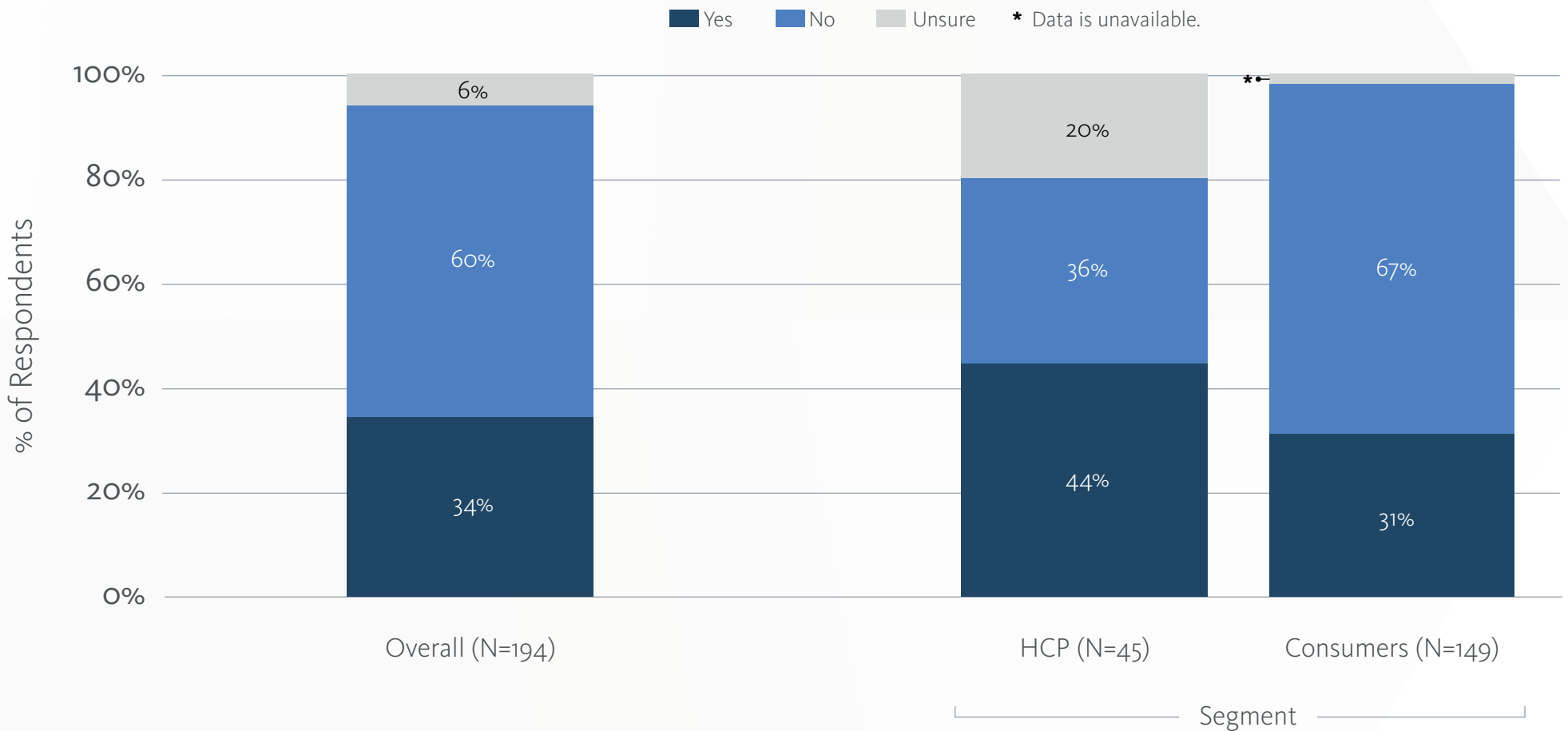


The knowledge and use of technology



Remote doctor visits in place of routine appointments

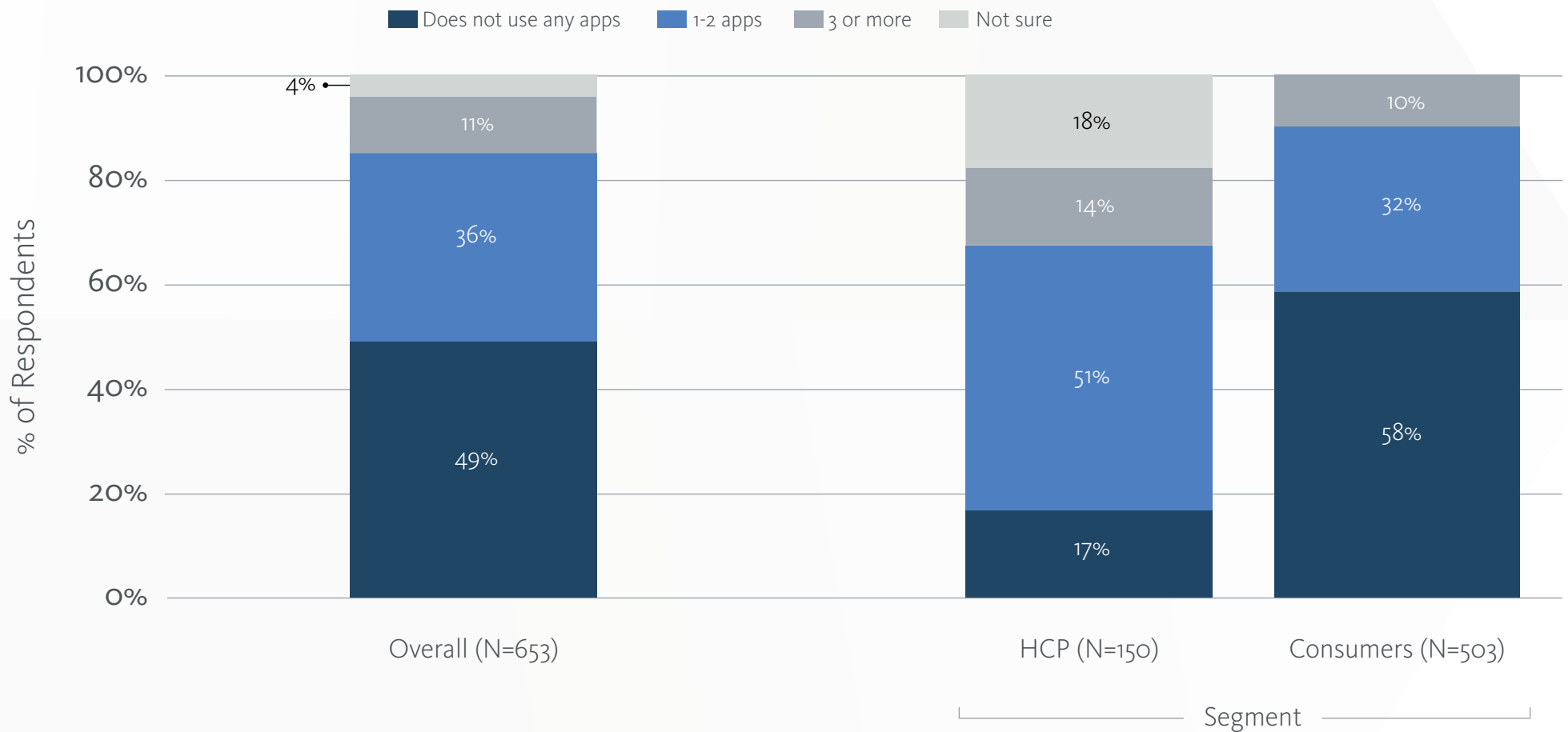
Have you/your patients or their caregivers ever used telehealth in place of or in addition to a routine visit and/or follow-up appointment?





