

COVID-19 EXPERIENCE REPORT

How real people are feeling, preparing, and reacting in response to the global pandemic.

RESULTS FROM A SURVEY CONDUCTED
MARCH 23-29, 2020



About Savvy Cooperative

Savvy Cooperative is improving healthcare by helping companies and innovators de-risk their products and services and create solutions that patients actually want and need. Savvy provides an online marketplace where innovators can connect directly with diverse patients and consumers to obtain patient insights for clinical, user-experience and market research.

Using a unique co-op model, Savvy Cooperative is the first and only patient-owned platform that empowers patients to earn rewards for using their health experiences to improve research, resources and product development. Savvy has been featured in Entrepreneur, FastCompany, TechCrunch, STAT, Forbes, CNBC, and other outlets for its bold and equitable approach to working with patients.



About The Report

COVID-19 has been classified by the World Health Organization as a global pandemic. Savvy Cooperative launched an online survey on March 23, 2020, as the United States began to undeniably feel the impact of the outbreak. Our goal for this first survey was to better understand the experiences of the community so that we could quickly and effectively inform innovators and policymakers as they rapidly try to control this crisis.

The survey was open for one week, and conveys the sentiment of the community at this cross-section in time. Over 1700 responses were collected from people across the country, representing a variety of risk factors. We hope that you will review, digest, and remember what the community was feeling during this pivotal moment in history.

We are already working on the next phase of collecting community sentiment, and invite you to follow along, and take part yourself. It will take cooperation from us all to control the virus and ensure the health of our community.

If you have any questions, thoughts, or ideas, we welcome you to get in touch.

