

# 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 29, 2020 (n=268)



## 36% Users Concerned About Hospital Readiness



Users continue to say they see shortages of personal protective equipment and beds.



Comments note that hospitals are not testing for COVID-19 until symptoms are severe.



Some say they will avoid the ED if they have other medical conditions since they expect many COVID-19 patients.



## 26% Hospital Workers and Their Relatives/Friends Offering Their Perspectives



Hospital workers express frustration that they are working longer hours without increased compensation.



If hospital workers have COVID-19 symptoms themselves they are likely to say so on social media.



Relatives and friends of healthcare workers say they are using homemade masks or bringing masks from home due to shortages.



## 10% Users Concerned About Paying for COVID-19 Test and Treatment



There are concerns about the high cost of ED care in general.



Many expect COVID-19 tests to be free, and are upset about additional charges on their bills.



## 7% Reactions of COVID-19 Patients, Potential Patients, and Loved Ones



Actual COVID-19 patients are discussing their condition.



Patients with COVID-19 symptoms and their loved ones are waiting on test results.

## Notable changes between March 22 and March 29:

- Concerns about hospital readiness remain, in particular that hospitals will not be able to care for other patients with serious conditions.
- There is confusion about high bills, especially since patients believe testing is free. The total cost of care is often substantial, and the breakdown of charges on their bills may make patients angry.
- There is some commentary from hospital workers about lacking additional compensation for their longer shifts.
- Users have more awareness that the focus on COVID-19 means hospitals may not be able to treat other serious illnesses.