Patients' usage of mobile health and fitness apps

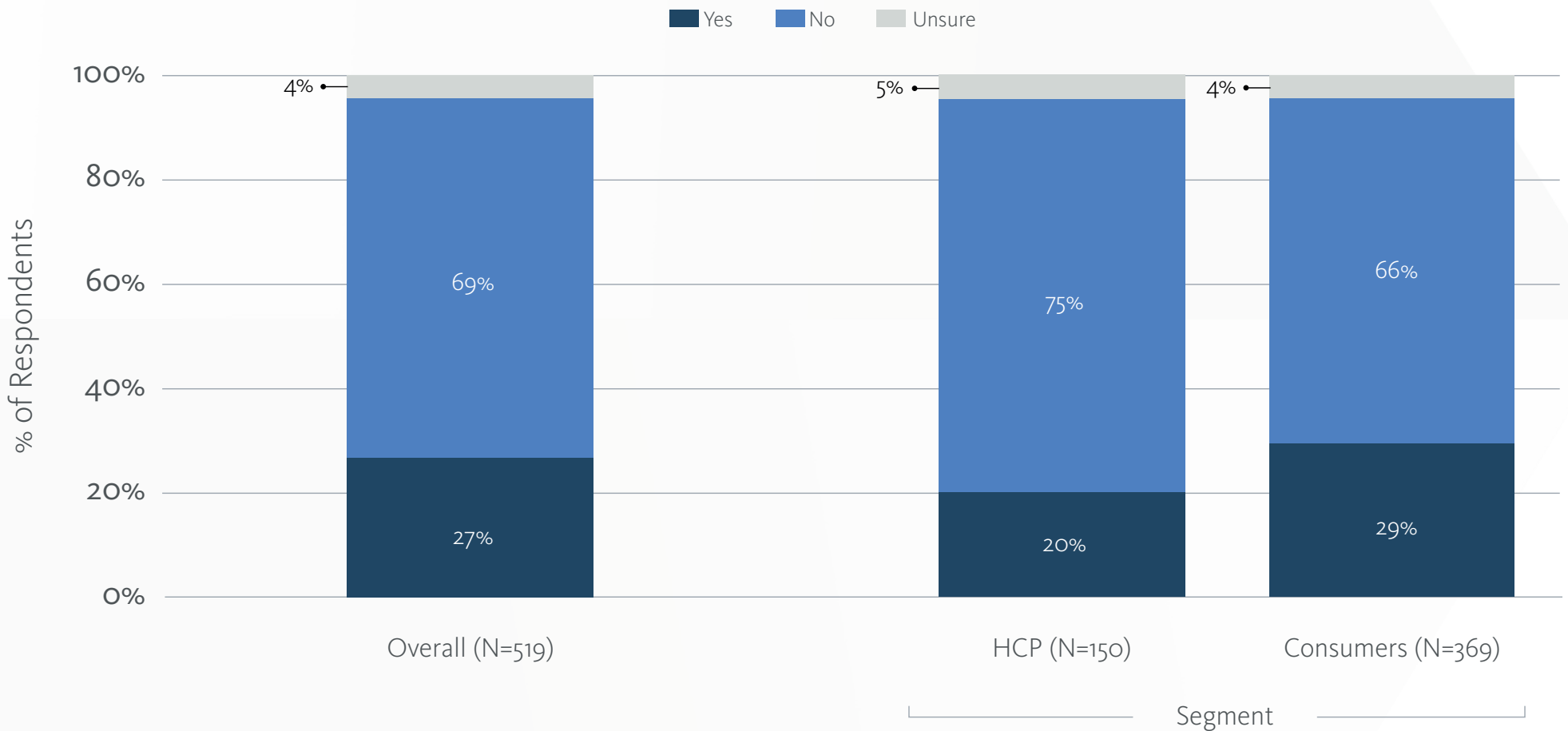
How many, if any, mobile health and fitness apps do you/you think your patients use to help manage health?