In cooperation,

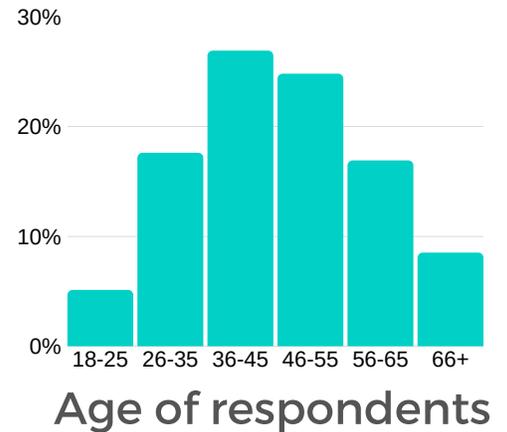
Jen Horonjeff

Jen Horonjeff, PhD
Founder & CEO

Risk factors

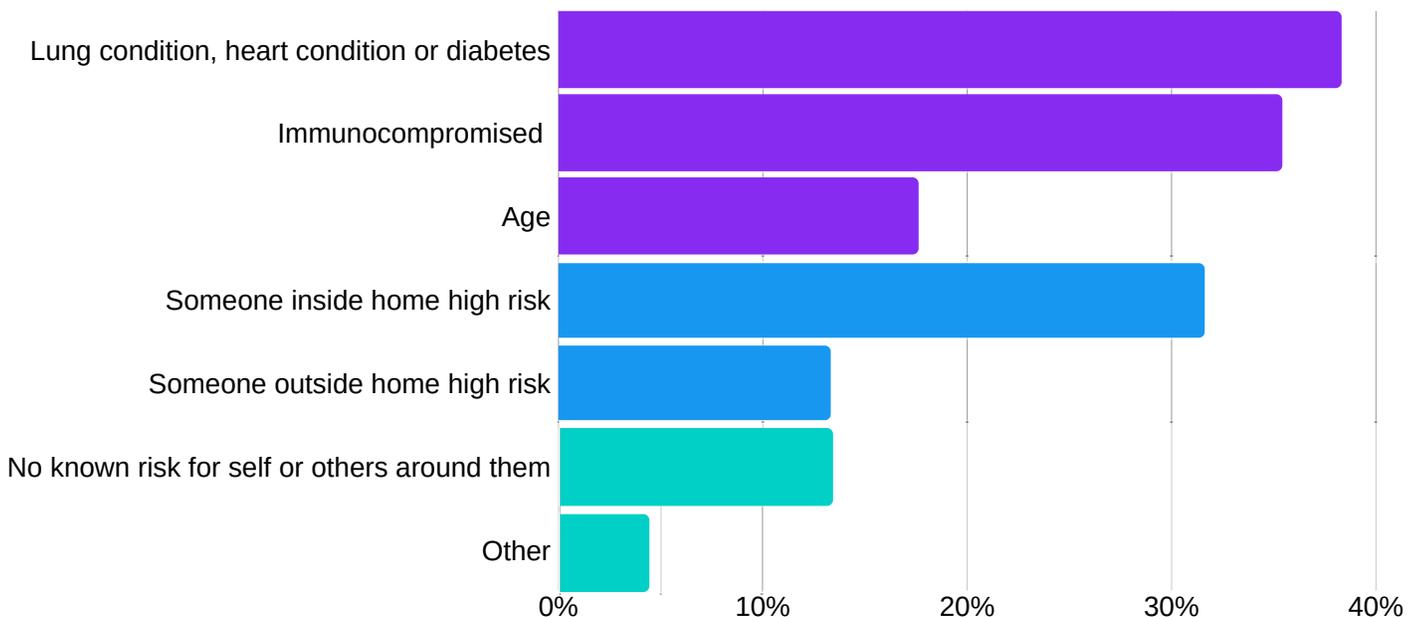
While anyone can be infected with COVID-19, the CDC and WHO have identified that people with certain risk factors, including age and pre-existing conditions, are more likely to develop symptoms that may result in a worse prognosis of the disease.

Here we describe the demographics of the sample who completed our survey



Risk to self or others if infected

Some people are personally at higher risk if they are infected because they have a lung condition, heart condition, diabetes, are immunocompromised, or above 65 years old. Others who live with a high-risk individual or need to care for or interact with a high-risk individual outside of their home also need to be cognizant of their potential exposure in order to protect those around them. Below are the percentage of respondents who indicated that they or others around them are high risk.



Mental health

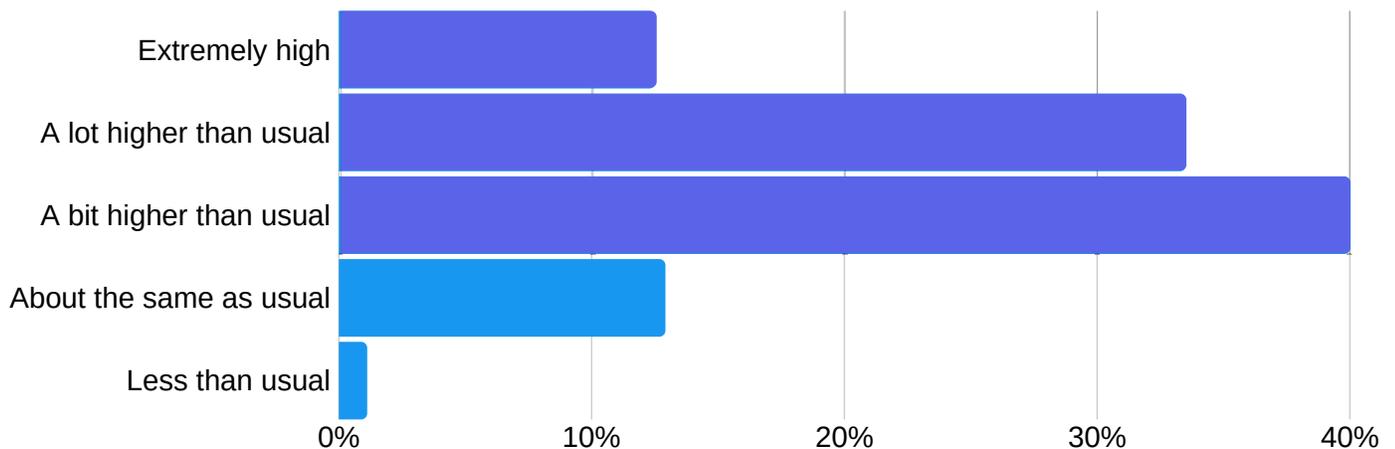
COVID-19 has impacted almost every aspect of people's lives. People are not only concerned about their or their loved one's physical well-being, but are also struggling with social isolation, caring for their family, changes in employment, and accessing food and medical care, along with countless other ways we aren't even talking about yet. The impact of these stressors can have a profound impact on mental health.

