

# 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.

## 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



## 19% Users Concerned About Paying for COVID-19 Test and Treatment



Users are **not sure** that the COVID-19 test is covered by insurance, so its affordability is their major concern.



Others say they know the test is free but are worried about other charges they could incur.



Some are worried about improper billing, such as billing for COVID-19 tests that are not done.



## 22% Users Concerned About Hospital Readiness



**Masks** - Users overall are concerned about the availability of masks.



**Tests** - Many users are worried that hospitals are not prepared to test for COVID-19.



**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.



**Calling the Hospital** - Users say they have difficulty getting through when they call the hospital.



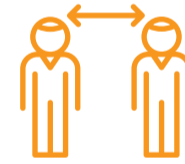
## 27% Hospital Visitors Sharing Their Observations



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



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



Visitors say hospitals are **not testing** patients with flu-like symptoms, but instead are communicating the importance of self-isolation, especially for elder groups.



## 26% Hospital Workers Offering Their Perspectives



Hospital workers are spreading awareness by **sharing preventive tips and advising not to panic**.



In some cases, hospital workers say there **has not been enough communication** about what to do with a suspected COVID-19 patient.



Others are worried that there are **not enough safety measures** in place to keep their workplaces safe.



## 6% Users Saying They Will Avoid Hospitals



Users advise that people **shouldn't go to hospitals** without COVID-19 symptoms, since they could be using resources when other patients need more immediate help.



Users also say they don't want to **catch COVID-19** at the hospital.