

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. Below are some of the top categories of social media commentary identified by our analysts. 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 22, 2020



32% Users Concerned About Hospital Readiness



Users have observed a **shortage of masks** in hospitals, and some say they are worried hospital workers will have to **reuse masks**.



Test results take 3 to 10 days, and patients say they are **anxious as they anticipate results**.



People are concerned about hospital capacity, and that COVID-19 may result in **patients with other serious conditions not receiving care**.



27% Hospital Workers and Their Relatives/Friends Offering Their Perspectives



Hospital workers say they are **concerned about the availability of supplies** such as masks and sanitizers. They are also worried about **staffing shortages**.



More hospital workers are saying they are worried about **becoming infected themselves**.



Relatives and friends of healthcare workers say they are worried about a **higher rate of infection** for their loved ones.



14% Hospital Visitors Sharing Their Observations



As COVID-19 has spread and **hospitals have restricted visitors**, the percentage of social media users talking about visiting hospitals has decreased accordingly.



12% Users Concerned About Paying for COVID-19 Test and Treatment



Users understand that there are minimal charges for COVID-19 testing, but are **concerned about paying for additional hospital care**.



There is **confusion about what charges are covered** and people are seeking answers.



6% Users Saying They Will Go to the Hospital If They Have Symptoms



Hospitals are advising those with symptoms to stay in isolation or call a medical professional **before making potentially unnecessary visits** to the hospital.



A **lack of tests** for those who have not traveled to an affected area, or who have not been in contact with infected persons is a **source of frustration** for those who say they have symptoms.

Notable changes between March 12 and March 22:

- Concerns about hospital readiness have increased, with more social media users saying they are anxious about test turnaround time. This reflects a shift from commentary on awareness of COVID-19 to commentary on diagnosis and testing.
- There is more understanding that COVID-19 tests will not be costly, but many are still worried about the costs of additional care.
- More relatives and friends of hospital workers are expressing concerns about their loved ones getting sick.
- Fewer users say they will avoid hospitals, and more are saying they will seek hospital care if they have symptoms.