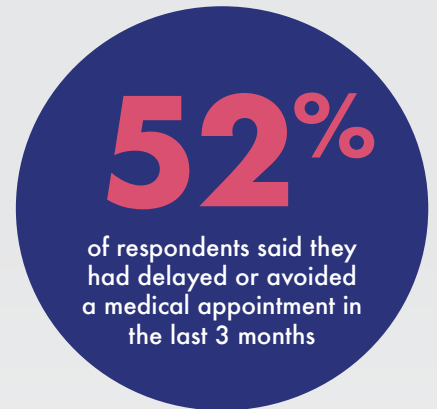


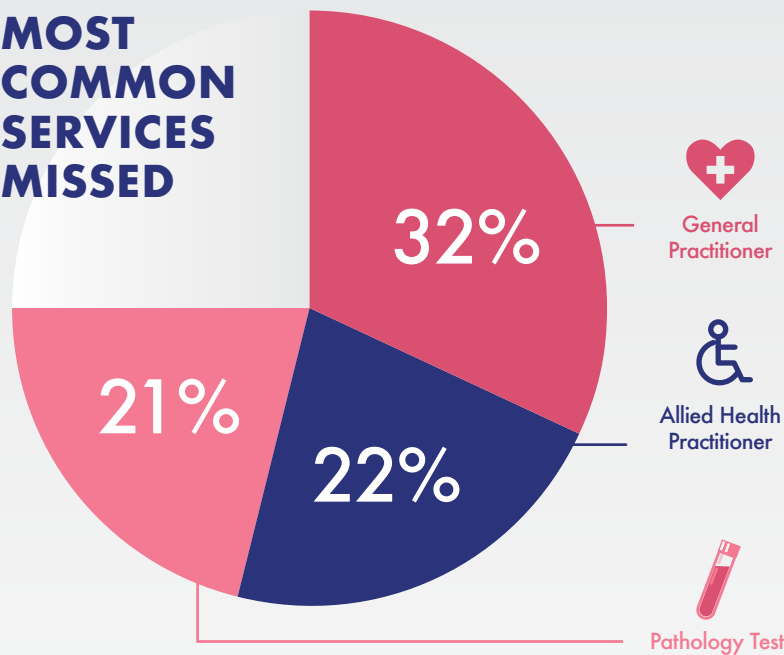
CONTINUITY OF CARE COLLABORATION

CONSUMER SURVEY: ACCESS TO HEALTHCARE DURING COVID-19

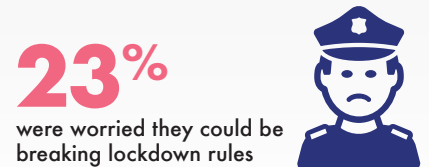
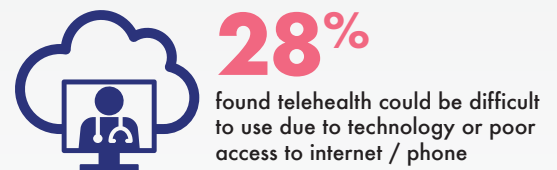
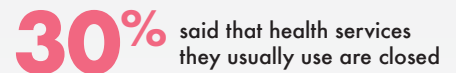
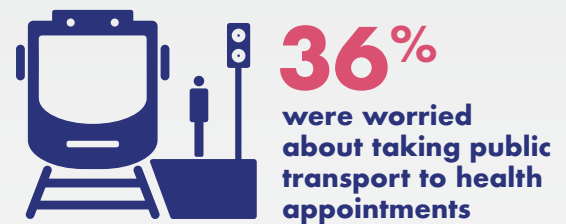
During the COVID-19 pandemic, there was a significant drop in engagement with healthcare services for non-COVID health issues in Australia. In May 2020, the Continuity of Care Collaboration (CCC) conducted a survey of 729 people about access to healthcare.