74%

are experiencing increased stress and anxiety

Stress and anxiety

We asked people to rate their current stress and anxiety level. Of the respondents, 74% indicated that they are experiencing an increased level of stress and anxiety.



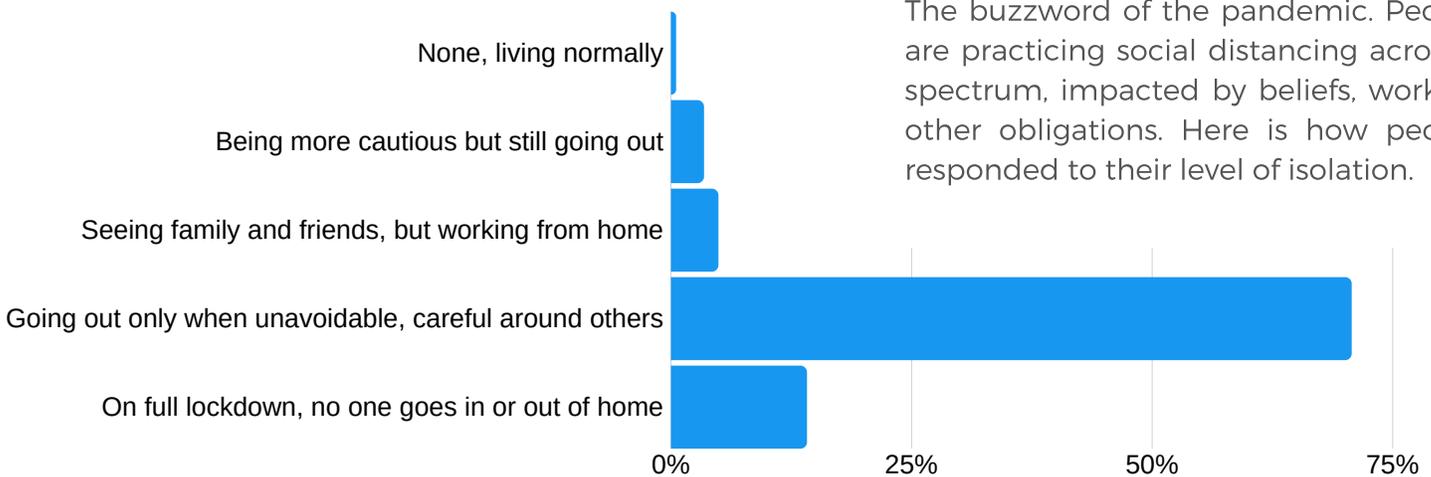
Behavior change

People are taking a variety of precautions to protect and prepare themselves and others for COVID-19, from social distancing to buying habits. This is uncharted territory for most.



