

Report

IMPACT OF COVID-19 CRISIS ON CANCER PATIENTS AND THEIR ABILITY TO RECEIVE TREATMENT, 1st Survey

QUANTITATIVE MARKET RESEARCH



DATE June 23rd, 2020 PROJECT NUMBER 82867-001



RESEARCH OVERVIEW

Leger, on behalf of the Canadian Cancer Survivor Network (CCSN), and with the support of Advocacy Solutions, conducted a study to assess the extent to which the disruption of cancer care caused by COVID-19 is impacting cancer patients and caregivers, from an emotional and physical wellness perspective.

Key topics addressed in the survey

- Have **appointments** been cancelled or rescheduled?
 - *for treatment, surgery, etc.*
- Have there been **delays** in **diagnosis**?
 - *are patients waiting for tests, e.g. biopsies, ultrasounds, etc. to confirm a diagnosis?*
- Have patients **avoided going to the ER**?
 - *for symptoms related to their cancer diagnosis etc.*
- Have patients **lost** or **had** their **private health insurance benefits reduced**?
 - *how concerned they are about being able to fill their prescriptions?*
- What is the **emotional** and **mental** impact of diagnosis and treatment delays?
- How are **patients** and **caregivers interacting** with the **doctor** managing their cancer?
 - *virtual consults, in person visits, etc.*
- Has **clinical trial participation** been **affected** or put on hold?



METHODOLOGY – SAMPLE SIZE AND COMPOSITION

10 MINUTES online survey conducted May 22nd – June 10th 2020 with **960 Canadians diagnosed with cancer, 206 Caregivers and 77 Canadians pre-diagnosed with cancer**

REGIONAL ACHIEVEMENTS

	BC	AB	MB/SK	ON	QC	ATL	TOTAL
PATIENTS	110	97	44	346	309	54	960
CAREGIVERS	29	21	8	67	65	16	206
PRE-DIAGNOSIS PATIENTS	3	9	2	25	37	1	77
TOTAL	142	127	54	438	411	71	1243

METHODOLOGY – RECRUITMENT

RECRUITMENT:

- Most respondents were recruited via our **LEO PANEL** – Leger’s proprietary consumer panel with nearly 500,000 members (largest in Canada):
 - ✓ 909 patients
 - ✓ 205 caregivers
 - ✓ 77 pre-diagnosis patients
- A portion of respondents were recruited with the help of CCSN via an open survey link:
 - ✓ 51 patients
 - ✓ 1 caregiver

LEO
LegerOpinion.com

 CANADIAN CANCER
SURVIVOR NETWORK

SCREENING CRITERIA:

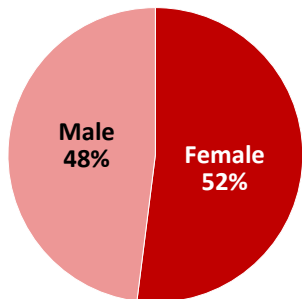
- 18 years or older and currently living in Canada
- Respondents qualified as:
 - ✓ A patient, if they were diagnosed with cancer
 - ✓ A caregiver, if a currently living family member / someone they care for was diagnosed with cancer
 - ✓ Pre-diagnosis, if they are in the process of trying to determine if they have cancer, or to rule out cancer
- A maximum of 35% of patients to be in remission



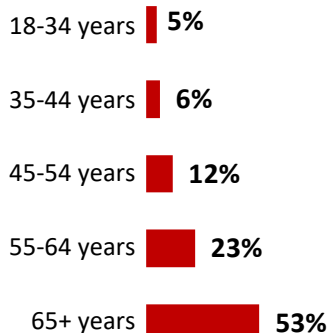
RESPONDENT PROFILE

RESPONDENT PROFILE – PATIENTS (1/2)

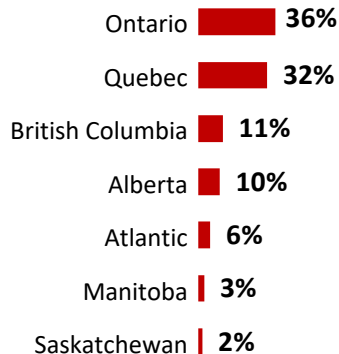
GENDER



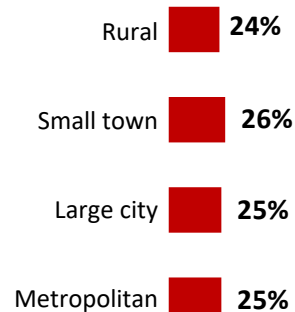
AGE



PROVINCE

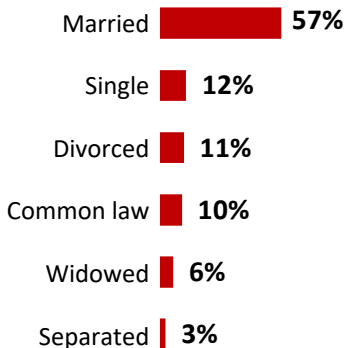


REGION

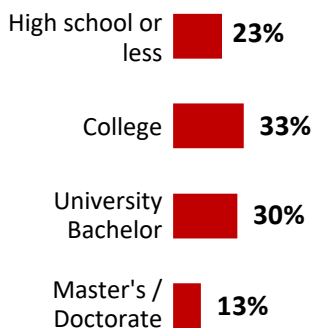


1% said I prefer not to answer

MARITAL STATUS

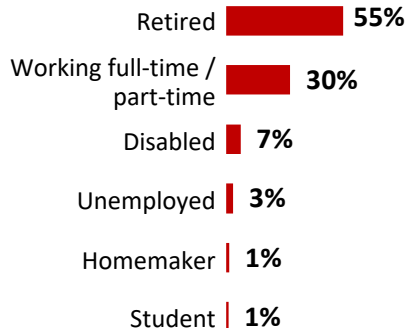


EDUCATION



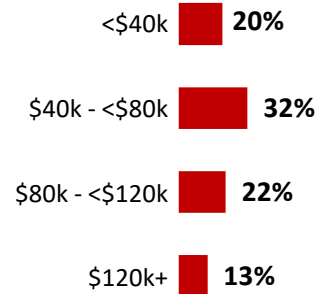
1% said I prefer not to answer

EMPLOYMENT



2% said other and 1% I prefer not to answer

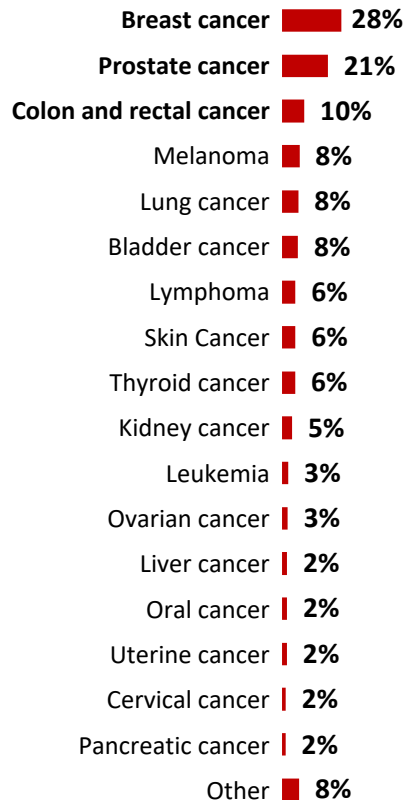
ANNUAL HOUSEHOLD INCOME



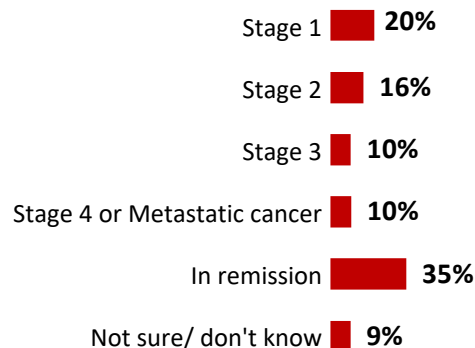
12% said I prefer not to answer

RESPONDENT PROFILE – PATIENTS (2/2)

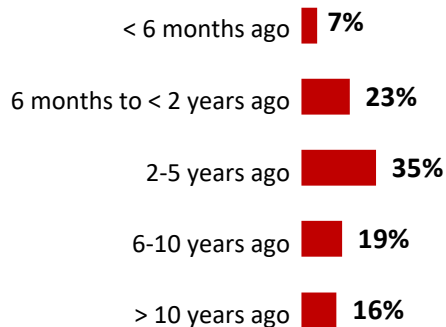
CANCER TYPE



STAGE OF CANCER

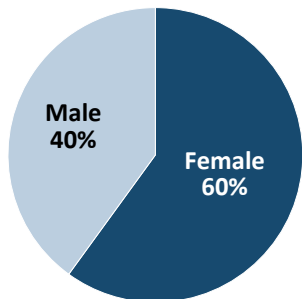


YEARS SINCE DIAGNOSIS

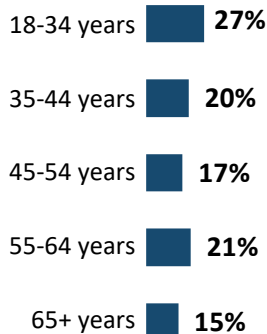


RESPONDENT PROFILE – CAREGIVERS (1/2)

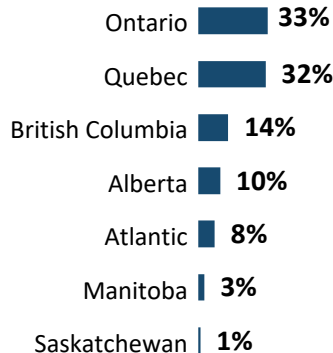
GENDER



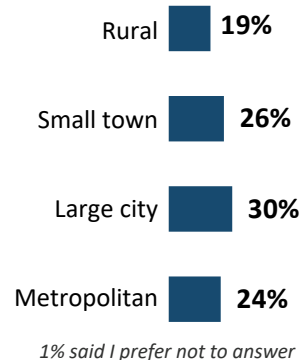
AGE



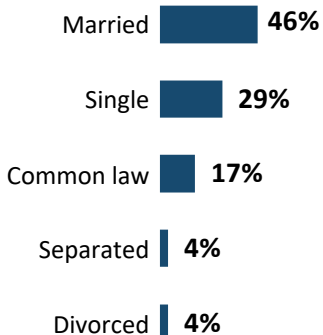
PROVINCE



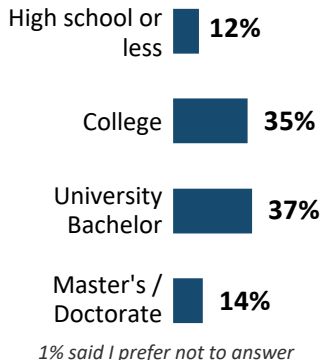
REGION



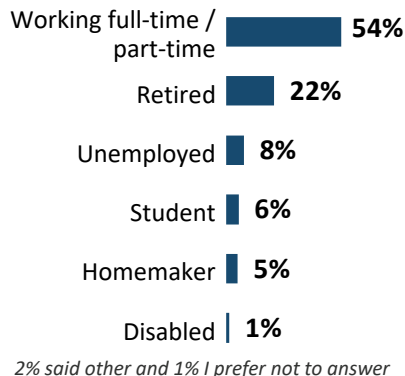
MARITAL STATUS



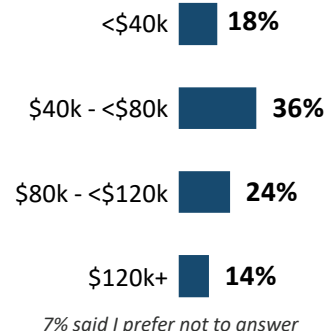
EDUCATION



EMPLOYMENT

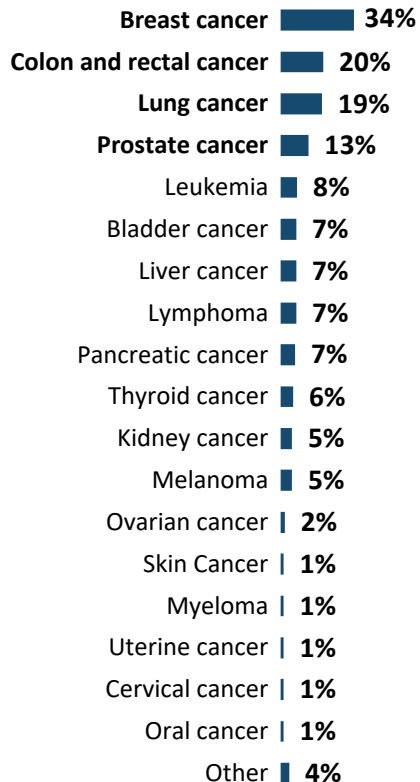


ANNUAL HOUSEHOLD INCOME

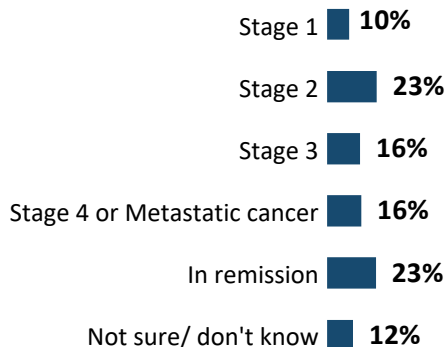


RESPONDENT PROFILE – CAREGIVERS (2/2)

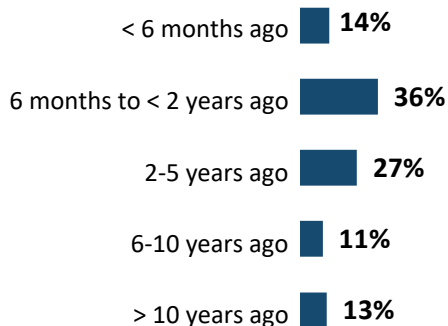
CANCER TYPE OF PERSON BEING CARED FOR



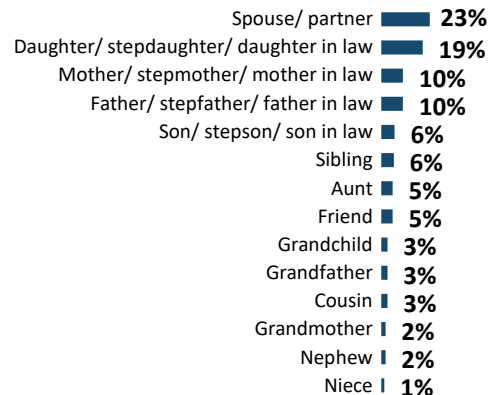
STAGE OF CANCER



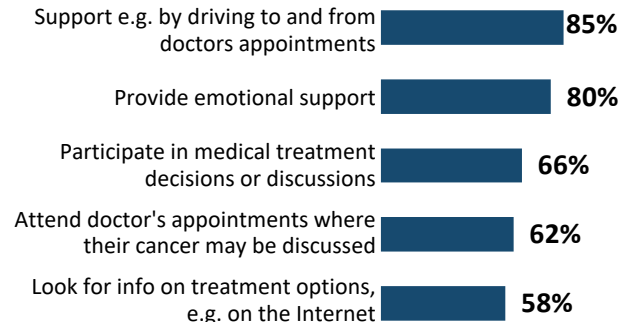
YEARS SINCE DIAGNOSIS



RELATIONSHIP TO THE PERSON BEING CARED FOR

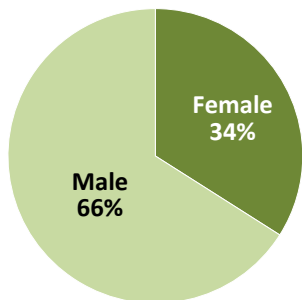


ROLE OF CAREGIVER

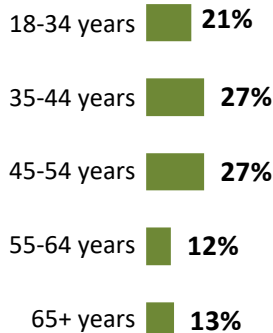


RESPONDENT PROFILE – PRE-DIAGNOSIS (1/2)

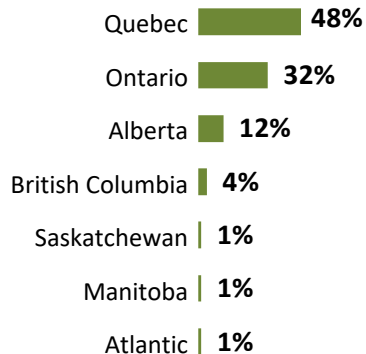
GENDER



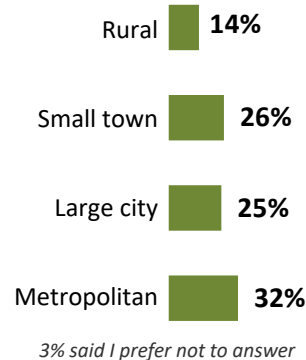
AGE



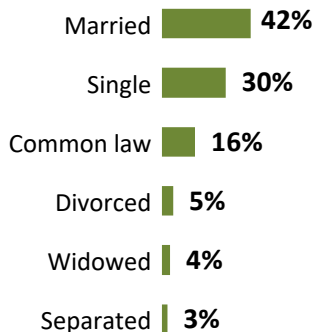
PROVINCE



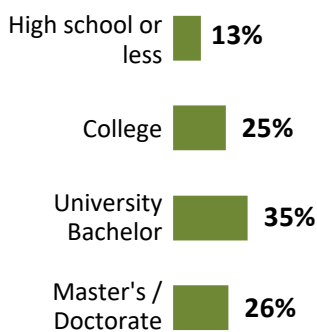
REGION



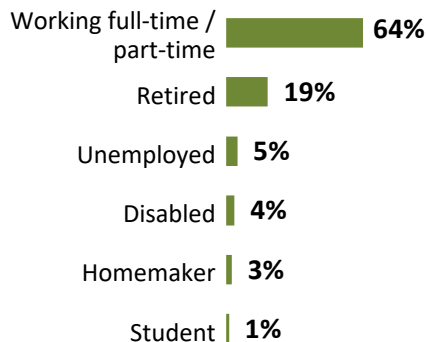
MARITAL STATUS



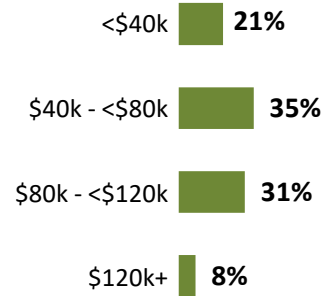
EDUCATION



EMPLOYMENT



ANNUAL HOUSEHOLD INCOME



RESPONDENT PROFILE – PRE-DIAGNOSIS (2/2)

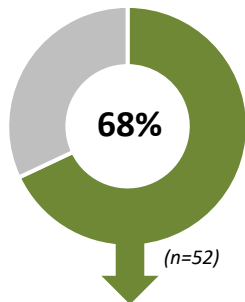
STATUS OF CANCER DIAGNOSIS

My family doctor and I have **discussed signs and symptoms** that may be cancer related **49%**

My family doctor has **sent me for tests** to investigate whether I might have cancer **48%**

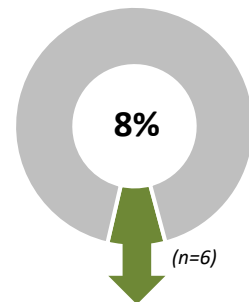
My family doctor has **referred me to an oncologist or hematologist** for further investigation **18%**

AWARE OF THE CANCER BEING INVESTIGATED



Prostate cancer	25%
Breast cancer	17%
Colon and rectal cancer	15%
Lung cancer	12%
Bladder cancer	6%
Melanoma	6%
Brain cancer	6%
Kidney cancer	4%
Lymphoma	4%
Thyroid cancer	4%
Skin cancer	4%
Liver cancer	2%

DIAGNOSED WITH CANCER IN THE PAST



Breast cancer	33%
Bladder cancer	17%
Colon and rectal cancer	17%
Liver cancer	17%
Melanoma	17%

KEY FINDINGS

KEY FINDINGS: The COVID-19 crisis has heightened anxieties & concerns among patients and caregivers about receiving adequate cancer care

- **Cancer patients and caregivers report significant increases in levels of anxiety related to receiving adequate cancer care during the COVID-19 crisis,** compared to before the pandemic.
 - As restrictions begin to lift, anxieties have eased somewhat but are still much higher than prior to the COVID-19 pandemic, especially among caregivers.
- **The following groups report higher levels of anxiety overall:**
 - Caregivers;
 - Patients in the pre-diagnosis stage of their cancer journey;
 - Recently diagnosed cancer patients (diagnosed in the past 2 years);
 - Female patients.
- **Of greatest concern:**
 - Receiving hospital/ ER care if needed;
 - Being able to see the doctor managing their cancer for follow-up appointments; being able to get tests done and being able to receive cancer treatment in a timely fashion; and receiving rehabilitative care;
 - Caregivers are also very concerned about the person they care for getting help for side effects related to treatment or for new symptoms.