MOST COMMON SERVICES MISSED



BARRIERS TO KEEPING UP WITH REGULAR HEALTH CHECKS



THE MOST COMMON FEELINGS ABOUT USING HEALTH SERVICES WERE:

59% worried they would be around people with COVID-19 if attending health appointments

55% felt it was safe to delay regular appointments if nothing has changed and they are feeling OK

36% were worried health services were too busy

31% did not feel safe visiting healthcare services in person

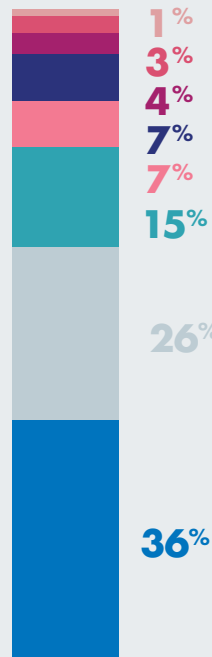
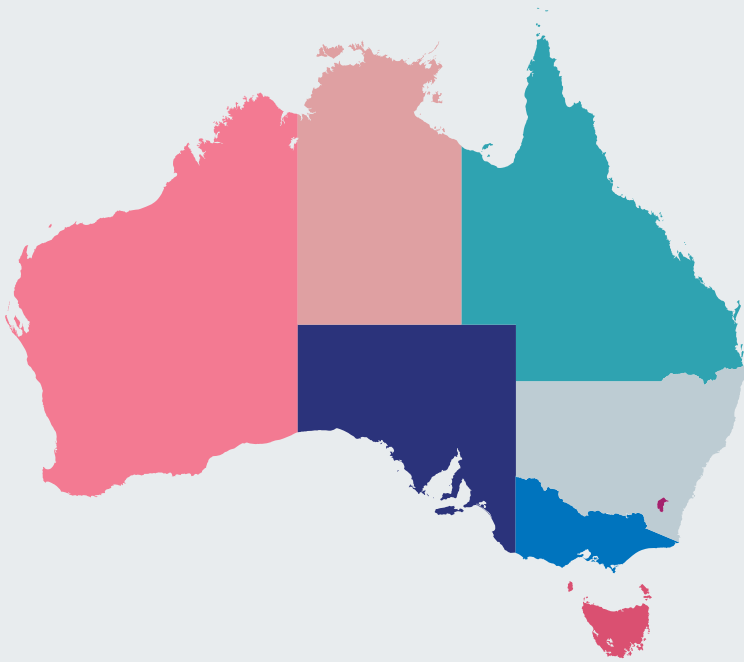
51% said they would only seek medical help face to face in an emergency

43% said they prefer to have their usual appointments over the phone or online at the moment

47% of women preferred telehealth options compared to **34%** of men



RESPONDENT DEMOGRAPHICS

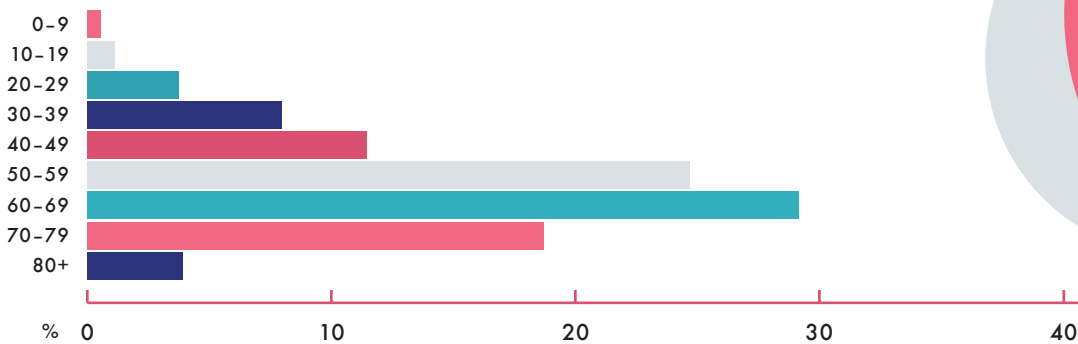


89%
IDENTIFIED AS HAVING ONE OR MORE ONGOING HEALTH CONDITIONS

11%
WERE CARERS



RESPONDENTS' AGE



RESPONDENTS' GENDER*



FEMALE= 73%
MALE= 26%

*1% of respondents chose not to identify their gender