

# Gen Pop experience with PATIENT SUPPORT PROGRAMS

Access to supports like medication access, education, monitoring, financial and emotional support are key to the general public's health outcomes. MD Analytics conducted a study asking 1,000 Americans and 1,000 Canadians about their experience with services offered by Patient Support Programs (PSPs) over the past year.



US

## Top 5 most valued services from a PSP



CA

Rank

1

Access to nurse counselling (by phone or online)

2

Online portal to provide pharmacy information

3

Co-pay assistance, bridging and compassionate access

Reimbursement counseling to navigate public and private coverage

4

Education and self-care advice

5

Delivery services to patient

Rank

1

4

3

2

5

## Participation and Satisfaction with PSPs

The US has **higher participation and greater satisfaction** when it comes to their experience with PSPs.

Whereas experience with PSPs in Canada is **fairly low**.

Enrollment status:

Currently enrolled

Previously enrolled

Satisfied with their PSP experience



US

13% 14% 27%



CA

5% 13% 18%



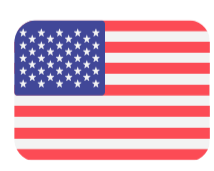
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## Trust in pharma

Trust

Neutral

Distrust



US

57%

21%

22%



CA

51%

25%

24%

0% 100%

**Trust is higher** among those who have had direct interactions with pharma through PSPs.

Data based on a survey conducted across the United States (n=1000) and Canada (n=1000) among the general population aged 18 and over, recruited in February 2024.

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