Patients' use of apps and technology to improve health

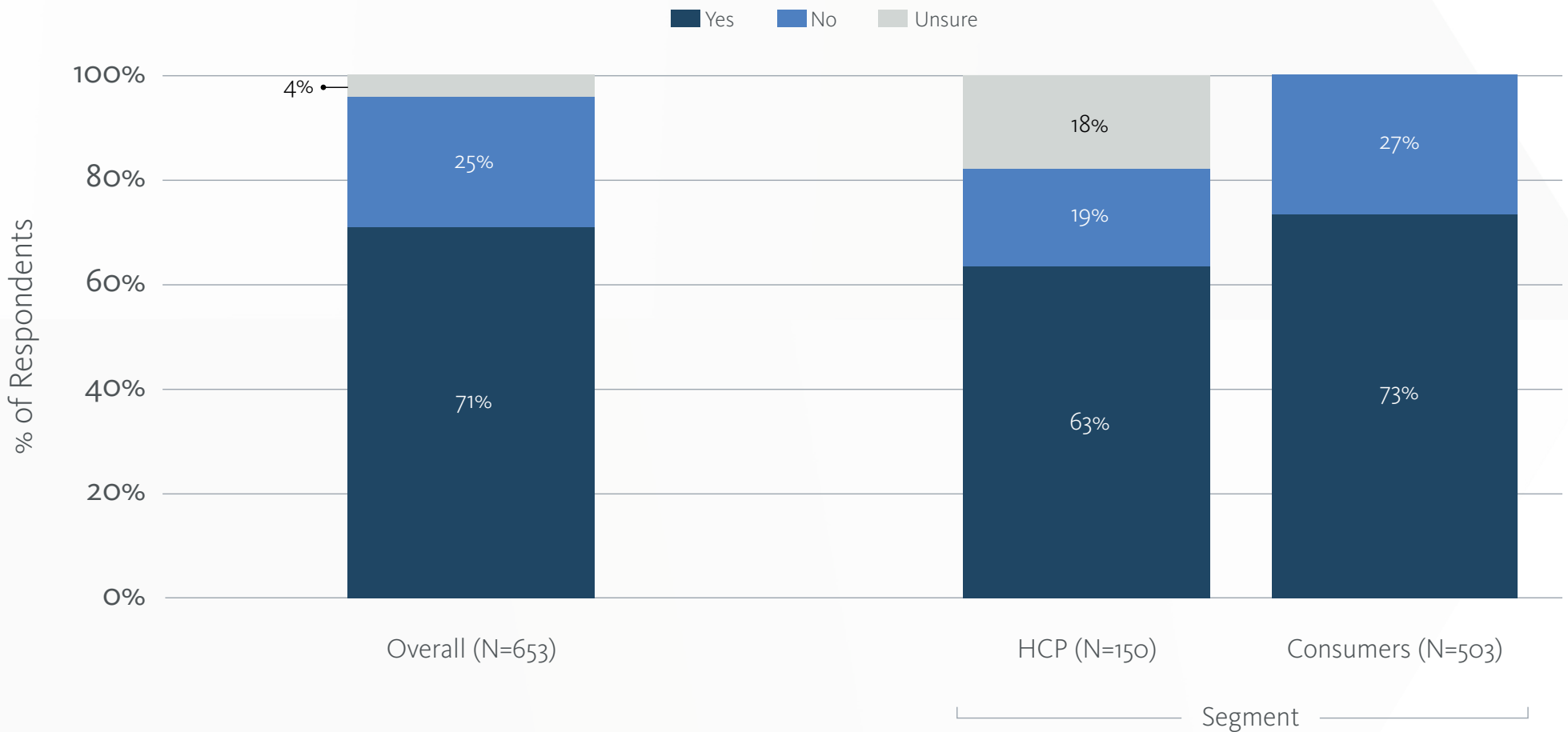
Have you used/prescribed health-related apps and technology in place of or in addition to a routine visit and/or follow-up appointment with a care provider?