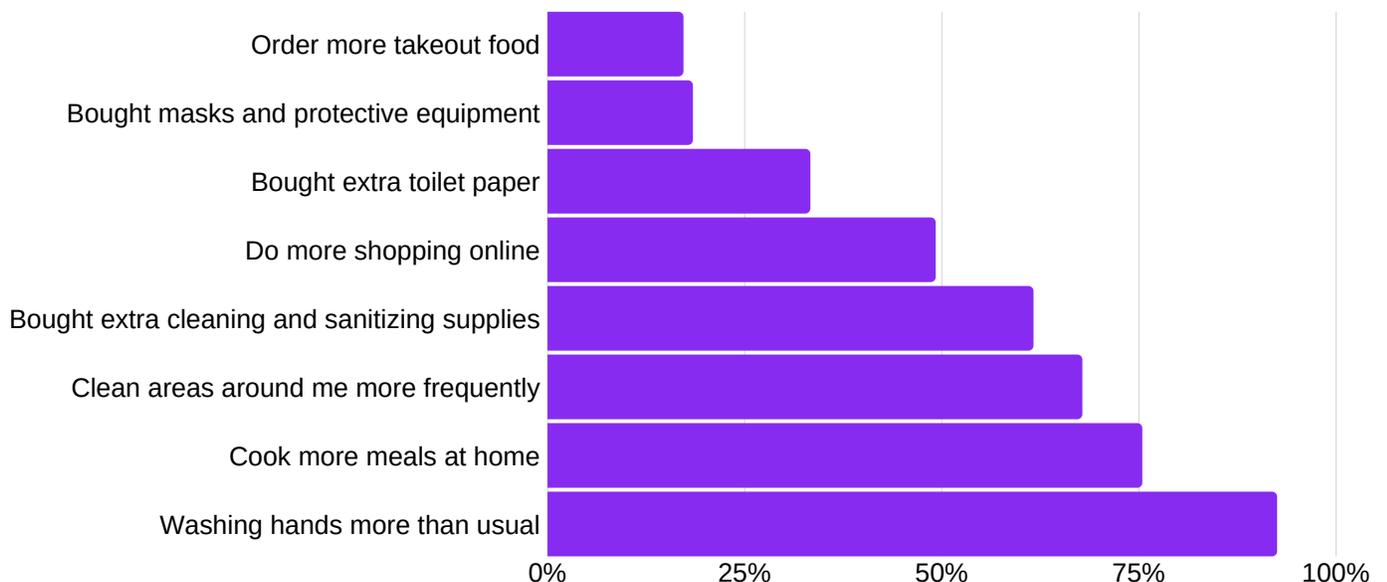
Social distancing

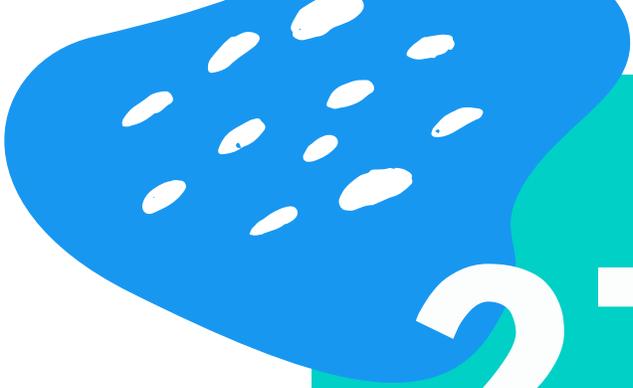
The buzzword of the pandemic. People are practicing social distancing across a spectrum, impacted by beliefs, work, or other obligations. Here is how people responded to their level of isolation.



Actions taken

In light of the pandemic, people have changed some of their habits.





