

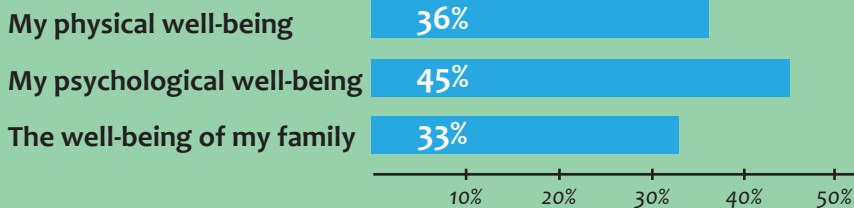
COVID-19 Survey of Primary Care Clinicians and Patients

Topic: The People of Primary Care and the Collateral Damage

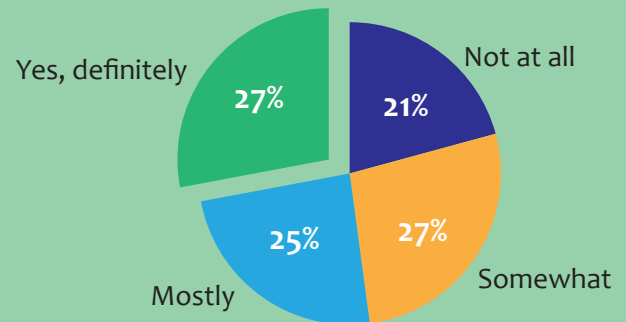
Primary care clinicians are feeling the effects of the pandemic:

48% of clinicians say burnout is at an all-time high

Clinicians experiencing detriments to:



Do clinicians have known resources to help with COVID-19 related job stress:



Primary care faces challenges related to finances, stress, and physician burnout.

Results from surveys conducted by www.green-center.org, in partnership with www.pcpcc.org and www.3rdconversation.org.

Clinician responses about what they need to stay open reflect their experiences:



84% of practices have experienced a one-third reduction of in-person patient volume



“allow patients...” “...to be seen safely”
“...to feel safe”
“...to see that the office is a safe place”



60% of practices' virtual patient volume is at an all-time high



“to use telehealth and get paid”
“ability to bill for telephone based care at parity”
“all payers to pay for telemedicine and phone visits”



14% report telehealth billing denied, 15% had to destroy expired vaccines, 19% had to purchase PPE at high prices



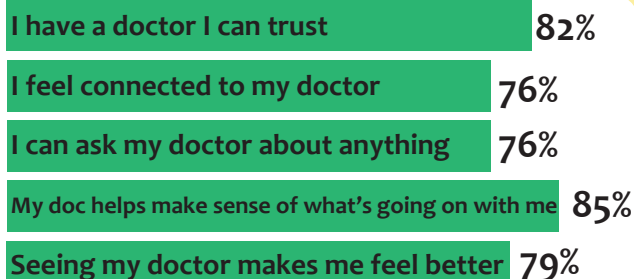
“better reimbursement”
“financial support to offset pandemic-related spending”
“salary to meet demands of increased patient contact”

Clinicians know what they need to stay open, and they are asking for help.

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If primary care practices were to close, it would have a significant impact on patients:

Most patients report having a strong bond with their primary care provider



3 in 10 patients (32%) say they would either **panic** or be **heartbroken** if their doctor's office closed



Another 4 (39%) would be “upset” because it is hard to find a doctor they can trust

The closing of primary care practices would be detrimental to patients' well-being.

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