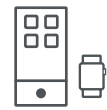




Patients' knowledge of how technologies can help improve health

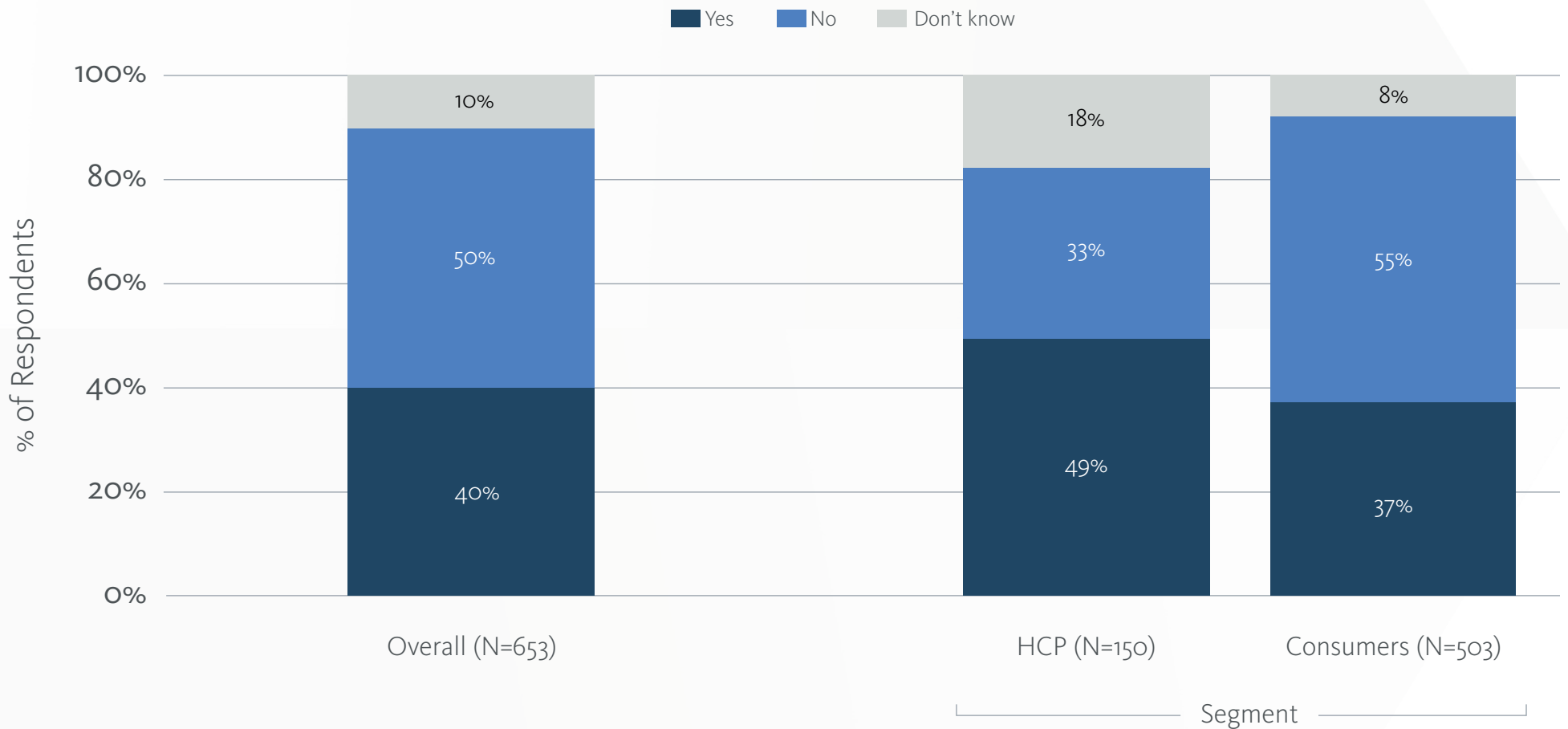
Are you/your patients familiar with health-related technology such as mobile