27%

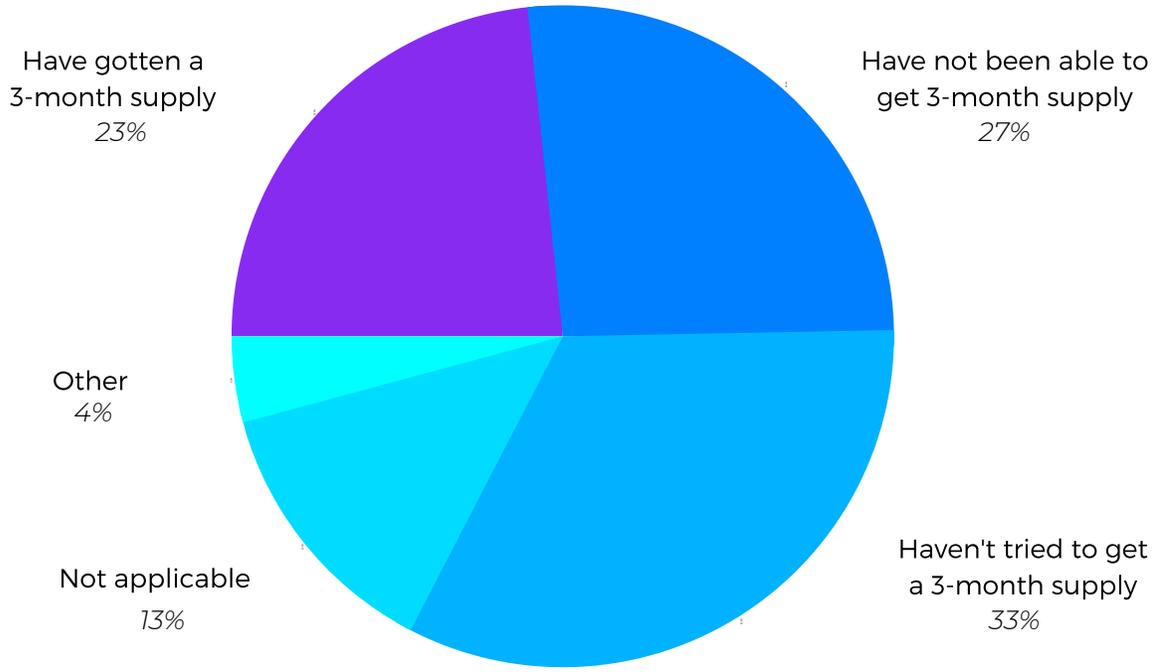
have not been able to get 3-month supply of meds



Medication

Many people were instructed to get a 3-month supply of their prescription medications so that their treatment would not be disrupted in the event they needed to self-quarantine or other factors prevented them from getting their supplies.

Have you received a 3-month supply?



COVID-19 tests

Testing kits are not widely available, and not everyone who has symptoms is being tested. Respondents were asked if they or a loved one were symptomatic or had tried to get a test. At the time of the survey, 84% did not have any symptoms or known exposure to warrant a test. The others selected from the following options about their testing status.

84%

have no symptoms or known exposure at time of survey

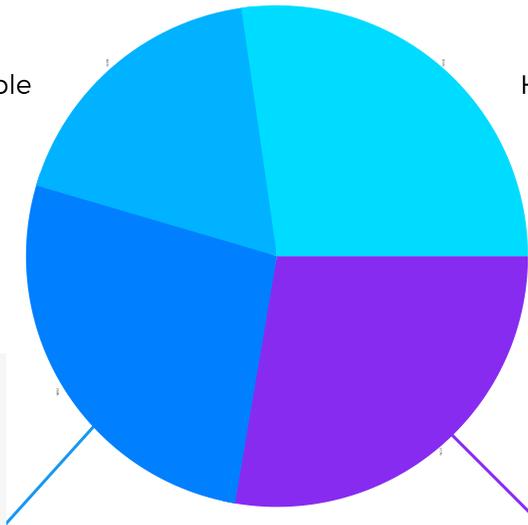
Why haven't you received a test?