KEY FINDINGS: COVID-19 has meant canceled and postponed appointments, procedures and treatments

- Patients and caregivers report that appointments have been canceled, postponed or rescheduled as a virtual appointment.
 - **MOST IMPACTED: Caregivers, pre-diagnosis and recently diagnosed patients** are most likely to report appointment changes, including canceled and postponed appointments.
- One in four recently diagnosed patients **have approached a pharmacist for medical advice** and more than two in ten **decided not to book a doctor's appointment or go to the hospital** even though they felt an appointment or hospital visit was needed.
- Almost one third of pre-diagnosis patients have **had a scheduled procedure such as a biopsy or ultrasound to confirm their cancer postponed or canceled.**
- One in three caregivers of recently diagnosed patients say there has been a **change made to treatment**, e.g. different dose or switch to a different medication type.
- Two in ten recently diagnosed patients report having a **scheduled procedure or surgery postponed or canceled.**

KEY FINDINGS: Appointment and treatment delays have clearly taken a toll on the emotional wellbeing of patients and caregivers



*“First I would like to say that **NO ONE** should have cancer appointments canceled or rescheduled. This is cancer – it could already have spread. **Not having my treatments is a nightmare.** All you keep doing in your head is asking ‘has it spread, am I going to die sooner or will I make it to my next appointment?’” Patient*

“It is stressful. I worry about him going to appointments, but I also worry about skipping appointments.” Caregiver

KEY FINDINGS: Interactions with HCPs continued but tended to be virtual rather than in-person.

- Notwithstanding all the appointment changes and postponements, **there continued to be a fair amount of interaction with Healthcare Providers (HCPs) during COVID-19:**
 - **Caregivers in particular report a high level of engagement** with specialists, family doctors, pharmacists and allied HCPs (dietitians, nurses, etc.) – for example, six in ten have interacted with specialists and/ or GPs.
 - Similarly seven in ten **recently diagnosed patients** have interacted with a specialist, including oncologists and surgeons.
 - Eight in ten **pre-diagnosis patients** have interacted with their family doctor, while four in ten have interacted with a specialist.
- **Eight in ten patients who had an interaction with a family doctor did so by telephone.** Similarly, seven in ten patients who had an interaction with their hematologist/ oncologist did so by telephone.
 - More than nine in ten patients say they are **very or somewhat satisfied** with these telephone consults.
 - Three in four caregivers report being satisfied with telephone consults.

KEY FINDINGS: Concerns about scheduling appointments and receiving timely treatment continue as restrictions ease

- **Caregivers, pre-diagnosis and recently diagnosed patients are most likely to say they are very or somewhat concerned about the future, notably:**
 - Delays in being able to schedule appointments;
 - Delays in receiving treatment in a timely fashion;
- Pre-diagnosis patients are concerned about continued delays in diagnostic testing and procedure.
- **A number of patients and caregivers have lost private healthcare insurance benefits or had these benefits reduced** – 7% of patients; 15% of caregivers and 21% of pre-diagnosis patients.
- One in two caregivers and pre-diagnosis patients who still have partial or full private healthcare insurance benefits are concerned about losing some or all of their benefits.

KEY FINDINGS: As they move into the next phase and restrictions ease, patients and caregivers express concerns about being exposed to COVID-19 as they venture out for appointments, procedures and treatments



“I am scared of catching COVID and dying from it after fighting so hard during my cancer journey.”

Patient

“[I am worried about] Having to see my urologist in person since his office is always overbooked and being there in person with all the other patients may increase my chance of getting infected with COVID-19.” Patient

“My greatest concern is bringing in the virus to my care person. I have taken the most care possible to disinfect everything that I bring into the home to prevent any spread of this virus. It has been a big stress to me and everyone around to be as vigilant as possible but the concern is always current.” Caregiver

DETAILED FINDINGS

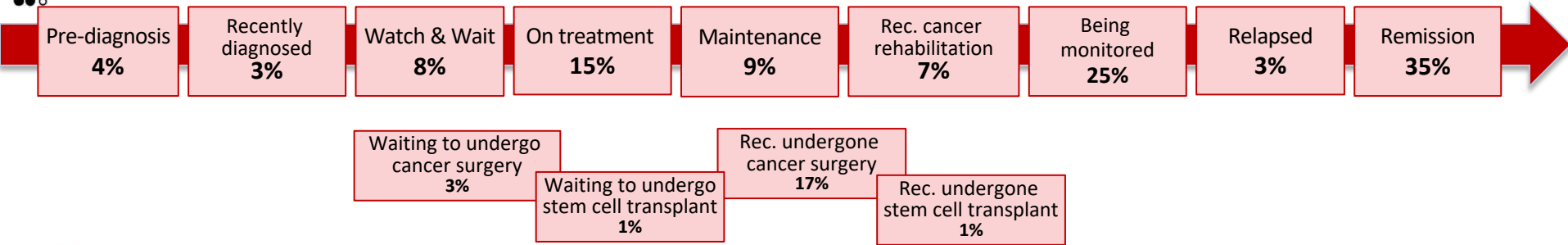
Overview of where patients are in their cancer journey

Patients are at **various stages of the cancer journey** from pre-diagnosis to remission; caregivers are more likely to be caring for someone on treatment

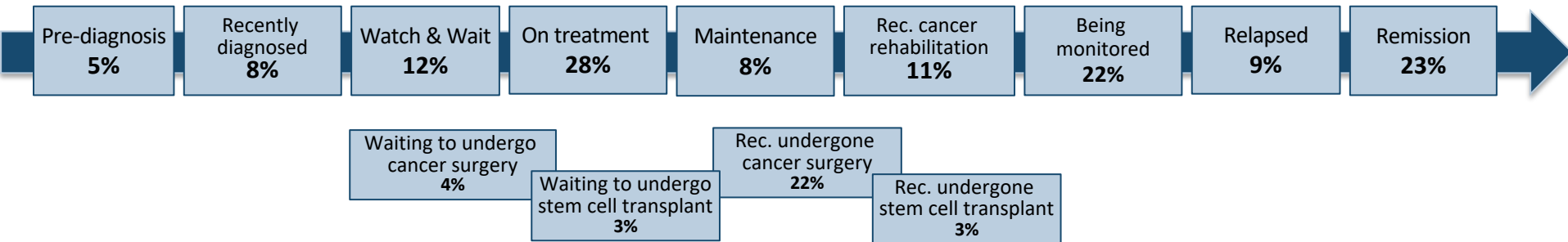


PATIENTS

STAGE OF CANCER JOURNEY



CAREGIVERS



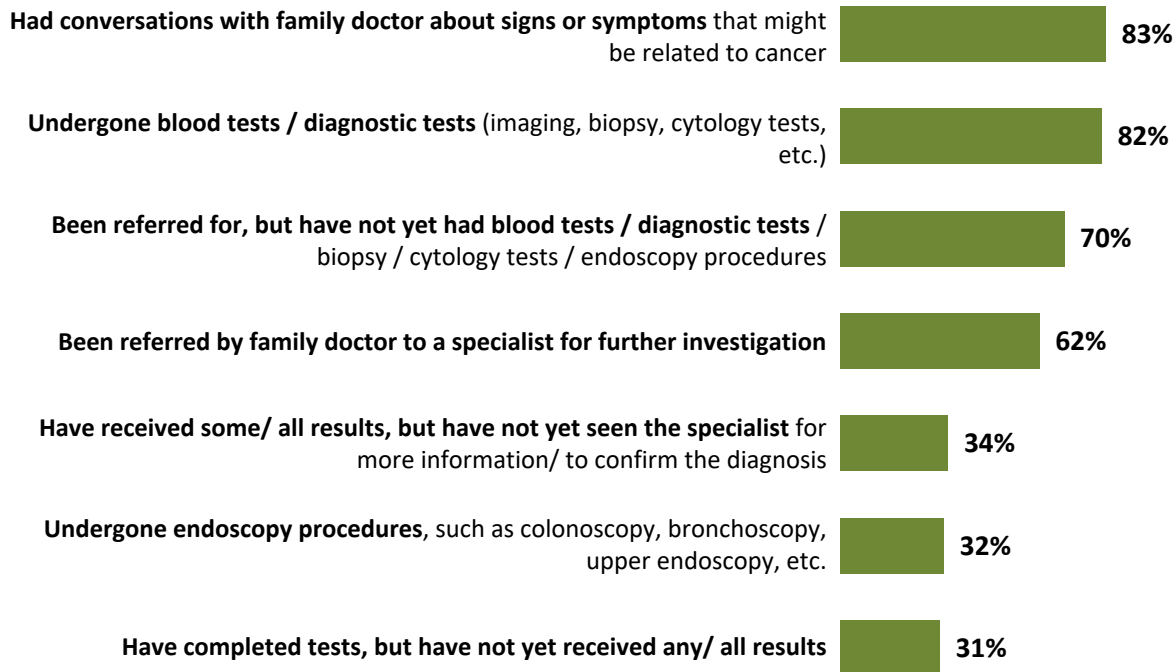
Base: Total patients (n=960) / Total caregivers (n=206)

S10. Which of the following describes where you / your family member/person you care for are in the journey with cancer?

8-in-10 pre-diagnosis patients have **consulted a family doctor** about their cancer symptoms or have **undergone diagnostic tests**, while **7-in-10** have been **referred for a diagnostic test** but **haven't had it yet**



STATUS OF CANCER DIAGNOSIS AMONG ALL PRE-DIAGNOSIS PATIENTS



Base: Total pre-diagnosis patients (n=77)

QA1. You mentioned that you are waiting to have a cancer diagnosis confirmed or to be cleared of having cancer. Which of the following apply to you? Have you...

STATUS OF CANCER DIAGNOSIS AMONG PRE-DIAGNOSIS PATIENTS – in detail

	TOTAL	GENDER		REGION		
		MALE	FEMALE	ON	QC	RoC
Status of cancer diagnosis	%	%	%	%	%	%
Had conversations with your family doctor about sign or symptoms that you or your doctor feel might be related to cancer	83	84	81	92	76	87
(NET) Undergone blood tests / diagnostic tests (imaging, biopsy, cytology tests, etc.)	82	84	77	72	84	93
Undergone blood tests	61	65	54	40	73	67
Undergone imaging tests, such as X Rays, CT scans, MRIs, Ultrasounds, Mammograms, etc.	53	53	54	48	49	73
Undergone biopsy and cytology tests, such as breast biopsy, etc.	19	26	8	20	16	27
(NET) Been referred for, but have not yet had blood tests / diagnostic tests / biopsy / cytology tests / endoscopy procedures	70	69	73	56	73	87
Been referred for, but have not yet had, imaging tests, such as X Rays, CT scans, MRIs, Ultrasounds, Mammograms, etc.	49	45	58	36	49	73
Been referred for, but have not yet had, endoscopy procedures, such as colonoscopy, bronchoscopy, upper endoscopy, etc.	38	37	39	28	35	60
Been referred for, but not yet had, blood tests to assist in diagnosis	38	43	27	16	46	53
Been referred for, but have not yet had, biopsy and cytology tests, such as breast biopsy, etc.	25	26	23	12	30	33
Been referred by your family doctor to a specialist for further investigation	62	65	58	44	65	87
Have received some/ all results, but have not yet seen the specialist who would manage my cancer for more information/ to confirm the diagnosis	34	35	31	20	30	67
Undergone endoscopy procedures, such as colonoscopy, bronchoscopy, upper endoscopy, etc.	32	39	19	20	35	47
Have completed tests, but have not yet received any/ all results	31	33	27	16	30	60
Base: Total pre-diagnosis patients	77	51	26	25	37	15

QA1. You mentioned that you are waiting to have a cancer diagnosis confirmed or to be cleared of having cancer. Which of the following apply to you? Have you...

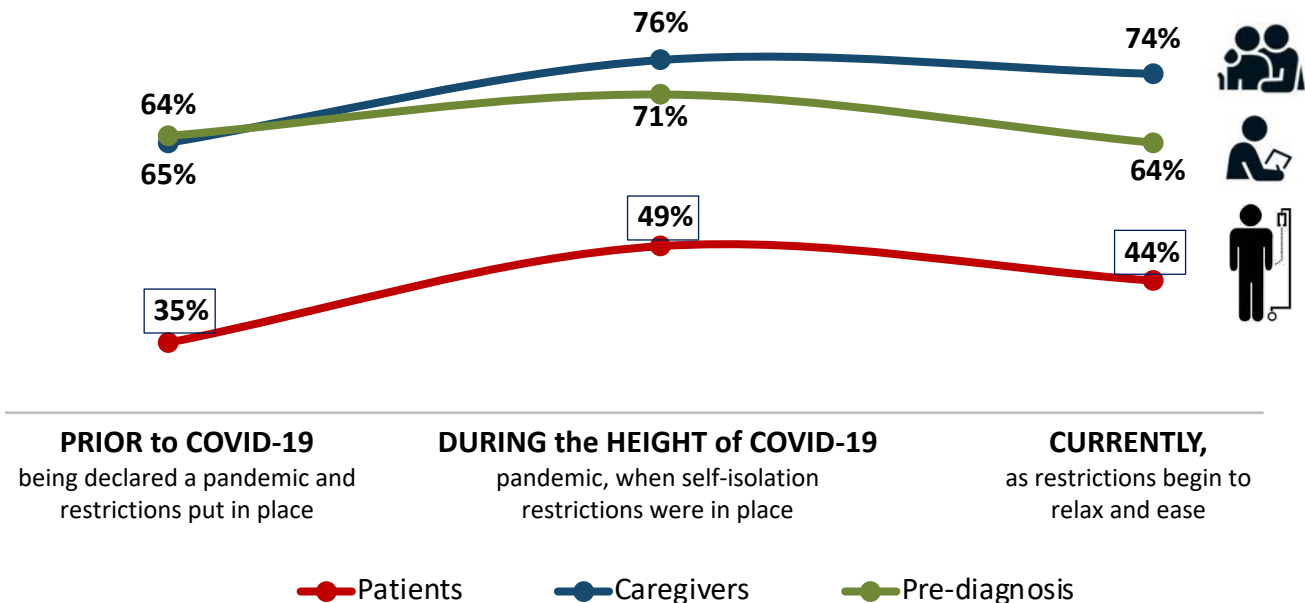
DETAILED FINDINGS

Level of anxiety about receiving adequate cancer care

Cancer patients report comparatively **lower level of anxiety** prior to or during the COVID-19 crisis. **Anxiety levels** are **highest** during the **height of the crisis** but show **downward trend** as **restrictions begin to ease**

LEVEL OF ANXIETY ABOUT RECEIVING ADEQUATE CANCER CARE

% - TOP 2 (VERY ANXIOUS / SOMEWHAT ANXIOUS)



Most anxious patients:

- Females;
- Those diagnosed < 2 years;
- Those with Stage 4 cancer

Base: Total patients (n=960) / Total caregivers (n=206) / Total pre-diagnosis patients (n=77)

Q1. Please indicate your level of anxiety / about the person you care for receiving adequate cancer care, at each of the following points.

