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 taking 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

**Users Concerned About Hospital Readiness**
- Users understand that there are minimal charges for COVID-19 testing, but are concerned about paying for additional hospital care.
- More hospital workers are saying they are worried about becoming infected themselves.
- More relatives and friends of hospital workers say they are worried about a higher rate of infection for their loved ones.

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

**Users Concerned About Paying for COVID-19 Test and Treatment**
- Users understand that there are no 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.

**Users Saying They Will Go to the Hospital If They Have Symptoms**
- Concerns about hospital read and potential overcrowding are not as great as they were before.
- There are fewer users saying they will avoid hospitals, and more are saying they will seek hospital care if they have symptoms.

**Notable changes between March 12 and March 22:**
- Concerns about hospital read have decreased, 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.