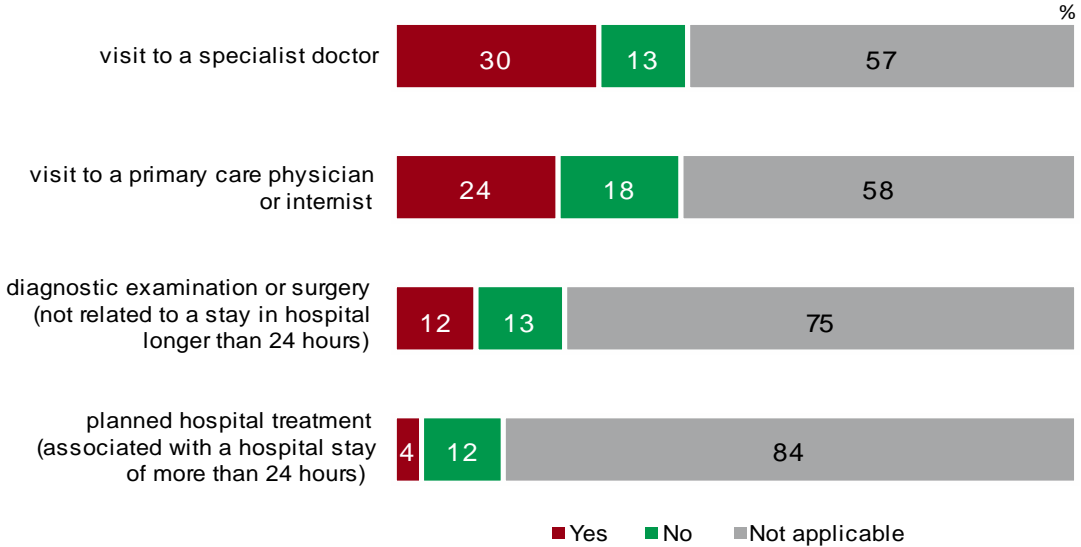


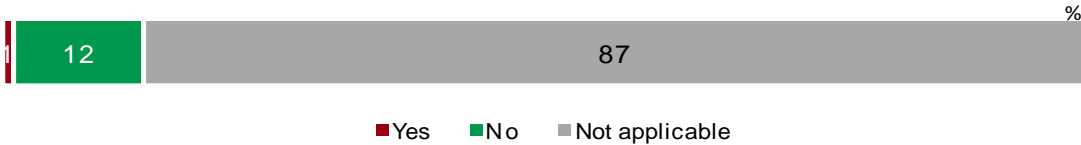
## **Medical care during the epidemic**

The survey shows that a significant part of Poles during the epidemic had difficulties in accessing health care, in particular medical appointments. Nearly one-third declared that due to the coronavirus epidemic, their visit to a specialist doctor was postponed or cancelled (30%). Many people (24%) had their visits to the primary health care physician or internist cancelled or postponed. Almost one-eighth (12%) mentioned cancellation or postponement of planned diagnostic tests and procedures not related to a stay in hospital longer than 24 hours. On the other hand, planned hospital treatment, as the declarations indicate, was cancelled or postponed less frequently and concerned 4% of all respondents. Relatively few people declared that they were refused admission or advice at the Hospital Emergency Department (SOR) or sent to another one (1% out of 13% affected by this issue).