LEVEL OF ANXIETY ABOUT RECEIVING ADEQUATE CANCER CARE AMONG PATIENTS – in detail

	TOTAL	GENDER		REGION						CANCER STAGE					YEARS SINCE DIAGNOSIS			SAMPLE	
		MALE	FEMALE	BC	AB	MB /SK	ON	QC	ATL	REMI-SSION	STAGE 1	STAGE 2	STAGE 3	STAGE 4	<2 YRS	2-5 YRS	6+ YRS	LEGER PANEL	OPEN LINK
VERY / SOMEWHAT ANXIOUS	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Prior to COVID-19 being declared a pandemic and restrictions put in place	35	29	40	39	30	25	43	26	39	22	39	46	41	48	52	35	20	34	49
During the height of the COVID-19 pandemic , when self-isolation restrictions were in place	49	42	55	48	49	41	54	43	57	37	48	60	53	72	64	47	39	48	71
Currently , as restrictions begin to relax and ease	44	36	51	45	45	27	50	36	57	31	42	57	54	67	56	44	34	42	78
Base: Total patients	960	461	497	110	97	44	346	309	54	340	196	149	92	93	286	334	340	909	51

LEVEL OF ANXIETY ABOUT RECEIVING ADEQUATE CANCER CARE AMONG CAREGIVERS – in detail

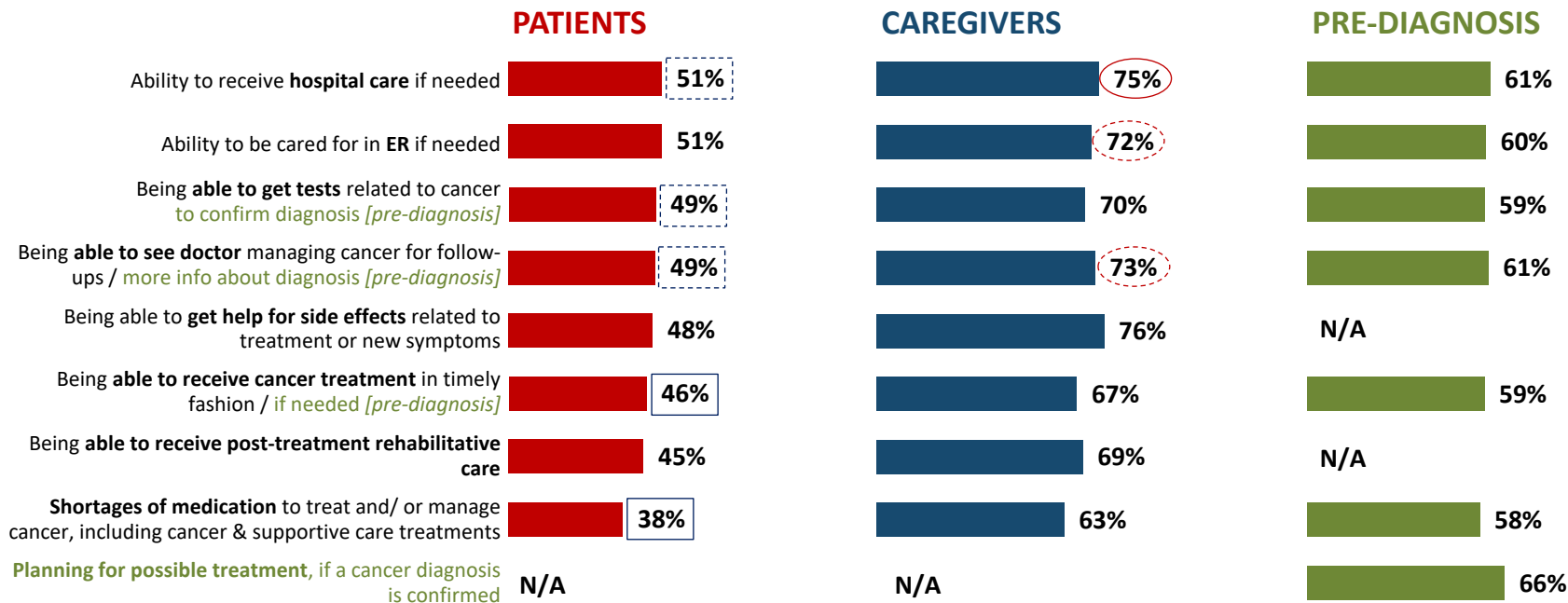
	TOTAL	GENDER		REGION						CANCER STAGE					YEARS SINCE DIAGNOSIS		
		MALE	FEMALE	BC	AB	MB/SK	ON	QC	ATL	REMI-SSION	STAGE 1	STAGE 2	STAGE 3	STAGE 4	<2 YRS	2-5 YRS	6+ YRS
VERY / SOMEWHAT ANXIOUS	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Prior to COVID-19 being declared a pandemic and restrictions put in place	64	66	62	83	48	63	58	65	69	49	33	75	72	76	72	58	52
During the height of the COVID-19 pandemic, when self-isolation restrictions were in place	76	73	77	90	67	75	75	71	88	62	48	81	81	91	80	73	71
Currently, as restrictions begin to relax and ease	74	71	76	86	57	63	75	71	88	57	43	79	84	91	77	73	69
Base: Total caregivers	206	82	123	29*	21*	8*	67	65	16*	47	21*	48	32	33	103	55	48

*Low base size

Fairly high level of concern among all in terms of **getting** required **health care** during COVID-19. However, **patients** are **less likely to be concerned overall vs. caregivers** and **pre-diagnosis** patients

CONCERNS DURING COVID-19

% - TOP 2 (VERY CONCERNED / SOMEWHAT CONCERNED) AMONG THOSE APPLICABLE*



*Excluding those who said not applicable at each option

Base: Total patients (n=960) / Total caregivers (n=206) / Total pre-diagnosis patients (n=77)

Q2. How concerned are you/ have you been about each of the following during the COVID-19 pandemic?

CONCERNS DURING COVID-19 AMONG PATIENTS – in detail

	TOTAL	GENDER		REGION						CANCER STAGE					YEARS SINCE DIAGNOSIS			SAMPLE	
		MALE	FEMALE	BC	AB	MB /SK	ON	QC	ATL	REMI-SSION	STAGE 1	STAGE 2	STAGE 3	STAGE 4	<2 YRS	2-5 YRS	6+ YRS	LEGER PANEL	OPEN LINK
VERY / SOMEWHAT CONCERNED	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Ability to receive hospital care (other than emergency room) if needed	51	46	57	51	56	51	60	39	60	46	52	58	58	58	57	50	48	50	79
Ability to be cared for in emergency room at hospital if needed	51	43	60	52	49	53	59	40	66	48	49	63	56	55	58	49	48	50	69
Being able to get tests related to my cancer, such as ultrasounds and biopsies	49	39	60	43	51	38	59	39	65	44	50	55	56	53	59	49	40	48	72
Being able to see the doctor managing my cancer for regular follow-up appointments	49	43	56	46	51	42	59	37	72	37	54	63	57	58	61	47	39	48	71
Being able to get help if I experience side effects related to treatment or new symptoms	48	42	55	46	51	53	56	36	61	40	53	56	55	58	57	44	44	47	73
Being able to receive cancer treatment, such as chemotherapy, radiation and surgery, in a timely fashion	46	40	53	39	56	44	49	39	70	41	46	56	60	47	54	45	39	45	60
Being able to receive post-treatment rehabilitative care, e.g. physiotherapy, occupation therapy	45	37	54	48	41	43	54	29	71	39	46	53	56	52	58	40	37	44	72
Shortages of medication to treat and/ or manage my cancer, including cancer treatments, supportive care treatments	38	30	47	33	43	34	49	25	51	33	38	45	50	41	47	36	32	37	71
Base: Patients to whom applicable	960	461	497	110	97	44	346	309	54	340	196	149	92	93	286	334	340	909	51

CONCERNS DURING COVID-19 AMONG CAREGIVERS – *in detail*

	TOTAL	GENDER		REGION						CANCER STAGE					YEARS SINCE DIAGNOSIS		
		MALE	FEMALE	BC	AB	MB /SK	ON	QC	ATL	REMI-SSION	STAGE 1	STAGE 2	STAGE 3	STAGE 4	<2 YRS	2-5 YRS	6+ YRS
VERY / SOMEWHAT CONCERNED	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
The person I care for being able to get help if they experience side effects related to treatment or new symptoms	76	77	76	75	63	88	86	69	81	56	69	81	81	82	78	82	64
Ability to receive hospital care (other than emergency room) if the person I care for needs it	75	77	73	79	58	71	80	71	81	61	68	79	78	78	76	77	69
The person I care for being able to see the doctor managing their cancer for regular follow-up appointments	73	71	75	83	53	86	76	71	73	59	58	79	81	87	78	76	59
Ability to be cared for in emergency room at hospital if the person I care for needs it	72	74	72	75	55	63	81	66	81	55	68	81	75	79	72	75	68
The person I care for being able to get tests related to their cancer, such as ultrasounds and biopsies	70	74	67	83	53	75	80	58	69	64	53	69	71	79	72	73	61
The person I care for being able to receive post-treatment rehabilitative care, e.g. physiotherapy, occupation therapy	69	74	65	85	75	71	74	53	73	52	38	79	65	83	69	67	73
The person I care for being able to receive cancer treatment, such as chemotherapy, radiation and surgery, in a timely fashion	67	70	65	79	56	75	70	59	73	44	67	73	65	72	67	64	72
Shortages of medication to treat and/ or manage the cancer of person I care for, including cancer treatments, supportive care treatments	63	64	62	69	56	50	71	54	73	55	31	61	68	76	61	65	66
Base: Caregivers to whom applicable	206	82	123	29*	21*	8*	67	65	16*	47	21*	48	32	33	103	55	48

Q2. How concerned are you/ have you been about each of the following during the COVID-19 pandemic?

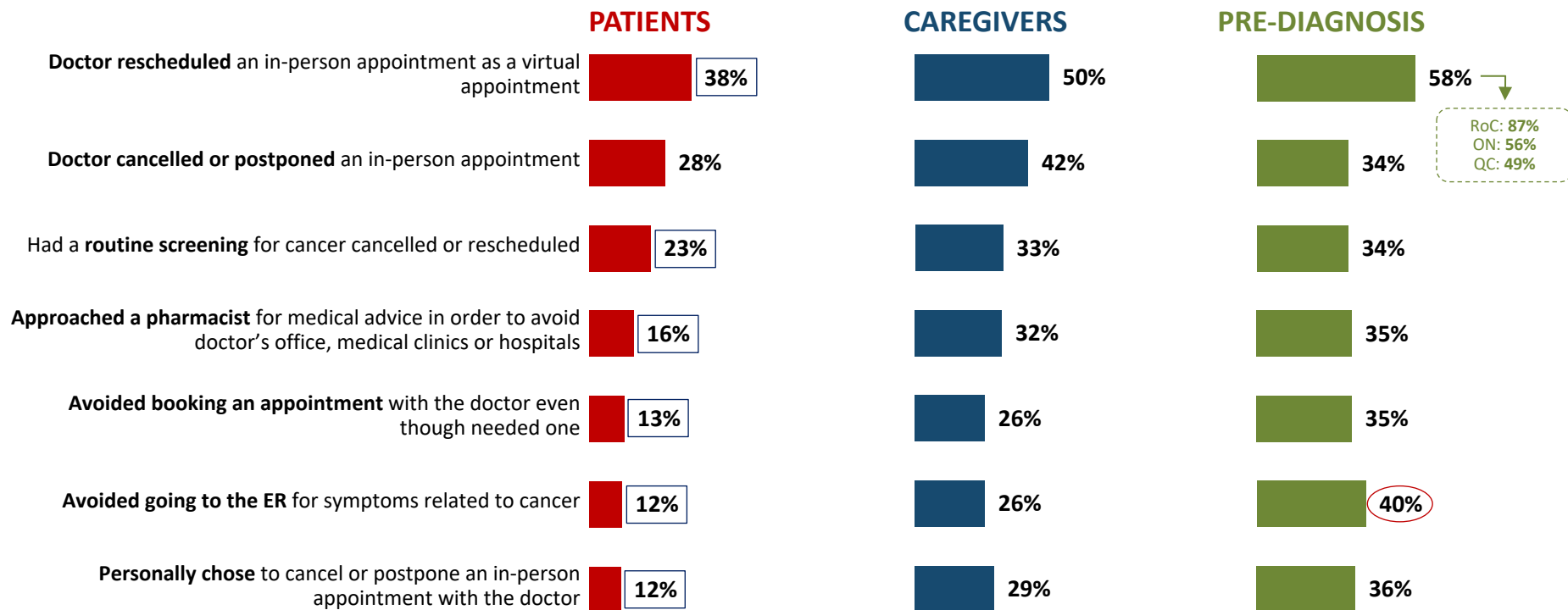
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DETAILED FINDINGS

Experiences with appointments & treatment during COVID-19

About **4-in-10** patients, half of caregivers and more than half of pre-diagnosis patients say doctor **rescheduled an in-person** appointment as a **virtual** consult. However, **3-in-10** patients & pre-diagnosis patients and **4-in-10** caregivers say an **in-person** appointment was **cancelled / postponed**.

EXPERIENCE WITH APPOINTMENTS DURING COVID-19

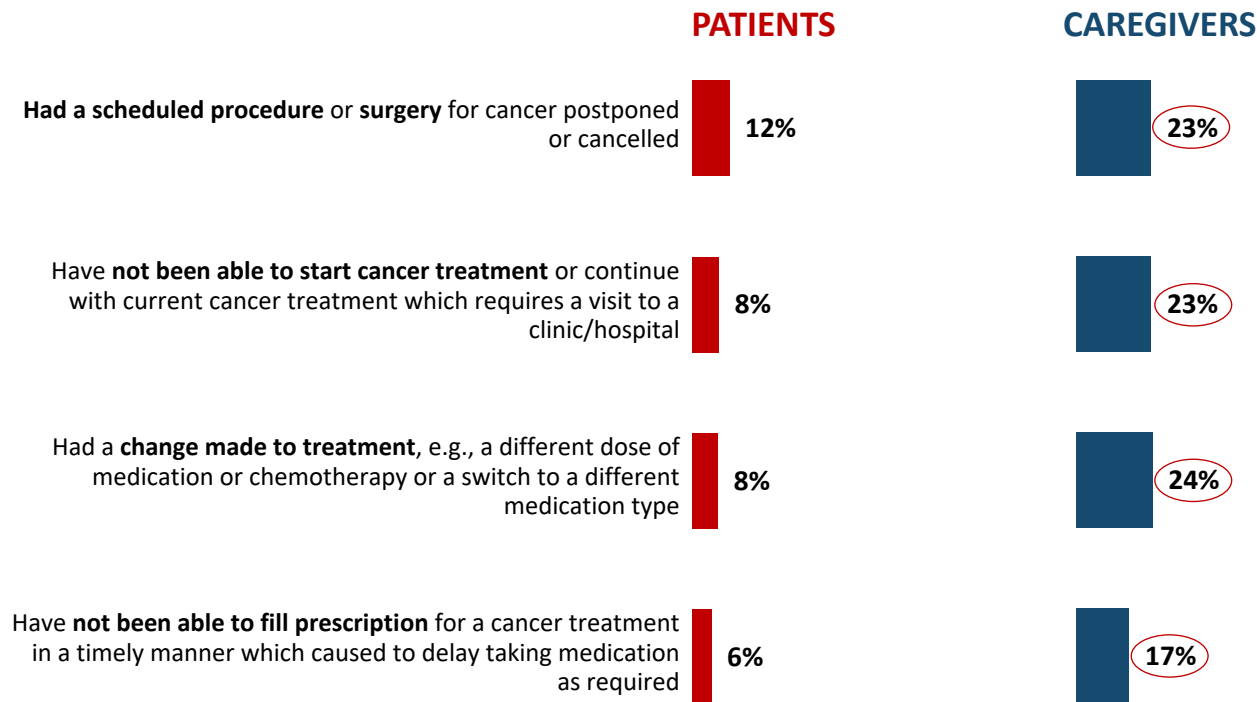


Base: Total patients (n=960) / Total caregivers (n=206) / Total pre-diagnosis patients (n=77)

Q3. Since the beginning of the COVID-19 pandemic in Canada....

About **1-in-10 patients** had a scheduled **procedure** or **surgery** cancelled / **postponed** or could not start or **continue treatment** requiring visit to a clinic or hospital, but **few** have **not been able to fill prescriptions**. **Caregivers** are **significantly more likely** to say the person they care for **experienced delays in treatment**.

EXPERIENCE WITH TREATMENT DURING COVID-19



30% of pre-diagnosis patients had a **scheduled procedure** such as a biopsy or ultrasound to confirm cancer postponed or cancelled

Base: Total patients (n=960) / Total caregivers (n=206)

Q3. Since the beginning of the COVID-19 pandemic in Canada....

EXPERIENCE WITH APPOINTMENTS & TREATMENT DURING COVID-19 AMONG ALL PATIENTS – in detail

	TOTAL	GENDER		REGION						CANCER STAGE					YEARS SINCE DIAGNOSIS			SAMPLE	
		MALE	FEMALE	BC	AB	MB /SK	ON	QC	ATL	REMI-SSION	STAGE 1	STAGE 2	STAGE 3	STAGE 4	<2 YRS	2-5 YRS	6+ YRS	LEGER PANEL	OPEN LINK
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
The dr. rescheduled an in-person appointment as a virtual appointment	38	38	38	41	21	36	45	34	31	28	37	49	38	55	57	36	23	36	61
The dr. cancelled or postponed my in-person appointment	28	28	28	25	23	30	33	24	31	21	29	38	27	39	40	29	17	28	37
Had a routine screening for cancer cancelled or rescheduled	23	18	27	22	18	11	25	21	37	16	27	36	25	18	31	24	14	23	20
Approached a pharmacist for medical advice to avoid doctor's office, clinics or hospitals	16	13	19	16	18	11	16	19	6	14	19	23	14	12	24	14	12	16	29
Avoided booking an appointment with the dr. even though I felt I needed one	13	10	15	15	13	5	16	9	13	6	15	20	20	15	22	10	9	13	18
Avoided going to the hospital ER for symptoms related to my cancer	12	11	13	9	13	5	18	8	13	7	14	17	15	15	22	10	6	12	14
Personally chose to cancel or postpone an in-person appointment with the doctor	12	12	11	10	11	11	16	6	17	5	15	21	12	14	20	9	7	12	12
Had a scheduled procedure or surgery for my cancer postponed or cancelled	12	11	12	9	15	11	13	8	20	7	11	21	15	11	22	10	5	12	14
Not been able to start my cancer tx or continue with my current cancer tx which requires me to visit a clinic/hospital	8	9	7	4	8	9	12	5	15	2	8	18	13	14	17	5	5	9	6
Had a change made to my tx, e.g., a different dose of medication or chemotherapy or a switch to a different medication type	8	7	9	8	10	2	10	6	9	2	8	17	14	13	16	6	4	8	10
Not been able to fill my prescription for a cancer tx in a timely manner which caused me to delay taking my medication as required	6	6	6	6	3	5	8	4	13	1	8	12	12	6	13	4	2	6	4
Base: Total patients	960	461	497	110	97	44	346	309	54	340	196	149	92	93	286	334	340	909	51

Q3. Since the beginning of the COVID-19 pandemic in Canada....

EXPERIENCE WITH APPOINTMENTS & TREATMENT DURING COVID-19 AMONG ALL CAREGIVERS – in detail

	TOTAL	REGION						CANCER STAGE					YEARS SINCE DIAGNOSIS		
		BC	AB	MB /SK	ON	QC	ATL	REMI-SSION	STAGE 1	STAGE 2	STAGE 3	STAGE 4	<2 YRS	2-5 YRS	6+ YRS
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Your family member/ person you care for has had the doctor reschedule an in-person appointment as a virtual appointment	50	55	38	13	45	57	63	30	29	60	69	58	69	36	23
Your family member/ person you care for has had the cancel or postpone an in-person appointment	42	34	33	63	39	45	56	28	24	56	59	36	55	33	23
Your family member/ person you care for has had a routine screening for cancer cancelled or rescheduled	33	24	24	38	40	26	50	23	10	44	38	42	41	24	25
You or the family member/ person you care for has approached a pharmacist for medical advice in order to avoid the doctor's office, medical clinics or hospitals	32	34	24	13	27	35	56	23	14	44	41	36	34	31	29
You or the family member/ person you care for has chosen to personally cancel or postpone an in-person appointment with the doctor	29	14	24	38	27	32	56	17	14	38	41	33	38	24	17
You or the family member/ person you care for has avoided booking an appointment with the doctor even though they felt I needed one	26	24	19	25	27	20	56	19	14	29	34	30	30	16	27
Your family member/ person you care for has avoided going to the hospital ER for symptoms related to their cancer	26	17	29	-	21	28	63	6	10	40	22	48	31	25	15
Your family member/ person you care for has had a change made to their tx, e.g., a different dose of medication or chemotherapy or switch to different medication type	24	21	24	25	13	28	56	4	10	38	31	33	33	18	10
Your family member/ person you care for has not been able to start their cancer tx or continue with their current cancer tx which requires a visit a clinic/hospital	23	24	14	-	18	26	56	13	10	38	31	30	29	22	13
Your family member/ person you care for has had a scheduled procedure or surgery for their cancer postponed or cancelled	23	24	24	25	12	29	44	2	10	38	41	21	29	22	13
You or the family member/ person you care for has not been able to fill their prescription for a cancer tx in a timely manner which caused them to delay taking their medication as required	17	21	19	-	6	18	50	4	5	33	16	24	23	11	8
Base: Total caregivers	206	29*	21*	8*	67	65	16*	47	21*	48	32	33	103	55	48

Q3. Since the beginning of the COVID-19 pandemic in Canada....