apps and wearable tech and how they can be used to improve health?





How many patients are using portals to communicate with their doctors

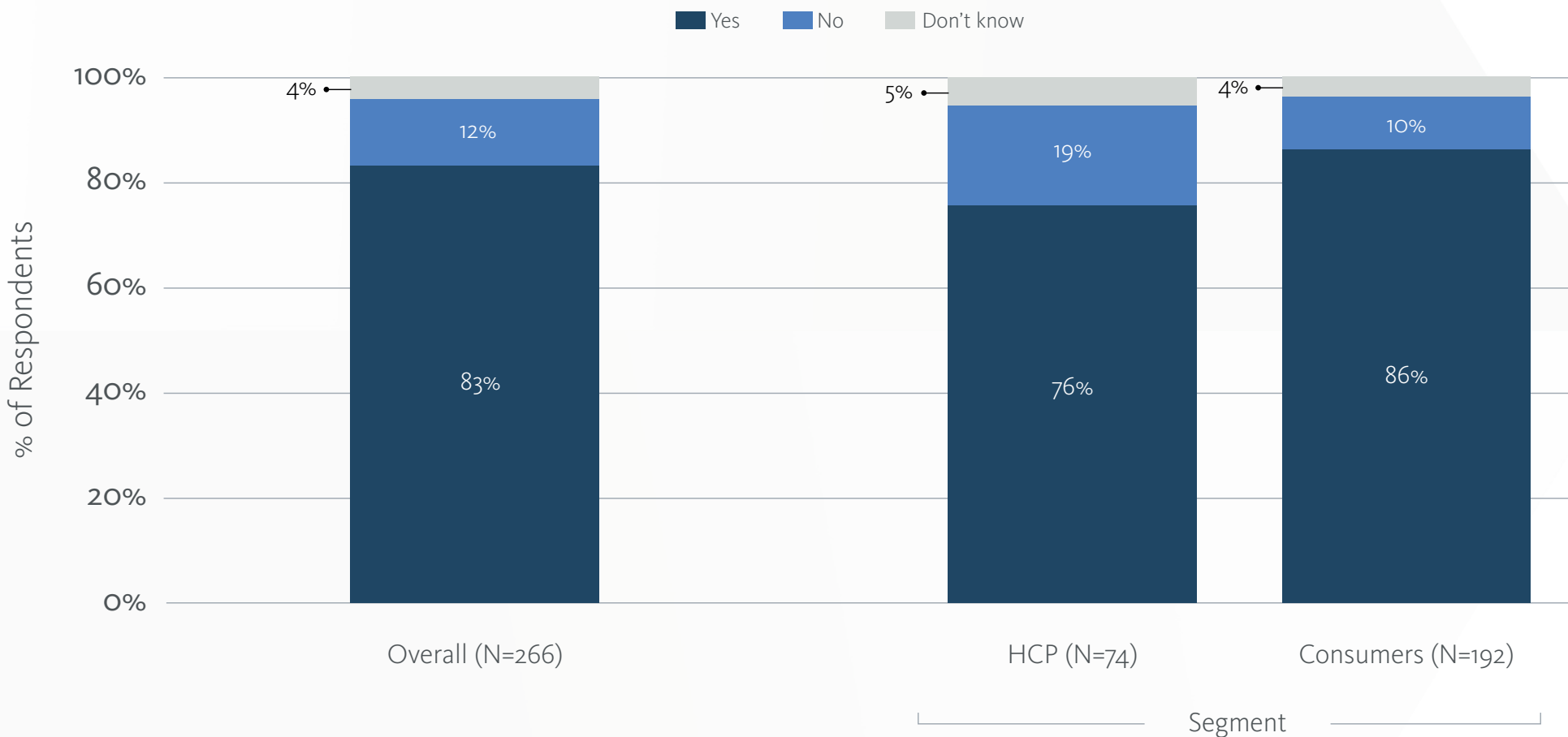
Do you/your patients use a patient portal?





