What Are Social Media Users Saying About Their COVID-19 Hospital Experiences in the U.S.?

COVID-19 is the biggest topic in social media, with millions of comments by users expressing concerns and sharing their experiences. Many social media users are talking specifically about their experiences with hospitals and the U.S. healthcare system. The social intelligence team at Healthcare Business Insights, Part of Clarivate, is collecting and analyzing data about what social media users are saying about their hospital experiences. We will continue to update and analyze this data as the situation changes.

Users are not sure that the COVID-19 test is covered by insurance, so its affordability is their major concern. Some are worried about improper billing for COVID-19 tests that are not done. Others say they know the hospital is prepared about other charges they could incur.

Users Concerned About Paying for COVID-19 Test and Treatment

19%

22%

27%

Users Concerned About Hospital Readiness

Hospital Visitors Sharing Their Observations

Hospital Workers Offering Their Perspectives

Users say they are not being allowed to visit patients. Users say they are not being allowed to visit patients.

Visitors say hospitals are not testing patients with flu-like symptoms, but instead are communicating the importance of self-isolation, especially for elder groups. Others are worried that there are not enough safety measures in place to keep their workplaces safe.

Users are saying they will avoid hospitals.

6%

Users Say They Will Avoid Hospitals

In some states, hospital workers say there has not been enough communication about what to do if they themselves have COVID-19 symptoms after having visited a hospital recently.

Capacity: Some users say they are worried that the hospital won’t have enough beds and/or ventilators, and because of that they say they won’t go to the hospital if they don’t have symptoms.

Users say they themselves have COVID-19 symptoms after having visited a hospital recently.

In some cases, hospital workers say there has not been enough communication about what to do if they themselves have COVID-19 symptoms after having visited a hospital recently.

Users are worried about improper billing for COVID-19 tests that are not done.

容错率：4.00%

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Keywords Searched (not an exhaustive list)

• Main Keywords: coronavirus, corona virus, corona, coronavirus, COVID, COVID-19, Covid-19, covid

• Sub Keywords: hospital, clinic, ER, emergency, medical center

Time Frame

• January 1 to March 12, 2020

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