*Low base size

Impact of having appointments postponed / treatments delayed on PATIENTS...

In their own words

*"First I would like be to say **NO ONE should have any cancer appointments canceled or rescheduled**. This is cancer – it may even already have spread. Not having my treatments is a nightmare. All you keep doing in your head is asking 'has it spread, am I going to die sooner or will I make it to my next appointment?'"*

*"I am supposed to have testing done at every appointment. **I have been put off for three (3) times since Covid-19 started**. I'm worried that I may still have growing cells. I was also supposed to have a CT/MRI as well but have heard nothing on a date, canceled or otherwise."*

*"Increased level of anxiety due to: 1. **the possibility of having to go to the hospital if problems arise**, the clinics being almost exclusively reserved for the pandemic. 2. the difficulty linked to public services i.e. access to public toilets during my daily walk or outings to the grocery store. It is a problem when you have colon cancer."*

*"I am supposed to have my yearly appointment with my oncologist but I am too scared to go to the hospital setting to see him due to COVID. I am also waiting to hear from the hospital about the scans I was supposed to have before seeing the oncologist. **I am still waiting for those appointments** that were supposed to have taken place pre COVID."*

*"As I voluntarily canceled my cancer check-ups, as **I did not want to go inside a hospital if possible**, it has made me worry a bit more, and sometimes I imagine there are lumps and pains when hopefully it is just in my mind."*

Q5. Please describe in your own words the impact that having appointments postponed and/ or treatments delayed have had on you personally.



Impact of having appointments postponed / treatments delayed on CAREGIVERS...

In their own words

"It is stressful. I worry about him going to appointments, but I also worry about skipping appointments. There needs to be a way to provide care and go the extra length to minimize any risk of COVID-19 transmission too."

"I was worried as her appointment was scheduled for the end of March. We tried to reach the doctor and it was concerning that their voicemail was always full. It wasn't until that week that we found out the appointment was canceled."

"This has caused great stress in the family. I only go out once every week for her meds and food. The last 2 chemo visits at the hospital have been canceled due to COVID-19. I do not know if in early June she can go for the first time in 3 months. She worries she will contract it in the hospital and pass it onto me."

"It's stressful because you feel that your loved one is not receiving the proper care they need and deserve due to the concerns of the pandemic."

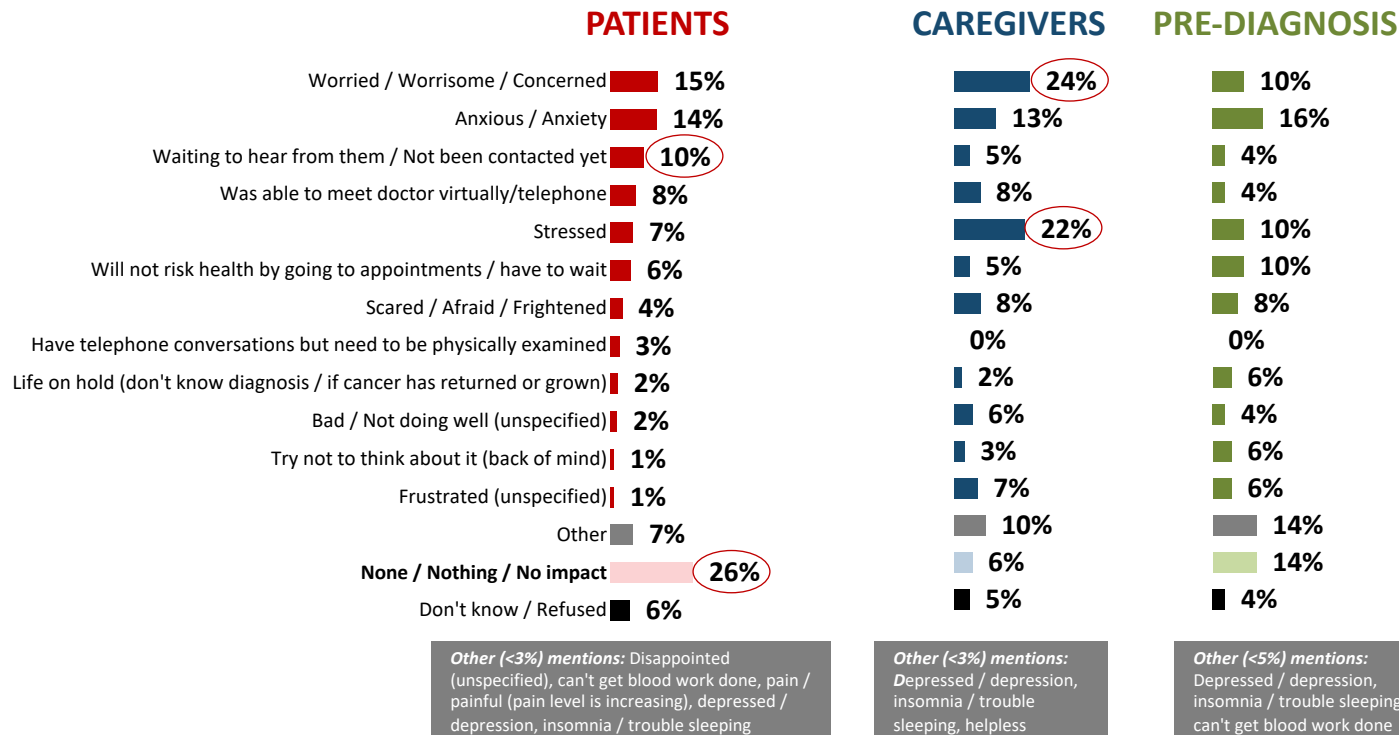
"It was really stressful because the day appointments was fixed all plans and everything was scheduled but when it is postponed then you have to schedule again and change everything."

Q5. Please describe in your own words the impact that having appointments postponed and/ or treatments delayed have had on you personally.



Delays in appointments and treatment is **more likely** to affect mental health – with **worry, anxiety, stress**, and **being scared** highlighted by many as an **impact** of delays. However, a **quarter of patients** (especially those in remission) say there has been **no impact** on them.

IMPACT OF HAVING APPOINTMENTS POSTPONED / TREATMENTS DELAYED (UNAIDED)



Base: Patients (n=421) / Caregivers (n=122) / Pre-diagnosis patients (n=51) who experienced postponements / delays with appointments & treatment

Q5. Please describe in your own words the impact that having appointments postponed and/or treatments delayed have had on you personally.

IMPACT ON PATIENTS OF HAVING APPOINTMENTS POSTPONED / TREATMENTS DELAYED – in detail

	TOTAL	GENDER		REGION						CANCER STAGE					YEARS SINCE DIAGNOSIS			SAMPLE	
		MALE	FEMALE	BC	AB	MB /SK	ON	QC	ATL	REMI-SSION	STAGE 1	STAGE 2	STAGE 3	STAGE 4	<2 YRS	2-5 YRS	6+ YRS	LEGER PANEL	OPEN LINK
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Worried / Worrisome / Concerned	15	11	18	14	11	19	15	14	22	18	9	17	11	22	14	18	13	14	28
Anxious / Anxiety	14	8	19	14	11	13	15	15	13	11	19	10	11	26	15	14	14	13	31
Waiting to hear from them / Not been contacted yet	10	7	13	9	3	13	9	14	13	12	10	7	13	10	12	10	8	10	17
Was able to meet doctor virtually/telephone	8	10	7	5	6	19	9	8	9	11	5	2	7	18	6	10	8	7	21
Stressed	7	9	6	5	11	6	7	8	6	4	8	5	9	14	9	6	5	6	17
Will not risk health by going to appointments / Just have to wait	6	6	7	14	8	6	6	3	6	4	7	8	7	6	5	4	11	7	3
Scared / Afraid / Frightened	4	2	5	2	3	-	5	4	3	1	4	5	4	6	4	3	5	4	3
Have telephone conversations but need to be physically examined	3	2	4	7	6	-	3	1	3	2	2	6	-	4	5	2	1	3	3
Other	7	10	5	5	11	13	7	5	9	2	9	10	9	8	11	5	5	7	7
None / Nothing / No impact	26	32	21	35	22	19	25	29	16	38	23	23	22	18	17	32	31	26	24
Don't know / Refused	6	7	5	5	11	6	9	2	3	4	6	10	13	2	11	2	5	7	-
Base: Patients who had appointments postponed / treatments delayed	421	176	243	43	36	16*	175	119	32	112	96	84	45	50	169	146	106	392	29*

NOTE: Mentions <3% are not shown here

Q5. Please describe in your own words the impact that having appointments postponed and/or treatments delayed have had on you personally.

IMPACT ON CAREGIVERS OF HAVING APPOINTMENTS POSTPONED / TREATMENTS DELAYED – *in detail*

	TOTAL	GENDER		REGION						CANCER STAGE					YEARS SINCE DIAGNOSIS		
		MALE	FEMALE	BC	AB	MB/SK	ON	QC	ATL	REMISSION	STAGE 1	STAGE 2	STAGE 3	STAGE 4	<2 YRS	2-5 YRS	6+ YRS
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Worried / Worrisome / Concerned	24	13	30	20	20	33	28	20	27	25	14	18	29	27	26	23	17
Stressed	22	13	28	27	30	17	26	17	18	30	-	27	21	23	26	17	17
Anxious / Anxiety	13	13	13	33	-	-	10	12	18	5	14	9	13	9	9	13	28
Scared / Afraid / Frightened	8	2	12	-	20	-	8	10	9	5	14	6	17	9	9	10	-
Was able to meet doctor virtually/telephone	8	4	11	13	-	-	8	12	-	15	29	3	4	9	14	-	-
Frustrated (unspecified)	7	8	7	7	10	-	13	-	18	-	14	15	4	5	7	10	6
Bad / Not doing well / Difficult (unspecified)	6	4	7	-	10	17	8	2	9	-	-	9	8	-	8	-	6
Will not risk health by going to appointments / Just have to wait	5	4	5	7	10	-	8	2	-	20	-	3	-	5	3	10	6
Waiting to hear from doctors / Not been contacted yet	5	6	4	7	-	17	5	5	-	5	-	6	4	5	4	7	6
Try not to think about it (back of mind)	3	6	1	-	10	-	3	5	-	5	14	3	4	-	4	-	6
Other	10	13	8	13	10	-	8	15	-	10	-	6	17	14	8	13	11
None / Nothing / No impact	6	6	5	-	10	-	3	7	18	5	-	9	4	5	4	10	6
Don't know / Refused	5	11	1	7	-	17	3	5	9	10	-	3	4	5	5	3	6
Base: Caregivers whose family / person they care for had appointments postponed / treatments delayed	122	47	74	15*	10*	6*	39	41	11*	20	7*	33	24*	22*	74	30	18*

NOTE: Mentions <3% are not shown here

*Low base size

IMPACT ON PRE-DIAGNOSIS PATIENTS OF HAVING APPOINTMENTS POSTPONED / TREATMENTS DELAYED – *in detail*

	TOTAL	GENDER		REGION		
		MALE	FEMALE	ON	QC	RoC
	%	%	%	%	%	%
Anxious / Anxiety	16	15	18	17	22	-
Worried / Worrisome / Concerned	10	9	12	6	13	10
Stressed	10	9	12	17	4	10
Will not risk health by going to appointments / Just have to wait	10	9	12	6	13	10
Scared / Afraid / Frightened	8	9	6	11	9	-
Life on hold (could be good, could be bad - don't know diagnosis,)	6	3	12	6	9	-
Try not to think about it (back of mind)	6	6	6	-	9	10
Frustrated (unspecified)	6	3	12	6	-	20
Other	14	15	12	11	9	30
None / Nothing / No impact	14	18	6	22	13	-
Don't know / Refused	4	8	-	6	-	10
Base: Pre-diagnosis patients who had appointments postponed / treatments delayed	51	34	17	18*	23	10*

NOTE: Mentions <5% are not shown here

*Low base size

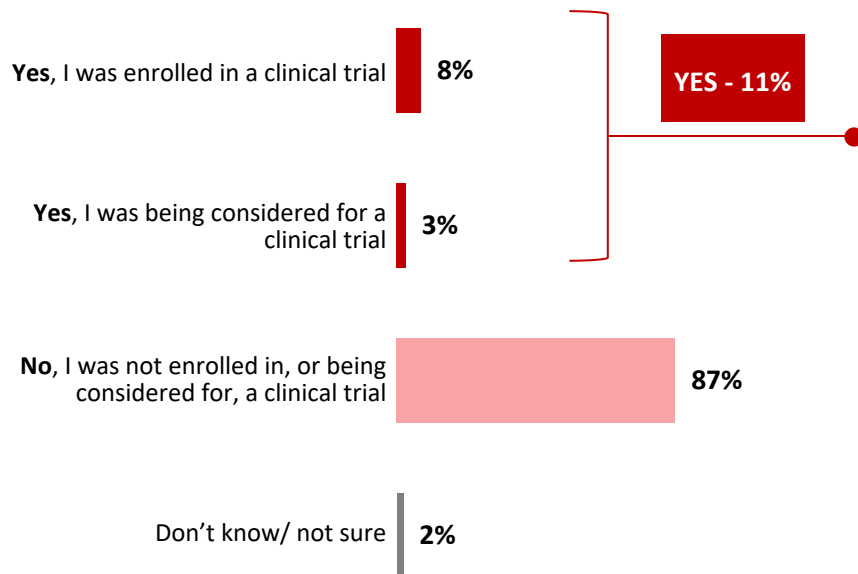
Q5. Please describe in your own words the impact that having appointments postponed and/or treatments delayed have had on you personally.

DETAILED FINDINGS

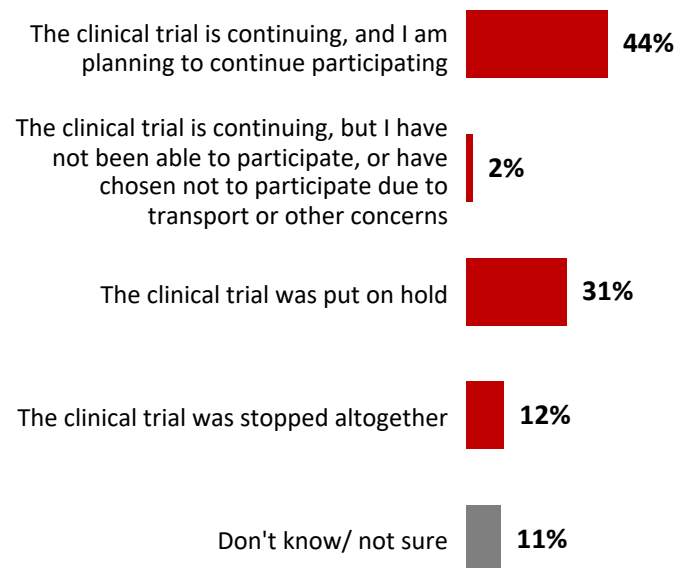
Impact on clinical trials

1-in-10 patients report being **enrolled in** or **in the process** of being enrolled in a clinical trial. Of those, about **4-in-10** say the **clinical trial** was **put on hold** or **stopped altogether**.

% OF PATIENTS ENROLLED IN / IN PROCESS OF BEING ENROLLED IN A CLINIC TRIAL



STATUS OF CLINIC TRIALS AMONG PATIENTS WHO WERE ENROLLED / BEING CONSIDERED



Base: Total patients (n=960) / Patients enrolled in / being considered for clinical trials (n=102)

Q4ai. Were you enrolled in a clinical trial, or in the process of being enrolled in a clinical trial when COVID-19 was declared a pandemic? / **Q4aii.** As far as you know, what has happened to the clinical trial you were enrolled in, or being considered for?

% OF PATIENTS ENROLLED IN / IN PROCESS OF BEING ENROLLED IN A CLINIC TRIAL AND STATUS OF THEIR CLINICAL TRIALS – *in detail*

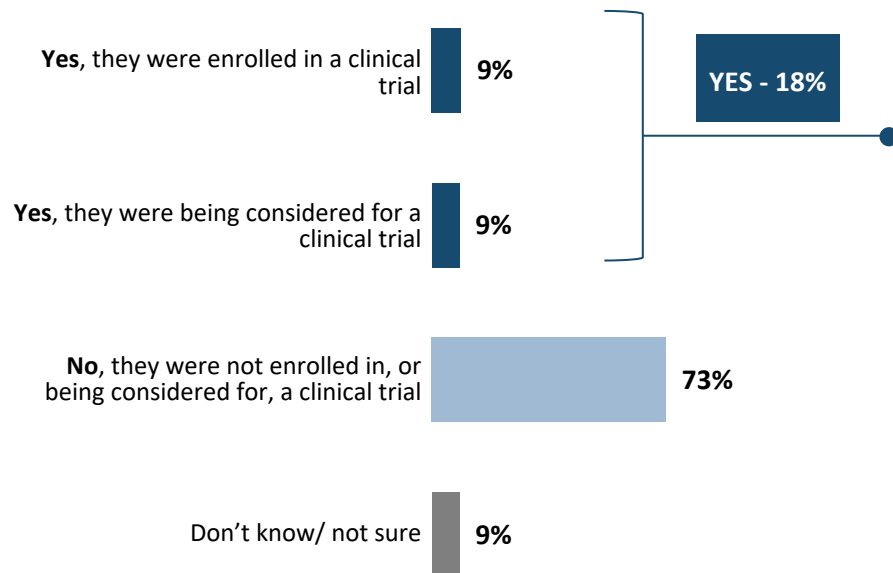
	TOTAL	GENDER		REGION						CANCER STAGE					YEARS SINCE DIAGNOSIS			SAMPLE	
		MALE	FEMALE	BC	AB	MB /SK	ON	QC	ATL	REMI-SSION	STAGE 1	STAGE 2	STAGE 3	STAGE 4	<2 YRS	2-5 YRS	6+ YRS	LEGER PANEL	OPEN LINK
ENROLLMENT IN CLINICAL TRIALS	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
YES (NET)	11	11	9	10	9	9	14	7	11	5	8	21	18	19	21	7	6	10	14
Yes, I was enrolled in a clinical trial	8	8	7	6	8	7	10	6	9	5	6	15	13	9	13	6	5	8	8
Yes, I was being considered for a clinical trial	3	3	2	4	1	2	5	2	2	-	2	7	5	11	7	1	1	3	6
No, I was not enrolled in, or being considered for, a clinical trial	87	87	88	86	89	86	84	91	85	94	90	76	80	75	77	90	93	87	84
Don't know/ not sure	2	2	3	4	2	5	2	2	4	1	2	3	1	5	3	3	1	2	2
Base: Total patients	960	461	497	110	97	44	346	309	54	340	196	149	92	93	286	334	340	909	51
STATUS OF CLINICAL TRIALS AMONG THOSE ENROLLED / BEING CONSIDERED FOR	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
The clinical trial is continuing, and I am planning to continue participating	44	43	45	55	33	50	46	36	50	56	33	41	41	50	32	61	60	43	57
The clinical trial is continuing, but I have not been able to participate, or have chosen not to participate due to transport or other concerns	2	-	4	-	-	-	2	5	-	-	7	-	6	-	-	9	-	2	-
The clinical trial was put on hold	31	36	26	36	44	25	32	27	17	6	33	41	35	33	47	9	10	33	14
The clinical trial was stopped altogether	12	13	11	9	22	-	10	14	17	6	13	19	6	6	15	4	10	12	14
Don't know/ not sure	11	8	15	-	-	25	10	18	17	31	13	-	12	11	5	17	20	10	14
Base: Patients enrolled in / being considered for clinical trials	102	53	47	11*	9*	4*	50	22*	6*	16*	15*	32	17*	18*	59	23*	20*	95	7*

Q4ai. Were you enrolled in a clinical trial, or in the process of being enrolled in a clinical trial when COVID-19 was declared a pandemic? / **Q4aii.** As far as you know, what has happened to the clinical trial you were enrolled in, or being considered for?