The significance among patients of patient portals

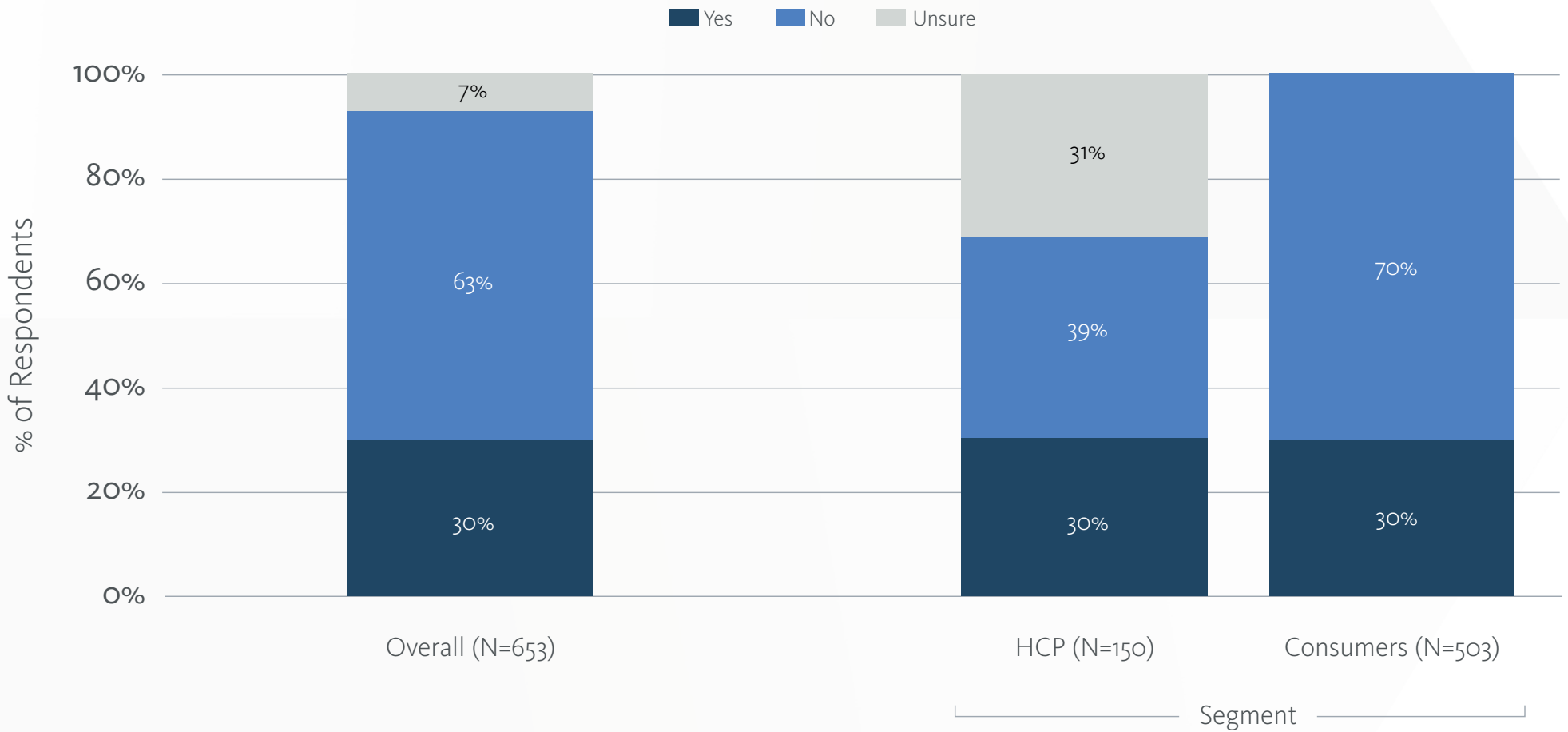
Do you find it valuable?