No test kits available
18%

Had a test performed
27%

Didn't qualify for a test
27%

Have symptoms but have not tried to get tested
28%



"No proof of exposure"

"Didn't travel outside the country"

"No fever present"

"Don't work in healthcare"

"Is able to self-isolate"

"Had to get results from regular flu panel first"

"Told to stay home"

"Exposure but no symptoms yet"

"Don't want to go to hospital"

"No treatment available anyway"

"Waiting until person exposed to gets their test results back"

"Don't want to expose others"



<1%

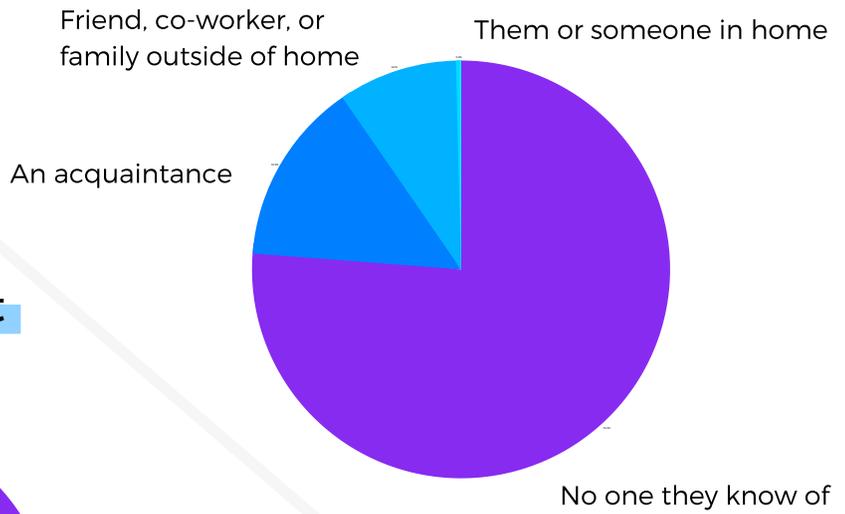
have received a positive test result for them or their family



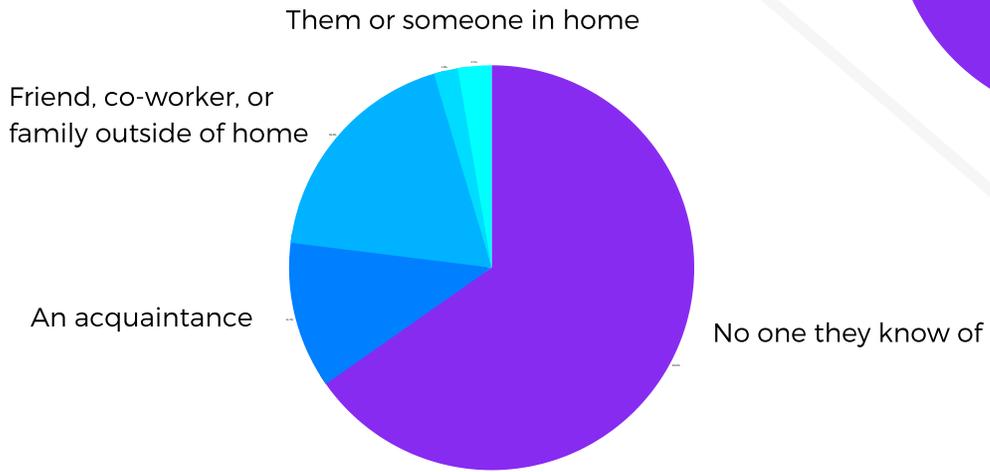
Close to home

COVID-19 is getting more and more personal as the virus spreads and more become infected. People were asked whether they knew someone personally (not a public figure) who had unconfirmed symptoms, or who had received a positive COVID-19 test. At the time of this survey, these were people's responses.