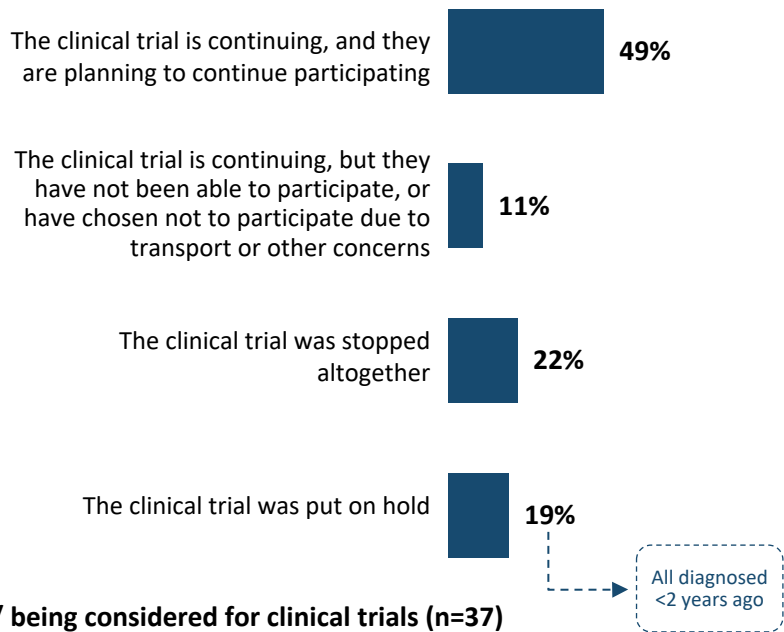
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Nearly **2-in-10** caregivers say the **person they care for** is **enrolled in** or **in the process** of being enrolled in the clinical trial. Of those, about **4-in-10** report the **clinical trial** being **put on hold** or **stopped altogether**.

AMONG CAREGIVERS % OF FAMILY MEMBERS / PERSON BEING CARED FOR ENROLLED IN / IN PROCESS OF BEING ENROLLED IN A CLINIC TRIAL



STATUS OF CLINIC TRIALS AMONG THOSE WHO WERE ENROLLED / BEING CONSIDERED



Base: Total caregivers (n=206) / Family members/person being cared for enrolled in / being considered for clinical trials (n=37)

Q4bi. Was your family member/ person you care for enrolled in a clinical trial, or in the process of being enrolled in a clinical trial when COVID-19 was declared a pandemic? /

Q4bii. As far as you know, what has happened to the clinical trial they were enrolled in, or being considered for?

% OF CAREGIVERS' FAMILY MEMBERS / PERSON BEING CARED ENROLLED IN / IN PROCESS OF BEING ENROLLED IN A CLINIC TRIAL – in detail

	TOTAL	REGION						CANCER STAGE					YEARS SINCE DIAGNOSIS		
		BC	AB	MB /SK	ON	QC	ATL	REMI-SSION	STAGE 1	STAGE 2	STAGE 3	STAGE 4	<2 YRS	2-5 YRS	6+ YRS
ENROLLMENT IN CLINICAL TRIALS	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
YES (NET)	18	17	19	-	21	18	13	4	10	40	16	21	26	15	4
Yes, they were enrolled in a clinical trial	9	10	5	-	10	12	-	2	10	13	13	15	15	5	2
Yes, they were being considered for a clinical trial	9	7	14	-	10	6	13	2	-	27	3	6	12	9	2
No, they were not enrolled in, or being considered for, a clinical trial	73	69	76	75	73	77	63	94	86	52	78	67	67	75	85
Don't know/ not sure	9	14	5	25	6	5	25	2	5	8	6	12	7	11	10
Base: Total caregivers	206	29*	21*	8*	67	65	16*	47	21*	48	32	33	103	55	48

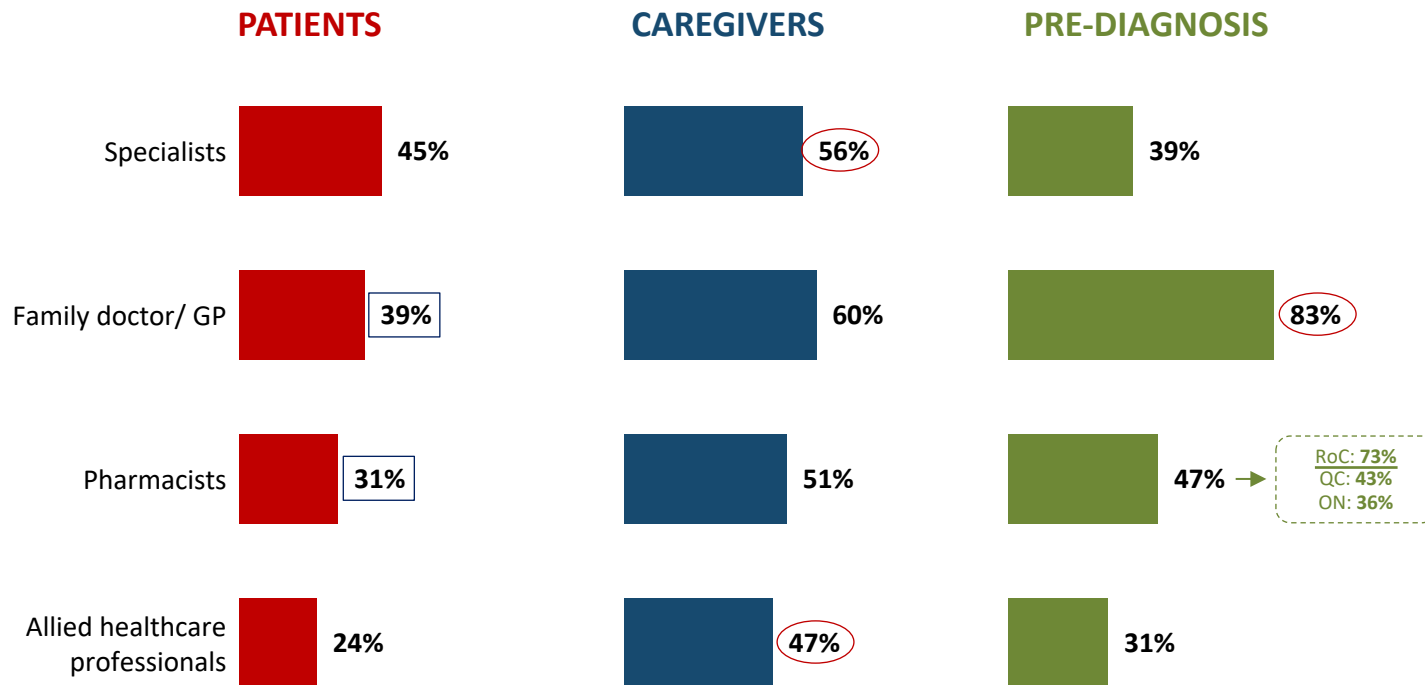
*Low base size

DETAILED FINDINGS

Interactions with HCPs during COVID-19

Patients are more likely to have interacted with a specialist during COVID-19, followed by a GP, while caregivers and pre-diagnosis patients are more likely to have interacted with a GP.

HEALTHCARE PROVIDERS INTERACTED WITH DURING COVID-19



Base: Total patients (n=960) / Total caregivers (n=206) / Total pre-diagnosis patients (n=77)

Q6. During the COVID-19 pandemic, which of the following health care providers have you / or the person you care for interacted with about your cancer care?

HEALTHCARE PROVIDERS INTERACTED WITH DURING COVID-19

AMONG PATIENTS – in detail

	TOTAL	GENDER		REGION						CANCER STAGE					YEARS SINCE DIAGNOSIS			SAMPLE	
		MALE	FEMALE	BC	AB	MB /SK	ON	QC	ATL	REMI-SSION	STAGE 1	STAGE 2	STAGE 3	STAGE 4	<2 YRS	2-5 YRS	6+ YRS	LEGER PANEL	OPEN LINK
HCPs interacted with	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
(NET) Specialists	45	50	39	47	36	34	48	45	35	32	42	50	51	74	66	43	28	43	67
<i>Hematologist/ oncologist</i>	25	26	25	27	20	23	27	25	19	18	18	25	27	61	39	24	15	24	49
<i>Surgeon</i>	16	14	17	13	18	11	18	15	13	9	18	25	17	14	30	15	4	16	18
<i>Urologist</i>	11	19	4	13	13	5	11	11	9	7	10	12	17	17	17	8	9	11	12
<i>Radiation Oncologist</i>	10	12	9	14	10	5	13	8	6	5	10	17	17	19	19	9	4	10	20
<i>Dermatologist*</i>	1	2	1	3	2	-	1	1	-	1	3	1	-	1	2	1	1	1	-
Family doctor/ GP	39	39	39	52	39	36	40	34	39	30	46	49	38	43	56	36	28	39	51
(NET) Pharmacists	31	30	32	29	30	16	35	29	31	20	26	41	43	53	44	31	20	30	55
<i>Local pharmacist (community)</i>	27	26	28	25	25	14	30	28	31	20	24	36	34	43	36	29	19	26	51
<i>Hospital pharmacist</i>	8	8	7	11	12	5	10	4	-	1	4	13	20	18	15	6	3	7	10
(NET) Allied healthcare professionals	24	22	26	24	21	23	28	21	24	14	21	32	32	53	41	20	14	22	59
<i>Oncology nurse</i>	18	16	20	16	16	23	22	15	17	10	13	21	28	49	31	16	9	17	47
<i>Dietician/ nutritionist</i>	6	7	5	7	8	-	7	4	4	2	6	13	7	3	12	3	3	5	8
<i>Psychologist/ Psychiatrist</i>	5	4	7	6	6	2	5	6	6	4	6	11	8	3	10	3	4	6	2
<i>Oncology social worker</i>	5	5	5	5	7	5	7	2	6	1	5	9	9	13	11	4	1	5	10
Base: Total patients	960	461	497	110	97	44	346	309	54	340	196	149	92	93	286	334	340	909	51

Q6. During the COVID-19 pandemic, which of the following health care providers have you interacted with about your cancer care?

*Mentioned unaided

HEALTHCARE PROVIDERS INTERACTED WITH DURING COVID-19

AMONG CAREGIVERS – in detail

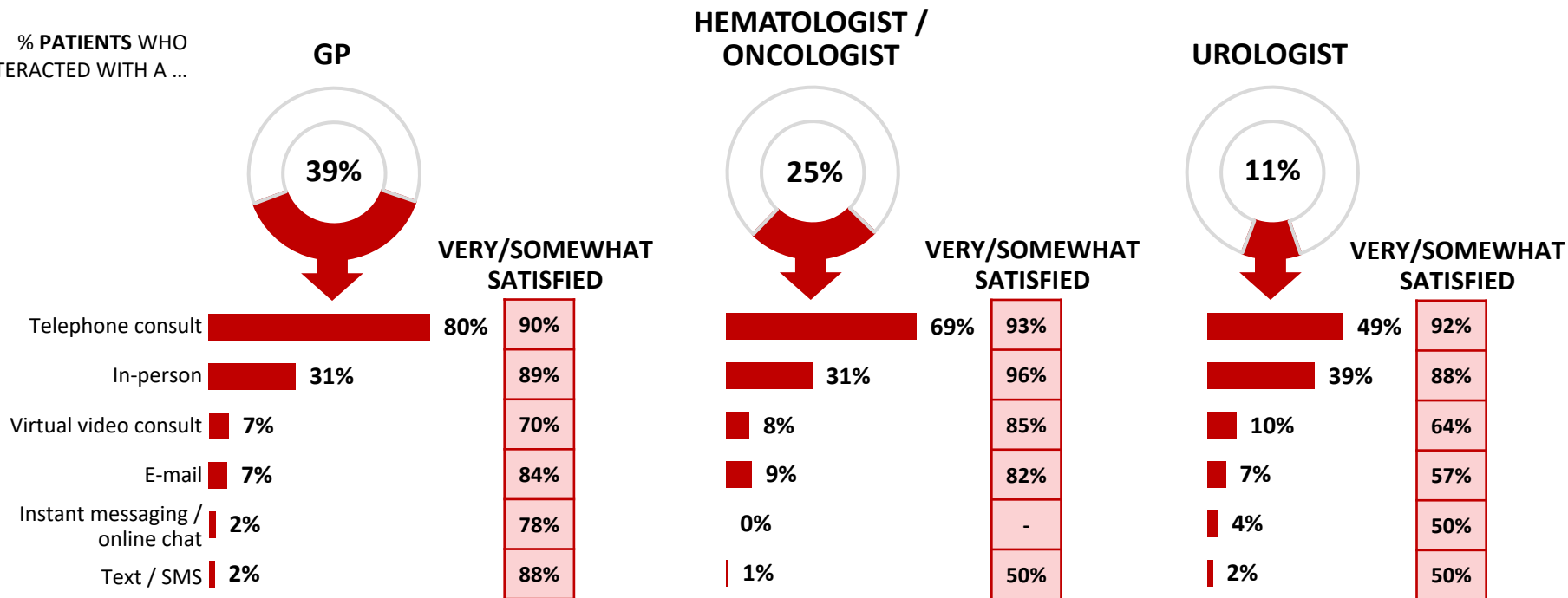
	TOTAL	REGION						CANCER STAGE					YEARS SINCE DIAGNOSIS		
		BC	AB	MB /SK	ON	QC	ATL	REMI-SSION	STAGE 1	STAGE 2	STAGE 3	STAGE 4	<2 YRS	2-5 YRS	6+ YRS
HCPs interacted with	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Family doctor/ GP	60	69	43	63	60	58	75	43	52	77	66	64	69	60	42
(NET) Specialists	56	45	52	50	58	57	69	36	38	65	66	79	74	53	21
Hematologist/ oncologist	40	31	33	25	40	45	56	26	33	48	38	67	56	33	15
Surgeon	25	31	19	13	25	23	38	15	14	40	31	30	40	15	6
Radiation Oncologist	24	24	24	13	24	22	44	9	24	31	16	42	35	18	8
Urologist	14	10	5	25	12	15	31	4	5	19	19	21	18	15	4
(NET) Pharmacists	51	48	52	25	45	57	69	30	24	60	66	73	63	49	27
Local pharmacist (community)	43	38	43	13	36	52	63	26	24	48	56	64	53	42	23
Hospital pharmacist	22	24	14	13	18	25	44	6	5	25	41	36	29	18	13
(NET) Allied healthcare professionals	47	41	43	63	42	51	56	17	33	54	66	70	67	36	15
Oncology nurse	38	34	38	50	33	40	50	11	24	44	53	58	54	29	13
Oncology social worker	14	7	0	13	15	17	31	4	14	21	16	27	21	7	6
Dietician/ nutritionist	14	10	10	0	12	17	25	9	10	17	22	15	19	9	6
Psychologist/ Psychiatrist	12	3	5	0	9	15	38	4	5	19	19	15	16	11	4
Base: Total caregivers	206	29*	21*	8*	67	65	16*	47	21*	48	32	33	103	55	48

*Low base size

Majority of patients who have **interacted** with a **physician** managing their cancer have done so **via telephone** with most reporting **high satisfaction** with their interaction. **Some** continued interacting **in-person**, and very few used non-traditional modes such as **virtual video consult** or an **e-mail**.

MODES OF INTERACTION AND SATISFACTION WITH INTERACTION AMONG **PATIENTS** WHO INTERACTED WITH THE FOLLOWING PHYSICIANS DURING COVID-19

% PATIENTS WHO
INTERACTED WITH A ...



Base: Patients who interacted with GP (n=376) / HEMATOLOGIST/ ONCOLOGIST (n=242) / UROLOGIST (n=106) during COVID-19

Q7a. How have you interacted with a ___ during the COVID-19 pandemic? Please select all that apply.

Q8a. Please indicate your level of satisfaction with each of the following types of interaction you've had with a ___ during the COVID-19 pandemic?