Patients' familiarity with remote diagnosis and treatment

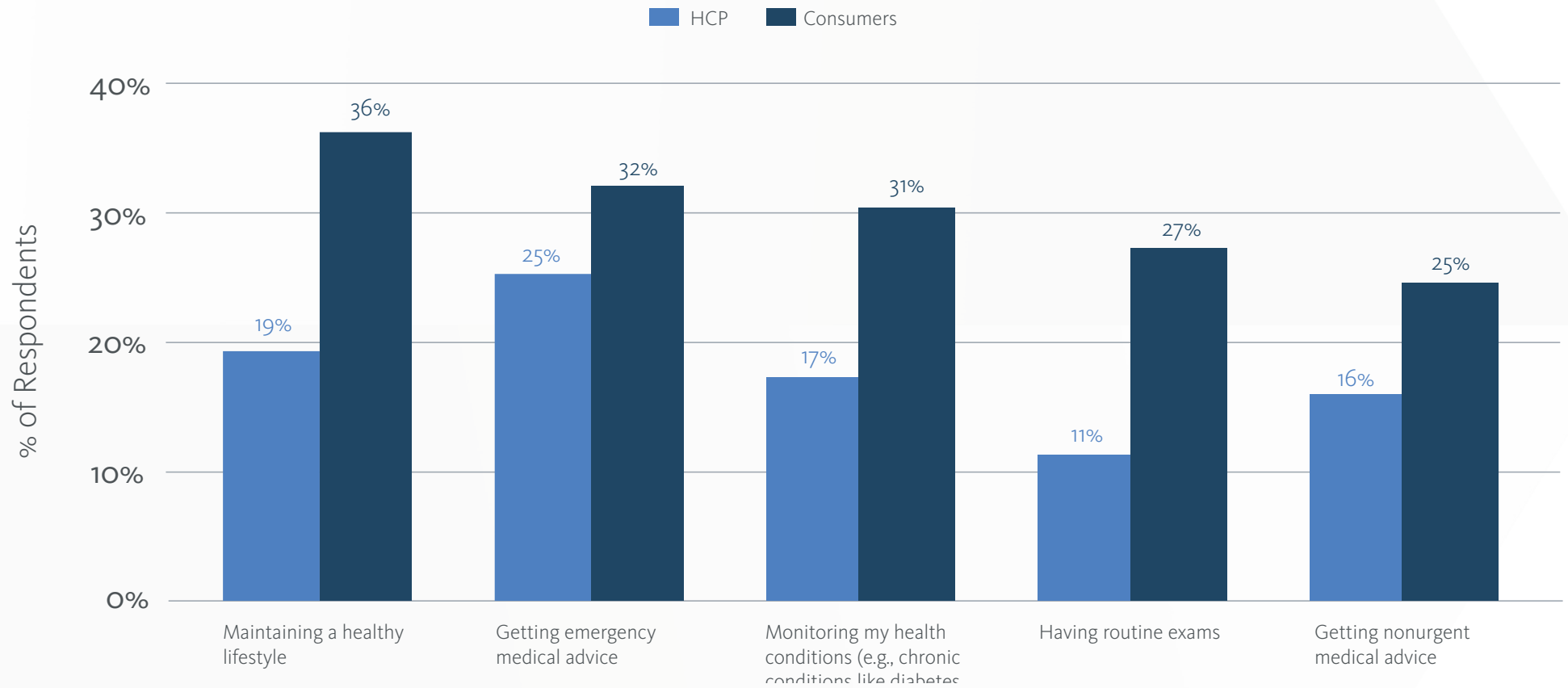
Are you/your patients familiar with telemedicine?