Received a positive test result



Symptoms but no positive test





74%

are comfortable having swab test done at home

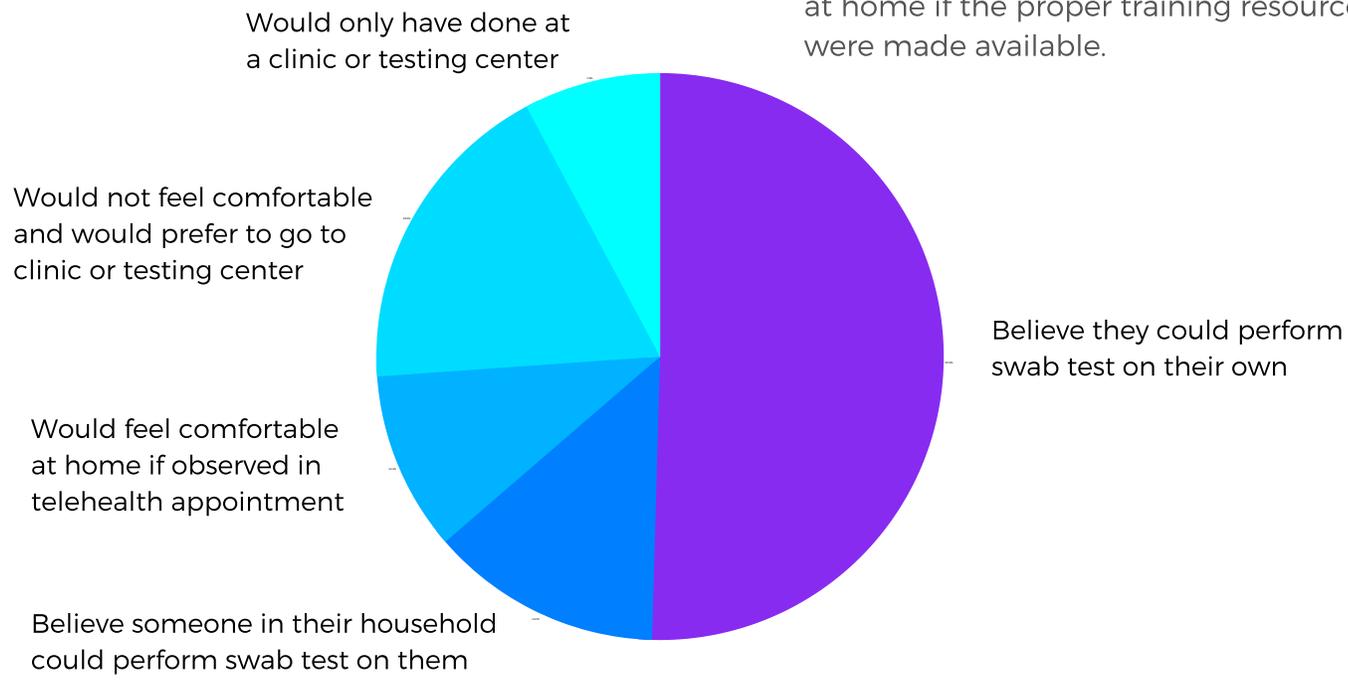


At-home tests

More tests kits are becoming available, but as many with symptoms noted in previous responses, they have not gone into a hospital or clinic to get tested in order to avoid being exposed or exposing others to the virus if they are positive for COVID-19. Furthermore, frontline healthcare workers already have their hands full treating patients. The nasopharyngeal swab tests are uncomfortable and need to be done correctly to get an accurate result. Could people handle administering them at home?

Swabbing at home

People were asked to indicate whether they felt they could perform a swab test at home if the proper training resources were made available.



Next steps

This report is only one of many ways that Savvy Cooperative is responding to the current crisis. We are here to serve our community of patients, caregivers, and innovators so that together we can drive change forward.

We have ongoing efforts to keep the community informed, make it easier for innovators to quickly get diverse patient input, and elevate and amplify the lived experiences of real people to understand the broad impact of COVID-19.

Stay up to date on our offerings, campaigns, and webinars at:

www.savvy.coop/covid19

Get in touch



Learn more

If you would like to receive more complete results of this survey, learn about Savvy Cooperative and its offerings, or discuss potential partnerships or collaborations, please reach out to:

hello@savvy.coop

Press

You may reference the results of this survey without our express approval, provided you cite Savvy Cooperative as the source.. Requests for interviews or comments can be directed to:

press@savvy.coop

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