MODES OF INTERACTION AMONG PATIENTS WHO INTERACTED WITH THE FOLLOWING PHYSICIANS DURING COVID-19 – *in detail*

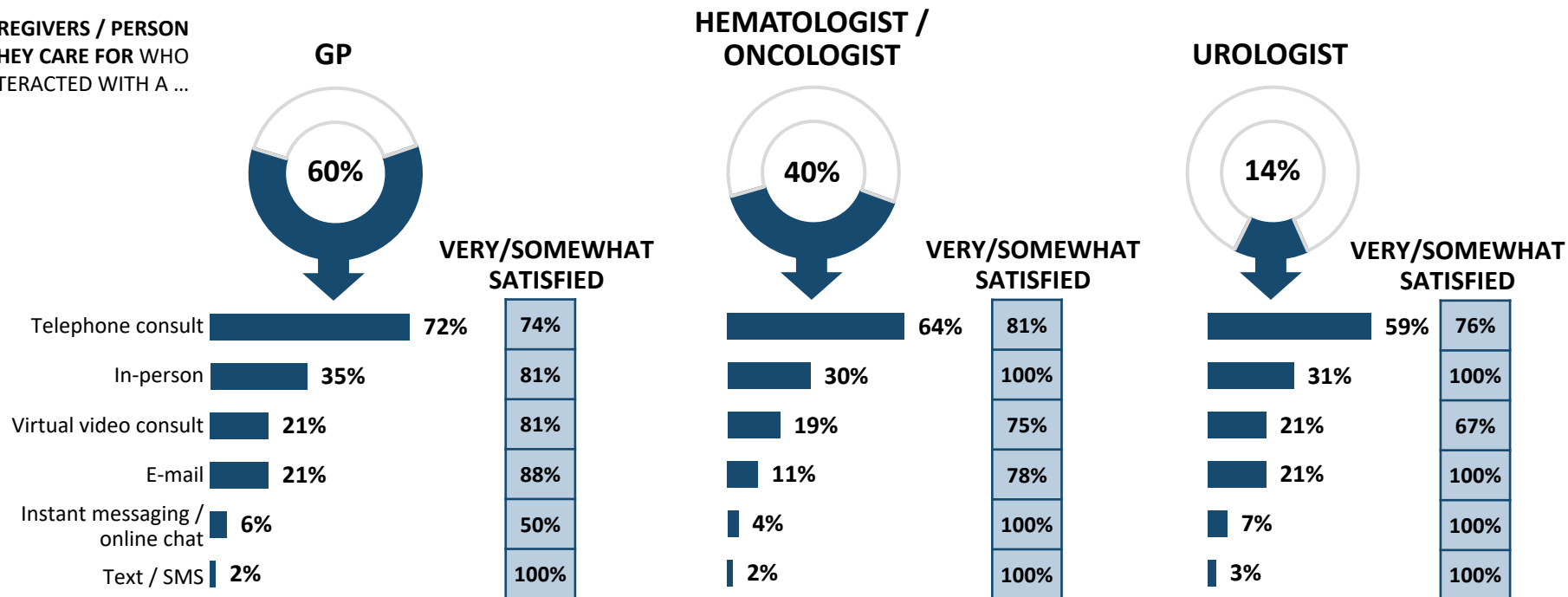
	TOTAL	GENDER		REGION						CANCER STAGE					YEARS SINCE DIAGNOSIS			SAMPLE	
		MALE	FEMALE	BC	AB	MB /SK	ON	QC	ATL	REMI-SSION	STAGE 1	STAGE 2	STAGE 3	STAGE 4	<2 YRS	2-5 YRS	6+ YRS	LEGER PANEL	OPEN LINK
GPs	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Telephone consult	80	79	81	88	79	63	84	76	67	89	80	77	71	70	76	78	88	79	88
In-person	31	33	30	35	55	31	24	29	38	22	27	41	37	33	36	33	21	31	31
Virtual video consult	7	7	7	5	11	6	9	4	10	2	8	16	17	-	13	3	2	8	-
E-mail	7	7	6	4	8	6	11	3	-	4	9	8	11	3	10	7	1	7	4
Instant messaging / online chat	2	2	3	2	5	-	4	-	-	-	3	5	6	-	4	2	-	3	-
Text / SMS	2	2	3	-	3	-	4	1	-	2	2	4	3	-	3	2	-	2	-
Base: Those who interacted with GPs	376	181	193	57	38	16*	140	104	21*	102	91	73	35	40	161	121	94	350	26*
HEMATOLOGISTS / ONCOLOGISTS	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Telephone consult	69	71	66	70	58	70	72	69	50	79	64	59	52	81	60	71	82	67	80
In-person	31	33	29	30	47	30	23	36	40	23	28	30	44	28	37	28	24	32	24
E-mail	9	8	11	13	11	10	13	4	-	5	6	11	24	11	12	8	6	8	20
Virtual video consult	8	8	9	3	11	10	14	3	10	3	14	16	8	9	14	6	-	7	16
Text / SMS	1	1	1	-	5	-	-	1	-	2	3	-	-	-	1	1	-	-	4
Instant messaging / online chat	<0.5	1	-	-	5	-	-	-	-	-	3	-	-	-	1	-	-	-	-
Base: Those who interacted with Hem Oncs	242	118	124	30	19*	10*	95	78	10*	61	36	37	25*	57	111	80	51	217	25*
UROLOGISTS	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Telephone consult	49	48	53	43	38	50	55	50	40	48	45	61	44	38	47	59	43	47	83
In-person	39	38	42	57	31	50	32	41	40	43	40	39	31	31	41	41	33	41	-
Virtual video consult	10	10	10	21	15	-	13	3	-	4	15	17	19	6	18	4	3	10	17
E-mail	7	6	10	14	15	-	8	-	-	-	5	11	19	6	14	-	-	7	-
Instant messaging / online chat	4	2	10	-	15	-	5	-	-	-	5	-	19	-	8	-	-	4	-
Text / SMS	2	2	-	-	8	-	-	3	-	-	5	-	6	-	4	-	-	2	-
Base: Those who interacted with Uros	106	87	19*	14*	13*	2*	38	34	5*	23*	20*	18*	16*	16*	49	27*	30	100	6*

Q7a. How have you interacted with a ___ during the COVID-19 pandemic? Please select all that apply.

As seen with patients, majority of the caregivers report interacting with a physician via a telephone (but are comparatively **moderately satisfied** with the interaction). Caregivers are **more likely** than patients to have used non-traditional modes such as **virtual video consult** or an **e-mail**.

MODES OF INTERACTION AND SATISFACTION WITH INTERACTION AMONG CAREGIVERS / PERSON THEY CARE FOR WHO INTERACTED WITH THE FOLLOWING PHYSICIANS DURING COVID-19

% CAREGIVERS / PERSON
THEY CARE FOR WHO
INTERACTED WITH A ...



Base: Caregivers/person they care for who interacted with GP (n=124) / HEMATOLOGIST/ ONCOLOGIST (n=83) / UROLOGIST (n=29*) during COVID-19

Q7b. How have you or the person you care for interacted with a ___ during the COVID-19 pandemic? Please select all that apply.

Q8b. As far as possible, please indicate how satisfied were you or the person you care for with each of the following types of interaction with a ___ during the COVID-19 pandemic?

*Low base size

MODES OF INTERACTION AMONG CAREGIVERS / PERSON THEY CARE FOR WHO INTERACTED WITH THE FOLLOWING PHYSICIANS DURING COVID-19 – *in detail*

	TOTAL	REGION						CANCER STAGE					YEARS SINCE DIAGNOSIS		
		BC	AB	MB / SK	ON	QC	ATL	REMISSION	STAGE 1	STAGE 2	STAGE 3	STAGE 4	<2 YRS	2-5 YRS	6+ YRS
GPs	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Telephone consult	72	70	78	80	70	74	67	65	91	68	71	62	70	73	75
In-person	35	40	33	40	28	32	58	30	18	38	33	48	31	42	35
Virtual video consult	21	25	-	20	25	16	33	5	-	38	33	10	25	12	20
E-mail	21	25	-	20	23	18	33	15	9	24	14	29	21	18	25
Instant messaging / online chat	6	10	-	-	8	3	17	5	-	14	5	5	11	-	-
Text / SMS	2	5	-	-	3	3	-	-	-	5	-	5	4	-	-
Base: Those who interacted with GPs	124	20*	9*	5*	40	38	12*	20*	11*	37	21*	21*	71	33	20*
HEMATOLOGISTS / ONCOLOGISTS	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Telephone consult	64	56	43	50	63	69	78	67	43	78	50	64	60	67	86
In-person	30	44	71	-	30	24	11	25	43	22	25	41	31	33	14
Virtual video consult	19	22	14	-	26	10	33	8	-	22	42	23	21	17	14
E-mail	11	-	-	-	11	14	22	-	43	13	-	9	14	6	-
Instant messaging / online chat	4	-	-	-	-	10	-	-	-	4	-	9	5	-	-
Text / SMS	2	-	-	-	-	7	-	-	14	-	-	5	3	-	-
Base: Those who interacted with Hem Oncs	83	9*	7*	2*	27*	29*	9*	12*	7*	23*	12*	22*	58	18*	7*
UROLOGISTS	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Telephone consult	59	67	-	100	50	70	40	50	-	78	50	43	53	75	50
In-person	31	33	-	-	38	40	20	50	100	-	33	57	37	25	-
Virtual video consult	21	33	100	-	-	30	20	-	100	22	17	29	26	-	50
E-mail	21	-	-	-	25	30	20	-	100	33	17	14	26	13	-
Instant messaging / online chat	7	-	-	-	-	20	-	-	-	11	-	14	11	-	-
Text / SMS	3	-	-	-	-	10	-	-	-	-	-	14	5	-	-
Base: Those who interacted with Uros	29*	3*	1*	2*	8*	10*	5*	2*	1*	9*	6*	7*	19*	8*	2*

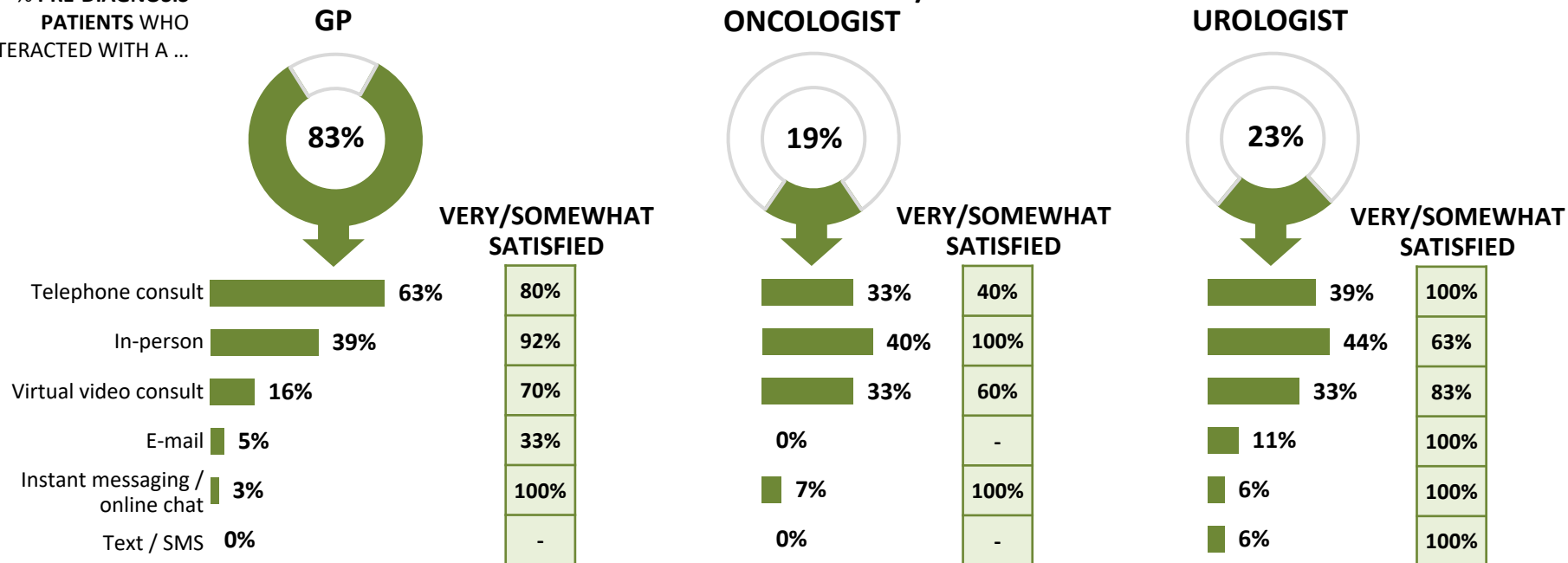
Q7b. How have you or the person you care for interacted with a ___ during the COVID-19 pandemic? Please select all that apply.

*Low base size

Similarly, **pre-diagnosis patients** are more likely to have interacted with **GPs** via **telephone**

MODES OF INTERACTION AND SATISFACTION WITH INTERACTION AMONG **PRE-DIAGNOSIS PATIENTS** WHO INTERACTED WITH THE FOLLOWING PHYSICIANS DURING COVID-19

% PRE-DIAGNOSIS
PATIENTS WHO
INTERACTED WITH A ...



Base: Pre-diagnosis patients who interacted with GP (n=64) / HEMATOLOGIST/ ONCOLOGIST (n=15*) / UROLOGIST (n=18*) during COVID-19

Q7c. How have you interacted with a ___ during the COVID-19 pandemic? Please select all that apply.

Q8c. Please indicate your level of satisfaction with each of the following types of interaction you've had with a ___ during the COVID-19 pandemic?

*Low base size

A photograph of two women in a warm embrace. The woman on the left is wearing a white headscarf and a grey top, smiling with her eyes closed. The woman on the right has blonde curly hair, is wearing a pearl necklace and a light-colored top, and is kissing the first woman on the forehead. The background is softly blurred.

DETAILED FINDINGS

Fears and concerns & impact on various aspects of life

Concerns / fears of PATIENTS during COVID-19... *In their own words*

"I am very worried about contracting COVID, in general, given my compromised immune system. I am constantly maintaining physical distance... but many others do not seem to care."

"My greatest concern is that I won't be able to get the treatment I need. I've had a lot of stress from COVID-19 itself, but adding cancer to the list is something scary. I'm also fearing telling my family, but I have to do that soon."

"Relapse? - not completed treatment? - am I doing any further damage by working? Pain in the lower back and outer left hip. Is this common and for how long. Stage four cancer scares the devil out of you and the facts are what you need from the professionals not relying on the internet which is 80% wrong. Questions and answers are required."

"Having to see my urologist in person since his office is always overbooked and being there in person with all the other patient may increase my chance of getting infected with COVID-19."

"I am scared of catching COVID and dying from it after fighting so hard during my cancer journey."



Q9.

Thinking about your cancer care experience / of the person you care for during COVID-19 / your experience during COVID-19, as you wait for a possible cancer diagnosis, please describe in your own words what your greatest concern or fear has been during this time.

Concerns / fears of CAREGIVERS during COVID-19... *In their own words*

*"Mother is in a high risk group for COVID (due to compromised immune system); **general concern about her catching the virus and becoming very, very sick or hospitalized.**; concerned about her mental health as she is very, very restricted about what she can do or who she can see."*

*"I worry about delaying tests and finding out that the cancer is back or has spread. **I worry about COVID-19, and how compromised his ability to fight the virus might be** due to his radiation treatment. **It's all so scary.**"*

*"I am concerned primarily because she is 91 years old and because she has dealt with cancer and given her age, **she is more susceptible to the COVID 19** virus and thus, we have been avoiding regular appointments with her GP."*

*"Greatest concern is bringing in the virus to my care person. I have taken the most care possible to disinfect everything that I bring into the home environment to prevent any spread of this virus. **It has been a big stress to me and everyone around to be as vigilant as possible** but the concern is always current."*

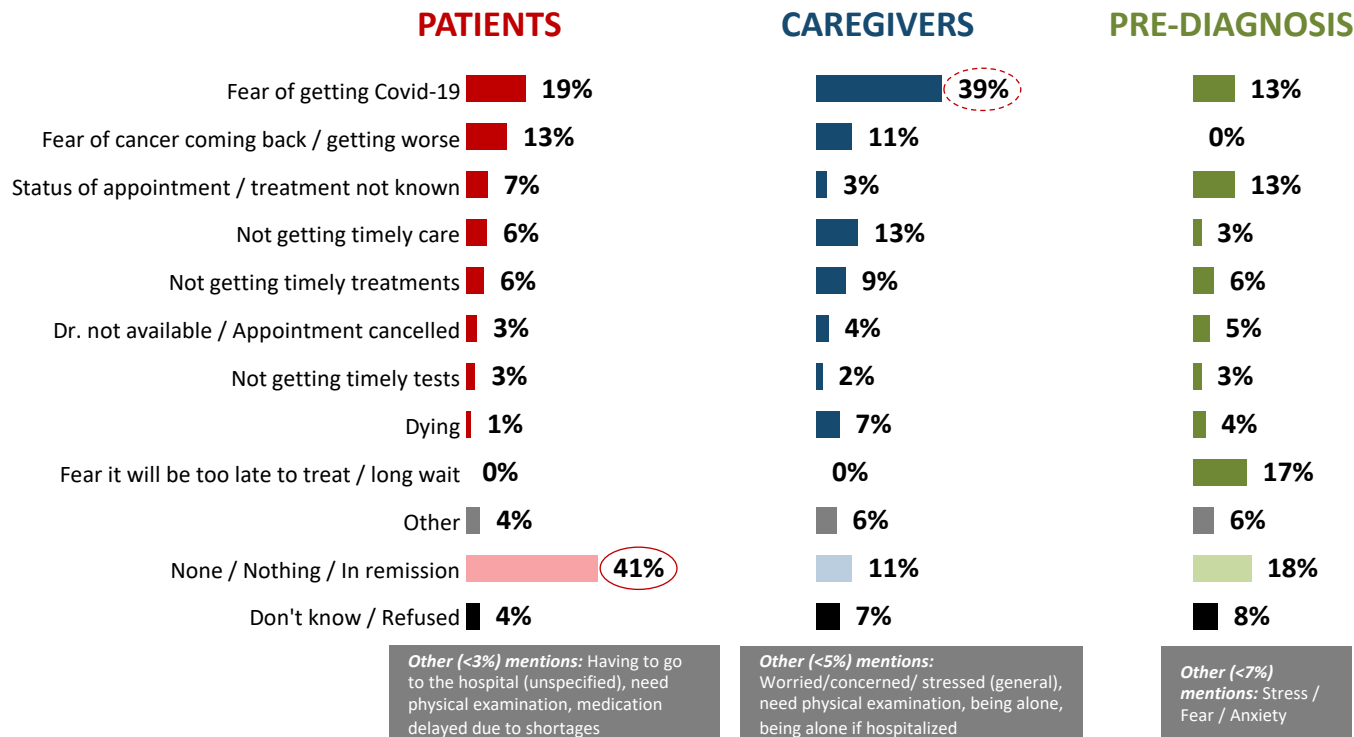
*"My **mom getting the virus and passing away** due to her compromised immune system."*

Q9. *Thinking about your cancer care experience / of the person you care for during COVID-19 / your experience during COVID-19, as you wait for a possible cancer diagnosis, please describe in your own words what your greatest concern or fear has been during this time.*



Some **patients** and especially **caregivers** are **concerned** about getting **COVID-19**, followed by fear of **relapse** or **getting worse**. **Pre-diagnosis** patients fear it'll be **too late to treat**, followed by **getting infected** and **not knowing status of appointments**.

CONCERNS / FEARS DURING COVID-19 (UNAIDED)



Base: Total patients (n=960) / Total caregivers (n=206) / Total pre-diagnosis patients (n=77)

Q9. Thinking about your cancer care experience / of the person you care for during COVID-19 / your experience during COVID-19, as you wait for a possible cancer diagnosis, please describe in your own words what your greatest concern or fear has been during this time.

CONCERNS / FEARS DURING COVID-19 AMONG PATIENTS (UNAIDED) – in detail

	TOTAL	GENDER		REGION						CANCER STAGE					YEARS SINCE DIAGNOSIS			SAMPLE	
		MALE	FEMALE	BC	AB	MB /SK	ON	QC	ATL	REMISSION	STAGE 1	STAGE 2	STAGE 3	STAGE 4	<2 YRS	2-5 YRS	6+ YRS	LEGER PANEL	OPEN LINK
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Fear of getting Covid-19 (general, going in/out of hospital, going out, etc.)	19	17	20	20	15	11	22	15	24	14	15	19	28	30	27	14	16	17	43
Fear of cancer coming back / getting worse	13	11	14	13	11	11	13	11	24	12	16	15	9	15	15	13	11	13	18
Status of appointment / treatment not known	7	6	8	5	6	5	5	9	6	6	8	6	3	8	7	7	6	7	6
Not getting timely care	6	5	7	7	4	-	9	6	4	6	6	10	5	8	9	6	5	6	8
Not getting timely treatments	6	6	5	10	7	5	6	2	7	4	5	5	7	14	7	5	5	5	12
Dr. not available / Appointment cancelled	3	2	4	2	4	7	3	3	7	3	4	5	1	3	2	5	2	4	-
Not getting timely tests	3	1	4	2	1	2	5	2	4	3	2	3	4	-	3	4	2	3	8
Other	4	5	4	3	4	2	5	5	2	3	3	5	5	13	5	5	3	4	8
None / Nothing / In remission	41	45	38	44	51	50	31	48	37	51	43	28	36	25	27	43	51	42	16
Don't know / Refused	4	4	4	3	2	7	6	3	4	3	5	8	7	2	6	3	4	4	-
Base: Total patients	960	461	497	110	97	44	346	309	54	340	196	149	92	93	286	334	340	909	51

NOTE: Mentions <3% are not shown here

Q9. Thinking about your cancer care experience, please describe in your own words what your greatest concern or fear has been during this time.