Patients' interest in mobile health and fitness apps

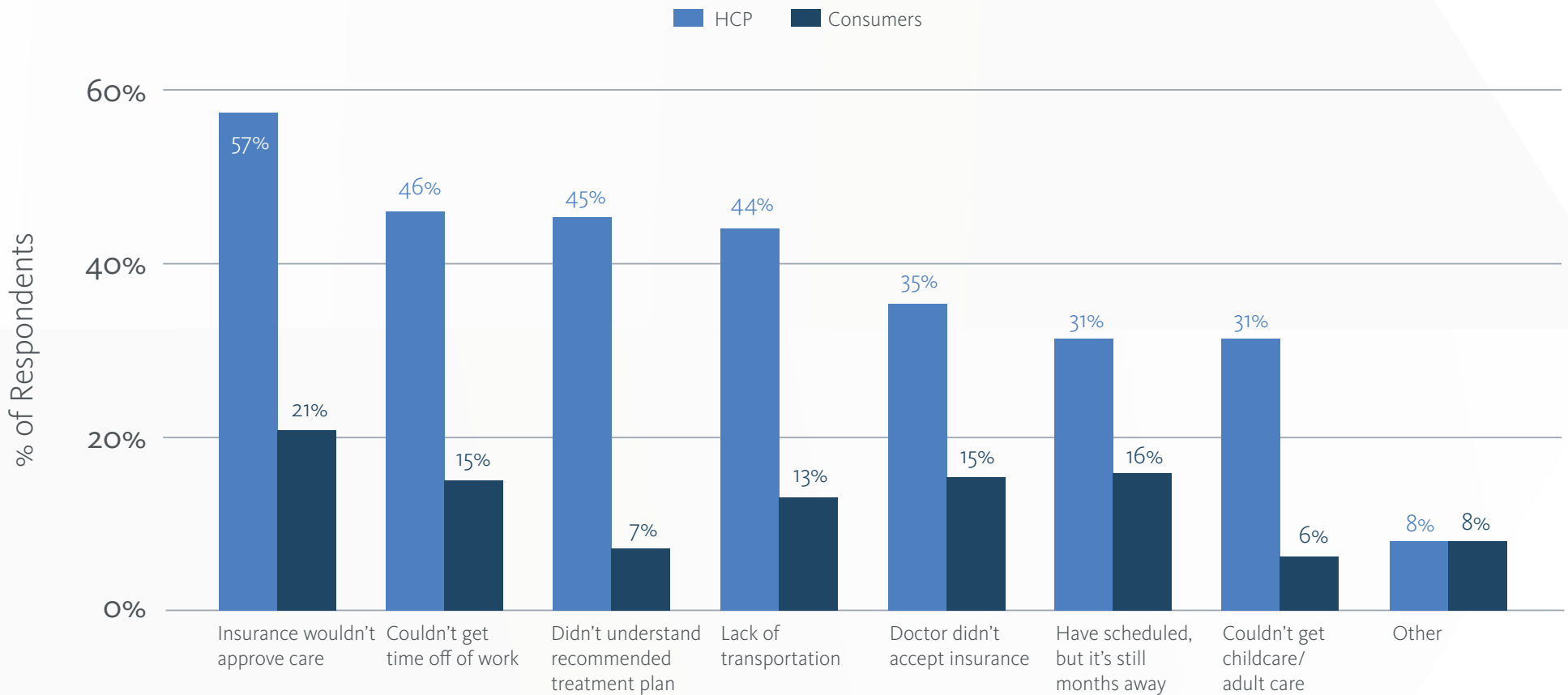
How interested are you/your patients in using health-related technology for each of the following purposes?





Why patients are postponing care

Have you ever delayed, or not sought care or treatment recommended by your physician for any of the following reasons?/Which of the following do you think is a reason your patients have delayed or not sought care or treatment recommended?



About Conduent

Conduent is helping change the way the world works. By applying our expertise in imaging, business process, analytics, automation and user-centric insights, we engineer the flow of work to provide greater productivity, efficiency and personalization. We conduct business in 180 countries, and our more than 140,000 employees create meaningful innovations and provide business process services, printing equipment, software and solutions that make a real difference for our clients — and their customers.

Learn more at www.conduent.com