**Due to the coronavirus epidemic, did it happen that you cancelled or postponed a:**



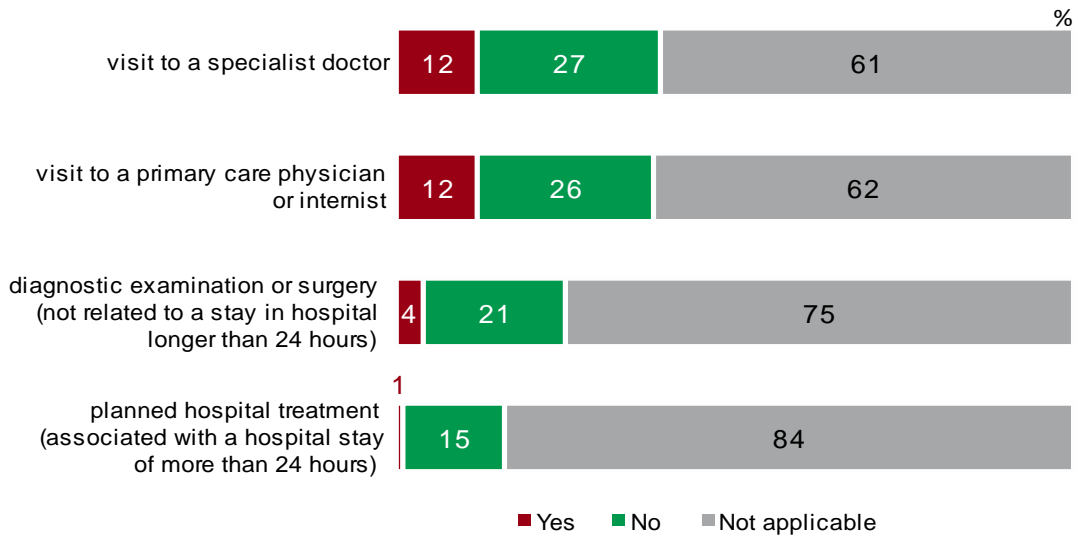
**Due to the coronavirus epidemic, were you refused admission or advice at the Hospital Emergency Department (SOR) or sent to another unit?**



In total, 37% of respondents declared that due to the coronavirus epidemic, their treatment was cancelled or postponed, including: medical appointments, diagnostic tests, outpatient treatment, planned hospital treatment, lack of assistance or being sent to another Hospital Emergency Department.

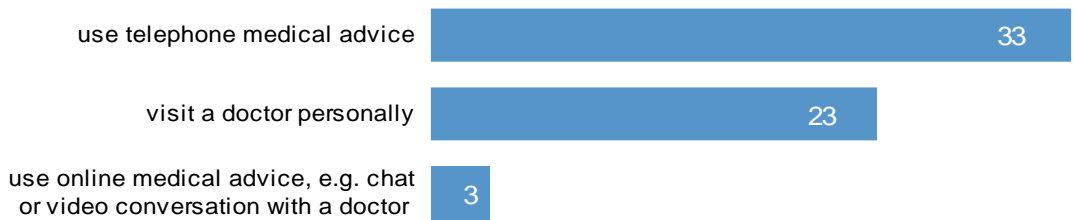
Some patients resigned from treatment due to the epidemic. However, the scale of withdrawal was much smaller than that of cancellation and postponement of treatment. Every eighth respondent (12%) resigned from visiting a specialist doctor. The same number of people withdrew from visiting a primary care physician or an internist (12%). Relatively few respondents, due to the epidemic, decided not to undergo diagnostic tests or procedures not related to hospital stay (4%) or planned hospital treatment (1%). Nobody in the sample resigned from accessing help or advice at the Hospital Emergency Department.

**Due to the coronavirus epidemic, did it happen that you yourself resigned from a:**



During the first three months of the epidemic, Poles usually sought medical advice by phone (33%), personal visits to a doctor were less popular (23%), and only a few (3%) used medical advice online, e.g. via chat or video calls with their doctor.

**During the coronavirus epidemic, did you ...**  
*Percentage of affirmative answers*



The survey shows that the most satisfactory form of contact are personal visits to the doctor: virtually all of those who benefited from this type of medical advice expressed satisfaction (93%), and only very few were dissatisfied with them (5%). Medical advice over the phone was somewhat less satisfactory (86% of respondents expressed satisfaction), and the lowest ratings are given to medical advice obtained via the Internet (60% satisfied).

More information about this topic can be found in CBOS report in Polish: "Healthcare during the Epidemic", July 2020. Fieldwork for national sample: June 2020, N=1378. The random sample is representative for adult population of Poland.