Changes in role of a caregiver since the beginning of COVID-19... *In their own words*

*"It has completely become a phone version of helping, and we chat online through a Scrabble game. But **my in-person visits are gone**, even though she's within walking distance at an assisted living home. **Because she is so sick, this time with her is valuable, and we've lost months due to the pandemic.** Time we'll never get back. It's devastating."*

*"**I am not able to go personally close and hug him.** I wear a mask at all times and try to maintain 6 feet distance. Also I am trying to avoid going anywhere. Only place I personally have gone is the pharmacy."*

*"Well, I wasn't in touch with her as much since we lived in separate locations so I worried about her because she lives alone. She was worried I could tell and sense it but she did not want to talk about the COVID situation too much **so she put me at a distance (I think to protect herself).** I was put on the sidelines."*

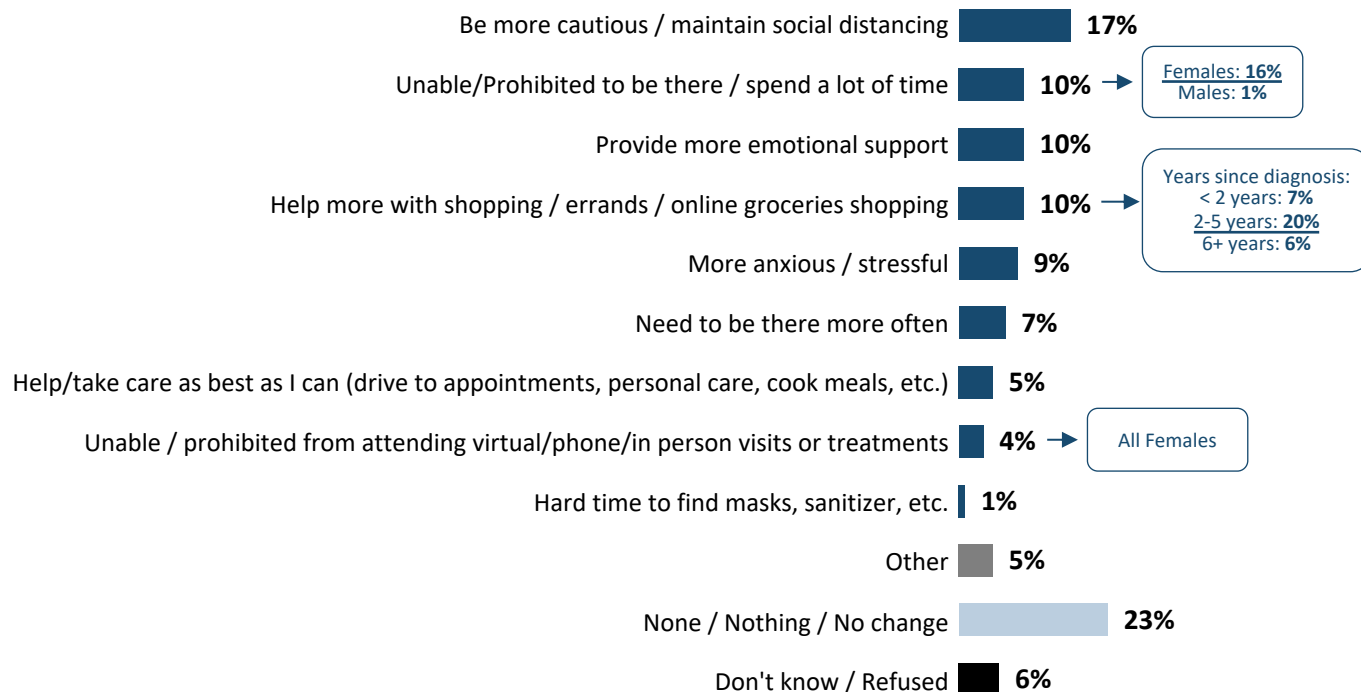
*"Because my mother lives on her own in her own house and because my family are still working, **I am unable to see her on a regular basis in her home.** I don't want to take any chances on inadvertently carrying something to her."*

*"**I can't visit and see for myself how he's doing.** Phone and video chats are great but they're not the same."*



Being **more cautious/maintaining social distance**, providing **more emotional support** and helping more with **shopping** and **errands** are some of the **key changes** caregivers have made to their role. However, nearly **a quarter report no change**.

CHANGES IN ROLE OF A CAREGIVER SINCE THE BEGINNING OF COVID-19 (UNAIDED)



Base: Total caregivers (n=206)

Q9c. Please describe how your role as a caregiver has changed since COVID-19 began.

COVID-19 has affected most aspects of everyone's life, causing **fears for the future** & increased **level of anxiety**. However, **patients** are **significantly less likely** to be concerned overall vs. caregivers & pre-diagnosis patients.

AFFECT OF COVID-19 ON THE FOLLOWING ASPECTS OF LIFE

% - TOP 2 (SIGNIFICANT EFFECT / SOME EFFECT)

PATIENTS

Fears for the future 51%

Level of anxiety 49%

Your overall state of health and wellbeing 39%

Mental health 38%

Exercise 38%

Family relationships 36%

Getting the amount of sleep you need 36%

Fears that cancer will progress 36%

Financial wellbeing 33%

Time to care for others in your family 31%

Diet / nutrition 28%

Ability to work (inside / outside the home) 26%

CAREGIVERS

73%

73%

60%

64%

55%

63%

57%

68%

58%

54%

51%

53%

PRE-DIAGNOSIS

74%

77%

65%

68%

65%

53%

66%

68%

61%

57%

56%

49%

Base: Total patients (n=960) / Total caregivers (n=206) / Total pre-diagnosis patients (n=77)

Q10. We would like to understand how the COVID-19 crisis has impacted you personally as a cancer patient / caregiver / as you wait for a possible cancer diagnosis. Please indicate the extent to which the crisis has affected the following aspects of your life....

EFFECT OF COVID-19 ON THE FOLLOWING ASPECTS OF **PATIENT'S** LIFE – *in detail*

	TOTAL	GENDER		REGION						CANCER STAGE					YEARS SINCE DIAGNOSIS			SAMPLE	
		MALE	FEMALE	BC	AB	MB /SK	ON	QC	ATL	REMI-SSION	STAGE 1	STAGE 2	STAGE 3	STAGE 4	<2 YRS	2-5 YRS	6+ YRS	LEGER PANEL	OPEN LINK
SIGNIFICANT / SOME EFFECT	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Fears for the future	51	45	55	47	51	59	55	44	56	37	53	63	55	67	65	49	40	49	75
Level of anxiety	49	44	54	52	48	45	54	43	44	39	51	54	57	65	63	49	37	48	69
Your overall state of health and wellbeing	39	33	45	46	46	36	43	29	43	29	42	47	47	55	53	37	30	38	65
Mental health	38	30	45	43	37	34	43	29	46	28	41	50	38	51	51	37	27	37	57
Exercise	38	35	40	41	41	39	45	28	33	30	39	39	45	53	47	35	32	37	47
Family relationships	36	33	39	34	42	27	39	33	37	28	36	44	45	51	47	35	28	35	65
Getting the amount of sleep you need	36	30	41	41	34	30	43	28	31	26	38	46	43	49	50	36	24	35	51
Fears that cancer will progress	36	31	40	37	36	25	39	34	35	21	36	47	39	58	53	34	24	35	57
Financial wellbeing	33	27	39	38	40	27	40	22	33	24	35	42	42	42	45	31	24	32	49
Time to care for others in your family	31	26	35	29	27	16	37	27	33	21	36	35	42	46	41	28	24	30	43
Diet / nutrition	28	24	32	28	36	25	34	20	22	18	32	35	33	40	38	28	20	27	45
Ability to work (inside / outside the home)	26	24	29	23	31	30	31	20	26	20	23	34	33	43	38	22	20	25	47
Base: Total patients	960	461	497	110	97	44	346	309	54	340	196	149	92	93	286	334	340	909	51

Q10. We would like to understand how the COVID-19 crisis has impacted you personally as a cancer patient. Please indicate the extent to which the crisis has affected the following aspects of your life....

EFFECT OF COVID-19 ON THE FOLLOWING ASPECTS OF CAREGIVER'S LIFE – *in detail*

	TOTAL	GENDER		REGION						CANCER STAGE					YEARS SINCE DIAGNOSIS		
		MALE	FEMALE	BC	AB	MB /SK	ON	QC	ATL	REMISSION	STAGE 1	STAGE 2	STAGE 3	STAGE 4	<2 YRS	2-5 YRS	6+ YRS
SIGNIFICANT / SOME EFFECT	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Level of anxiety	73	66	77	86	52	63	72	72	88	64	52	71	88	79	82	67	60
Fears for the future	73	70	75	86	62	88	73	68	75	60	62	65	84	94	76	73	67
Fears that their cancer will progress	68	68	68	90	52	75	66	65	75	43	48	71	84	94	82	60	50
Mental health	64	57	67	83	52	63	57	62	81	53	43	60	78	76	70	62	52
Family relationships	63	66	60	66	48	75	58	68	69	64	52	65	69	64	73	53	52
Your overall state of health and wellbeing	60	59	61	76	48	63	63	54	63	47	57	60	69	64	69	47	56
Financial wellbeing	58	61	55	66	43	63	66	46	75	38	52	60	66	73	63	56	48
Getting the amount of sleep you need	57	51	60	59	43	50	58	57	69	43	43	63	69	64	62	56	46
Exercise	55	63	50	69	33	38	54	58	63	47	57	60	59	61	64	51	42
Time to care for others in your family	54	56	54	62	43	50	54	51	75	38	24	67	56	73	63	55	35
Ability to work (inside or outside the home)	53	60	49	62	24	50	57	52	63	34	48	56	59	67	61	47	42
Diet/ nutrition	51	56	49	66	24	38	57	48	63	43	48	63	44	55	62	42	40
Base: Total caregivers	206	82	123	29*	21*	8*	67	65	16*	47	21*	48	32	33	103	55	48

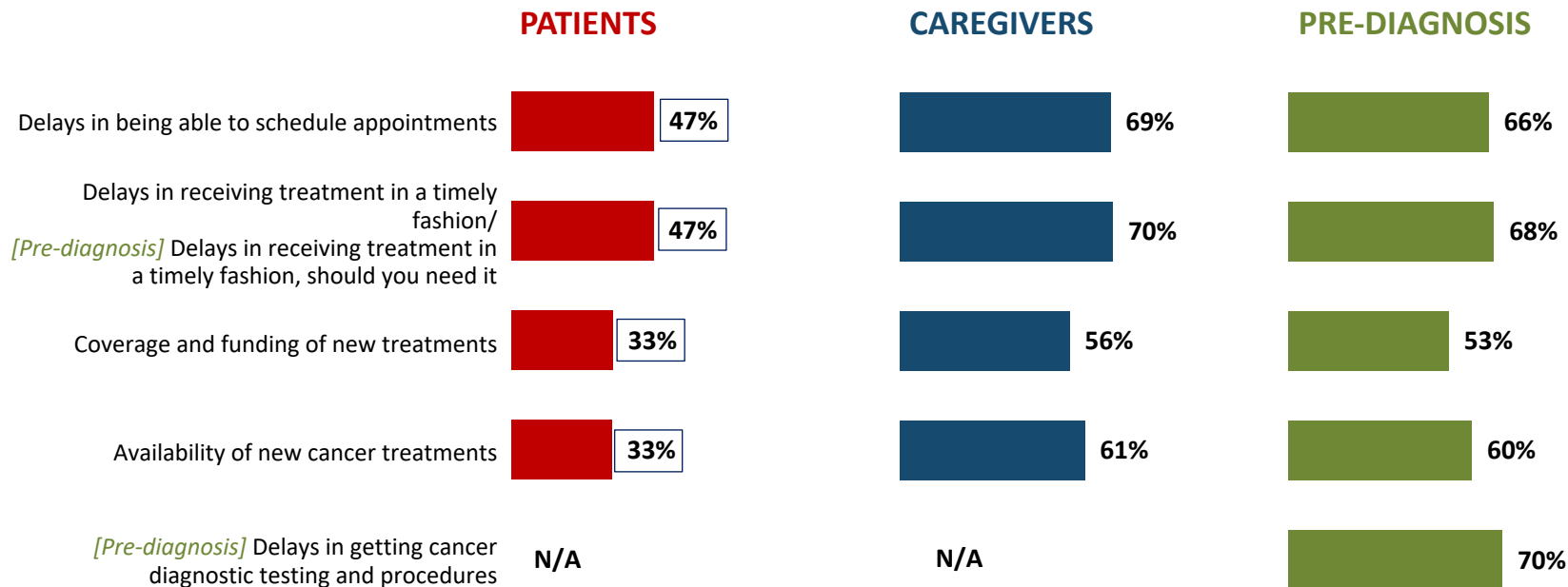
Q10. We would like to understand how the COVID-19 crisis has impacted you personally as a caregiver. Please indicate the extent to which the crisis has affected the following aspects of your life....

*Low base size

Nearly half of patients and 7-in-10 caregivers and pre-diagnosis patients are concerned about scheduling appointments and receiving timely treatment if needed after the restrictions are lifted. 7-in-10 pre-diagnosis patients are also concerned about getting diagnostic tests and procedures.

CONCERNS ABOUT EACH OF THE FOLLOWING AFTER COVID-19 RESTRICTIONS ARE LIFTED

% - TOP 2 (VERY CONCERNED / SOMEWHAT CONCERNED) AMONG THOSE APPLICABLE*



*Excluding those who said not applicable at each option

Base: Total patients (n=960) / Total caregivers (n=206) / Total pre-diagnosis patients (n=77)

Q11. As the COVID-19 restrictions begin to lift, how concerned are you about each of the following?

CONCERNS AMONG **PATIENTS** ABOUT EACH OF THE FOLLOWING AFTER COVID-19 RESTRICTIONS ARE LIFTED – *in detail*

	TOTAL	GENDER		REGION						CANCER STAGE					YEARS SINCE DIAGNOSIS			SAMPLE	
		MALE	FEMALE	BC	AB	MB /SK	ON	QC	ATL	REMISSION	STAGE 1	STAGE 2	STAGE 3	STAGE 4	<2 YRS	2-5 YRS	6+ YRS	LEGER PANEL	OPEN LINK
VERY / SOMEWHAT CONCERNED	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Delays in being able to schedule appointments	47	40	54	50	43	33	56	36	61	41	48	58	52	48	53	47	41	46	59
Delays in receiving treatment in a timely fashion	47	41	53	48	49	30	55	32	67	40	50	60	54	43	53	44	42	46	56
Availability of new cancer treatments	33	26	41	36	31	12	43	20	42	24	34	42	32	45	43	31	24	31	61
Coverage and funding of new treatments	33	28	40	31	36	25	44	19	45	25	34	41	34	42	40	29	31	32	58
Base: Patients to whom applicable	960	461	497	110	97	44	346	309	54	340	196	149	92	93	286	334	340	909	51

CONCERNS AMONG CAREGIVERS ABOUT EACH OF THE FOLLOWING AFTER COVID-19 RESTRICTIONS ARE LIFTED – *in detail*

	TOTAL	REGION						CANCER STAGE					YEARS SINCE DIAGNOSIS		
		BC	AB	MB/ SK	ON	QC	ATL	REMI- SSION	STAGE 1	STAGE 2	STAGE 3	STAGE 4	<2 YRS	2-5 YRS	6+ YRS
VERY / SOMEWHAT CONCERNED	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Delays in receiving treatment in a timely fashion	70	77	56	67	78	62	75	57	59	70	76	81	70	78	59
Delays in being able to schedule appointments	69	78	63	67	78	56	75	59	52	78	66	75	69	79	57
Availability of new cancer treatments	61	65	33	14	64	63	80	36	53	63	75	69	63	65	47
Coverage and funding of new treatments	56	69	35	33	63	46	71	32	33	56	69	65	57	60	49
<i>Base: Caregivers to whom applicable</i>	206	29*	21*	8*	67	65	16*	47	21*	48	32	33	103	55	48

**Low base size*

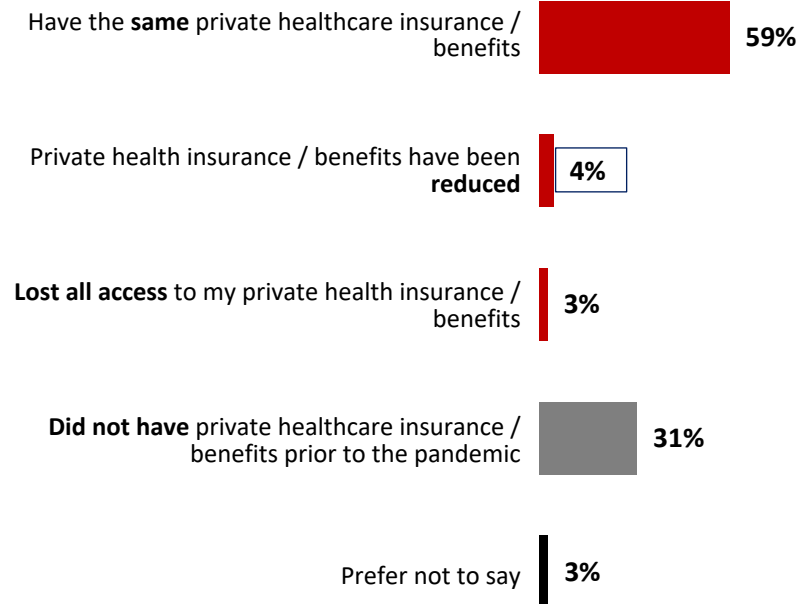
DETAILED FINDINGS

Healthcare coverage

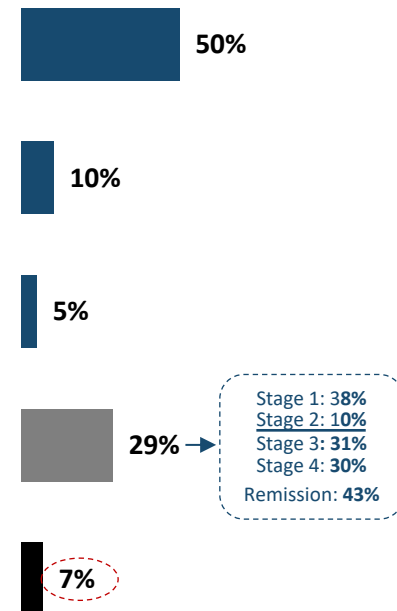
About **6-in-10 patients** and **pre-diagnosis** patients and **half of caregivers** report having **same private insurance benefits** as before. **Few** say the benefits have been **reduced or lost altogether**.

