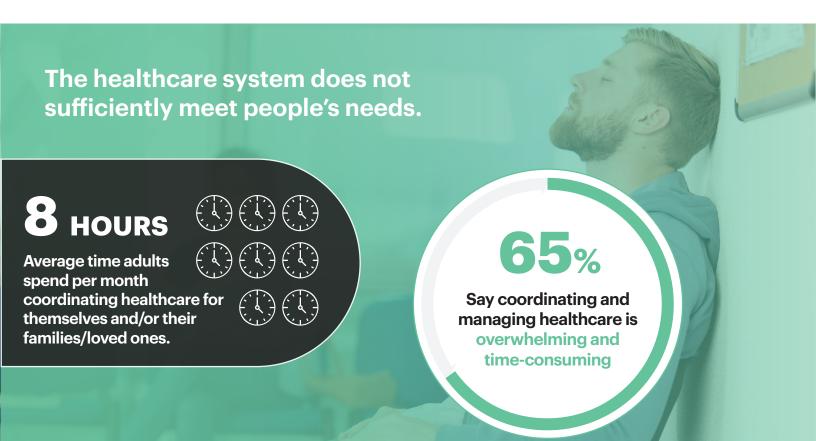
The Patient Experience







Factors related to time and money are the most common ways in which the healthcare system does not meet people's needs.



31%



Say it takes too long to get an appointment

26%



Say it strains family finances



I'm a schoolteacher. So if it comes down between my co-payment and my mom's co-payment, I'm going to tell her 'You go, I'll wait.'

Woman, age 45-54



44%



Have skipped or delayed healthcare services within the past two years

60%



Of adults who skipped or delayed care said they experienced some kind of impact

25% Of adults who skipped or delayed care said



that their condition worsened and/or their mental health was negatively impacted

impacted as a result of helping someone else navigate healthcare:

Had to take time off of work (among those who are currently employed)

Say their own health suffered

Say they were not able to take care

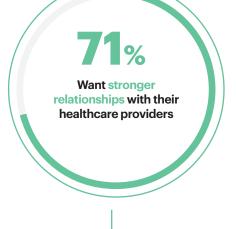
of their own needs

Say they were not able to take care

of their personal responsibilities

from their healthcare provider.

Many adults crave trust and a partnership



Say their health would

improve if they worked regularly with a healthcare provider whom they trusted

Say their health would improve if their healthcare providers helped them figure out the healthcare system

well-positioned to be part of the solution to the healthcare crisis in the U.S. Among adults who have seen a PA:

Physician associates/physician assistants (PAs) are



Say PAs add

value to healthcare teams



Agree PAs increase access to care/ make it easier to get a medical appointment



Believe PAs improve health outcomes for patients



Say PAs improve

the quality of

healthcare



"I'm able to see them [PAs] very quickly as opposed to my doctor. The access is

Woman, age 65+



really good. [They are] attentive, thorough, friendly, and accessible."