STATUS OF PRIVATE HEALTH INSURANCE SINCE THE BEGINNING OF COVID-19

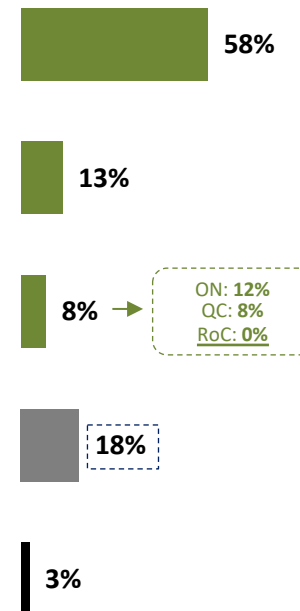
PATIENTS



CAREGIVERS



PRE-DIAGNOSIS



Base: Total patients (n=960) / Total caregivers (n=206) / Total pre-diagnosis patients (n=77)

Q12. Which of the following best describes your / of the person you care current private healthcare insurance / benefits (e.g. through employer or spouse's employer) since beginning of the COVID-19 pandemic in Canada?

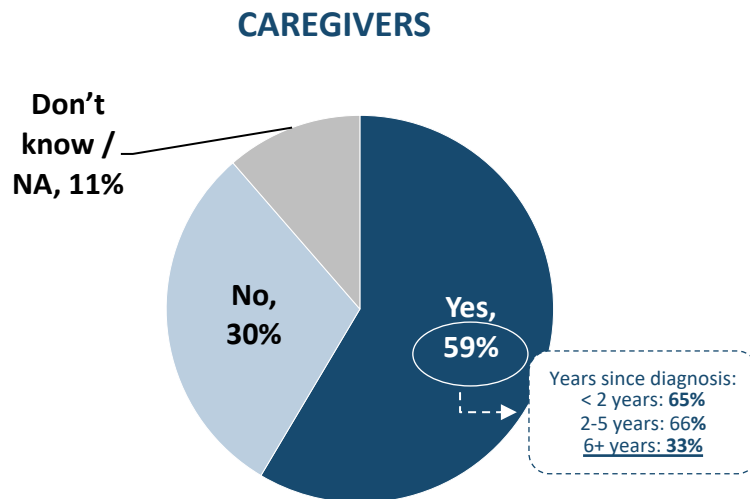
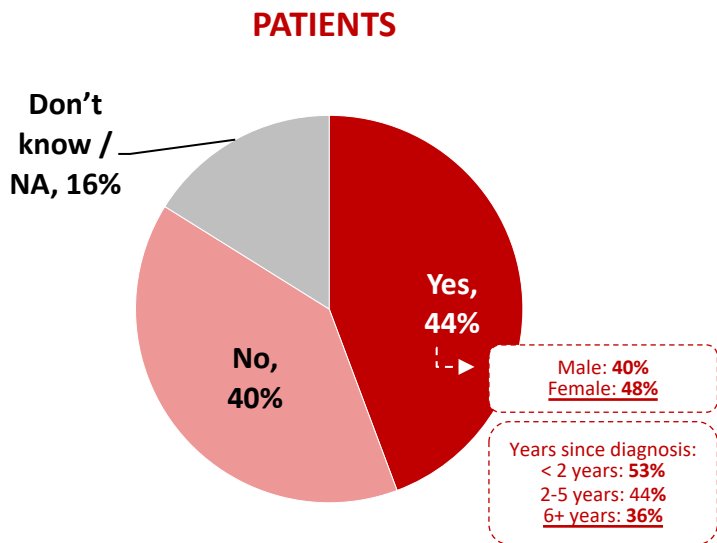
STATUS OF PRIVATE HEALTH INSURANCE SINCE THE BEGINNING OF COVID-19 AMONG **PATIENTS** – *in detail*

	TOTAL	GENDER		REGION						CANCER STAGE					YEARS SINCE DIAGNOSIS			SAMPLE	
		MALE	FEMALE	BC	AB	MB /SK	ON	QC	ATL	REMI-SSION	STAGE 1	STAGE 2	STAGE 3	STAGE 4	<2 YRS	2-5 YRS	6+ YRS	LEGER PANEL	OPEN LINK
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
I still have the same private healthcare insurance / benefits	59	61	58	56	58	66	64	52	74	59	58	55	57	70	59	59	61	59	67
My private health insurance / benefits have been reduced	4	5	4	4	7	2	6	3	4	1	8	9	7	5	9	2	3	5	4
I have lost all access to my private health insurance / benefits	3	4	2	3	4	5	2	2	4	2	2	5	7	1	3	3	2	3	2
I did not have private healthcare insurance / benefits prior to the pandemic	31	30	31	35	31	25	26	38	17	34	30	28	29	23	27	34	31	31	20
I prefer not to say	3	1	5	2	-	2	2	6	2	3	3	4	1	1	2	3	4	3	8
Base: Total patients	960	461	497	110	97	44	346	309	54	340	196	149	92	93	286	334	340	909	51

Q12. Which of the following best describes your / of the person you care current private healthcare insurance / benefits (e.g. through employer or spouse's employer) since beginning of the COVID-19 pandemic in Canada?

Of those who still have partial or complete access to private insurance, **nearly half of patients** and **6-in-10 caregivers** report being depended on it to cover any cancer and supportive treatment

AMONG THOSE WHO STILL HAVE PARTIAL OR FULL PRIVATE INSURANCE, DEPENDENCE ON PRIVATE INSURANCE TO COVER ANY CANCER TREATMENT / SUPPORTIVE CARE

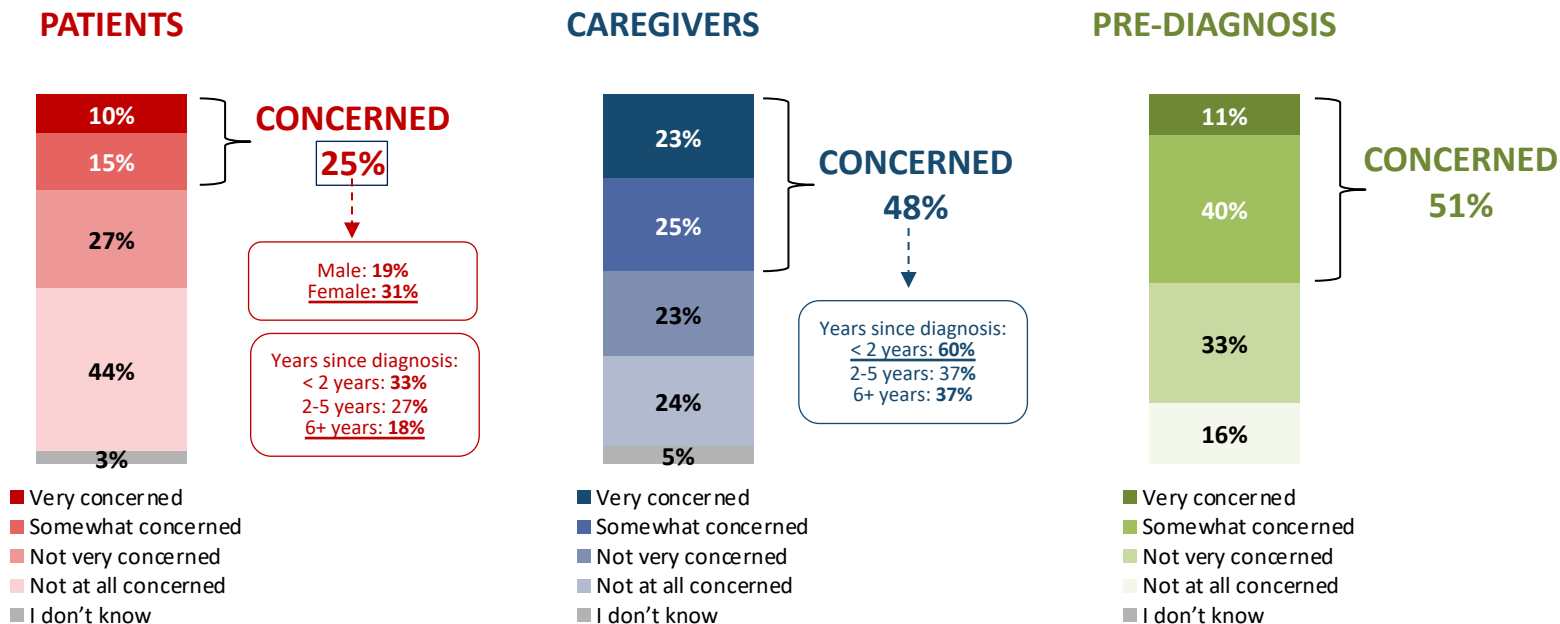


Base: Patients (n=614) / Person being cared for (n=123) who still have partial or full private insurance

Q13ai/bi. Do you / the person you care for depend on this private insurance to cover any cancer treatments (i.e. medications) or supportive care that you / they receive outside of hospital?

Of those who still have partial or complete access to private insurance, **half of caregivers and pre-diagnosis patients are concerned about losing access / having reduced access** due to COVID-19, while **significantly fewer patients** report being concerned

AMONG THOSE WHO STILL HAVE PARTIAL OR FULL PRIVATE HEALTHCARE INSURANCE / BENEFITS, CONCERNS ABOUT LOSING OR HAVING REDUCED ACCESS TO IT DUE TO COVID-19

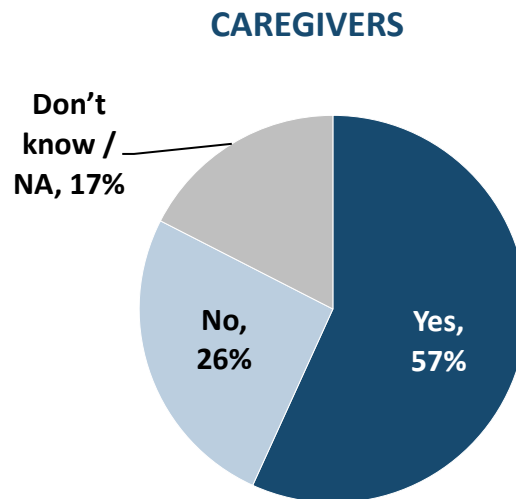
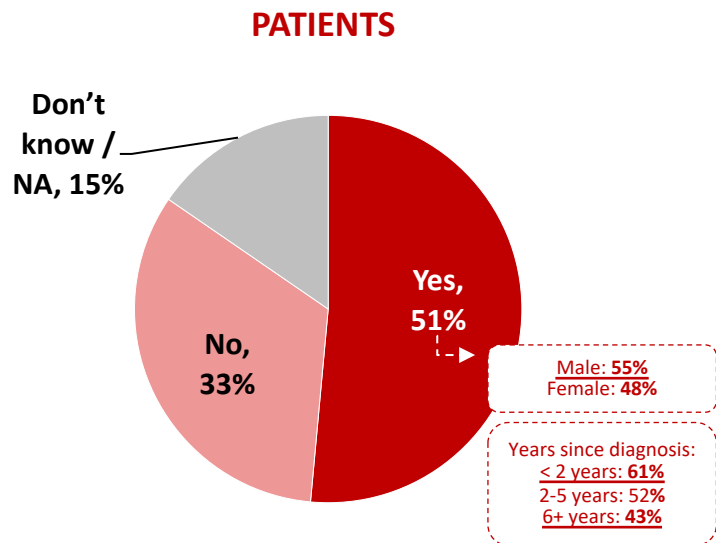


Base: Patients (n=614) / Person being cared for (n=123) / pre-diagnosis patients (n=55) who still have partial or full private insurance

Q13aii/bii. How concerned are you / as far as you are aware, how concerned are they about losing access to your private healthcare insurance / benefits (e.g. through employer or spouse's employer) due to the COVID-19 pandemic?

About half of patients and caregivers report being depended on public / government coverage for any cancer treatment / supportive care received outside of hospital

DEPENDENCE ON PUBLIC / GOVERNMENT COVERAGE FOR ANY CANCER TREATMENT / SUPPORTIVE CARE RECEIVED OUTSIDE OF HOSPITAL



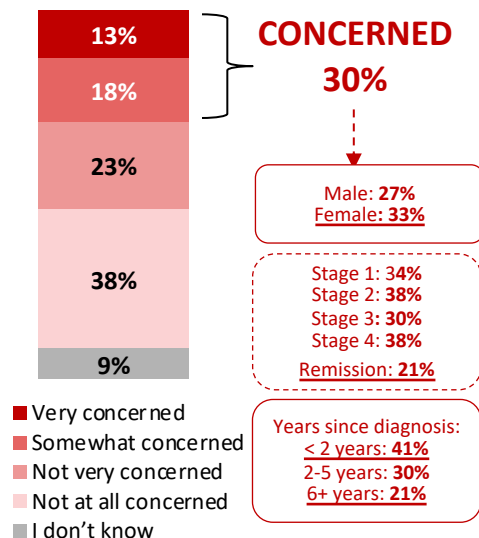
Base: Total patients (n=960) / Total caregivers (n=206)

Q14. Do you / the person you care for depend on public/ government coverage for any cancer treatments (i.e. medications) or supportive care that you receive outside of hospital?

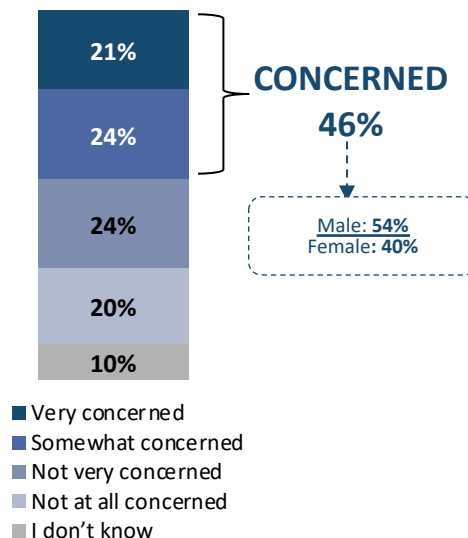
Nearly **half of caregivers** and **3-in-10 patients** are **concerned** about **losing public / government coverage** due to COVID-19 for any cancer treatment / supportive care received outside of hospital

CONCERNS ABOUT LOSING PUBLIC / GOVERNMENT COVERAGE DUE TO COVID-19 FOR ANY CANCER TREATMENT / SUPPORTIVE CARE RECEIVED OUTSIDE OF HOSPITAL

PATIENTS



CAREGIVERS



Base: Total patients (n=960) / Total caregivers (n=206)

Q15. How concerned are you / they about losing public/ government coverage for public/ government coverage for any cancer treatments (i.e. medications) or supportive care that you receive outside of hospital due to the COVID-19 pandemic?

DETAILED FINDINGS

Summary of findings by main cancer types



PATIENT SUMMARY BY MAIN CANCER TYPES: Lung and CRC patients are more likely to be recently diagnosed, prostate and blood cancer patients are more likely to be in remission.



Breast Cancer (266)

Stage:

- **Adjuvant BC: 53%**
- Metastatic BC: 10%
- Remission: 31%
- DK: 6%

Diagnosis:

- <2 years ago: 30%
- 2-5 years ago: 30%
- 6-10 years ago: 24%
- >10 years ago: 16%

Region:

- Ontario: 35%
- Quebec: 30%
- West: 29%
- Atlantic: 6%

Average age: 60 years



Prostate Cancer (206)

Stage:

- Adjuvant: 36%
- Metastatic: 11%
- **Remission: 42%**
- DK: 10%

Diagnosis:

- <2 years ago: 25%
- **2-5 years ago: 33%**
- 6-10 years ago: 20%
- >10 years ago: 22%

Region:

- Ontario: 35%
- Quebec: 34%
- West: 26%
- Atlantic: 4%

Average age: 69 years



CRC (100)

Stage:

- **Adjuvant: 50%**
- Metastatic: 23%
- Remission: 23%
- DK: 4%

Diagnosis:

- <2 years ago: 34%
- **2-5 years ago: 42%**
- 6-10 years ago: 13%
- >10 years ago: 11%

Region:

- **Ontario: 43%**
- Quebec: 21%
- West: 28%
- Atlantic: 8%

Average age: 60 years



Lung Cancer (74)

Stage:

- **Adjuvant: 49%**
- Metastatic: 16%
- Remission: 27%
- DK: 8%

Diagnosis:

- **<2 years ago: 49%**
- **2-5 years ago: 39%**
- 6-10 years ago: 7%
- >10 years ago: 5%

Region:

- Ontario: 38%
- **Quebec: 38%**
- West: 21%
- Atlantic: 4%

Average age: 62 years



Blood Cancers (101)

Stage:

- Adjuvant: 35%
- Metastatic: 9%
- **Remission: 44%**
- DK: 13%

Diagnosis:

- <2 years ago: 24%
- **2-5 years ago: 30%**
- 6-10 years ago: 24%
- >10 years ago: 23%

Region:

- Ontario: 33%
- Quebec: 36%
- West: 28%
- Atlantic: 4%

Average age: 60 years

SUMMARY OF CONCERNS EXPRESSED BY BREAST CANCER PATIENTS VS. CANCER PATIENTS IN GENERAL



Breast cancer patients are more likely than cancer patients overall to say they are concerned

Breast Cancer (266)

Stage:

- Adjuvant BC: 53%
- Metastatic BC: 10%
- Remission: 31%
- DK: 6%

Diagnosis:

- <2 years ago: 30%
- 2-5 years ago: 30%
- 6-10 years ago: 24%
- >10 years ago: 16%

Region:

- Ontario: 35%
- Quebec: 30%
- West: 29%
- Atlantic: 6%

Average age: 60 years

% PATIENTS WHO ARE VERY OR SOMEWHAT CONCERNED about receiving adequate cancer care:

- **Before COVID-19:** Patients overall: 35%; **Breast cancer patients: 36%**
- **During COVID-19:** Patients overall: 49%; **Breast cancer patients: 53%**
- **Currently:** Patients overall: 44%; **Breast cancer patients: 47%**

% PATIENTS WHO ARE VERY OR SOMEWHAT CONCERNED ABOUT THE FOLLOWING DURING COVID-19:

- Getting hospital care if needed: Patients overall: 51%; **Breast cancer patients: 57%**
- Being cared for in an ER if needed: Patients overall: 51%; **Breast cancer patients: 57%**
- Being able to get tests related to my cancer: Patients overall: 49%; **Breast cancer patients: 52%**
- Being able to see doctor managing cancer: Patients overall: 49%; **Breast cancer patients: 54%**
- Being able to get help for side effects: Patients overall: 48%; **Breast cancer patients: 53%**
- Being able to receive cancer treatment in timely fashion: Patients overall: 46%; **Breast cancer patients: 51%**
- Being able to receive post-treatment rehabilitation care: Patients overall: 45%; **Breast cancer patients: 52%**
- Shortages of medication: Patients overall: 38%; **Breast cancer patients: 47%**

SUMMARY OF CHANGES IN APPOINTMENTS AND TREATMENTS BY **BREAST CANCER PATIENTS** VS. CANCER PATIENTS IN GENERAL



Breast cancer patients experienced similar levels of rescheduled and canceled appointments

Breast Cancer (266)

Stage:

- Adjuvant BC: 53%
- Metastatic BC: 10%
- Remission: 31%
- DK: 6%

Diagnosis:

- <2 years ago: 30%
- 2-5 years ago: 30%
- 6-10 years ago: 24%
- >10 years ago: 16%

Region:

- Ontario: 35%
- Quebec: 30%
- West: 29%
- Atlantic: 6%

Average age: 60 years

% PATIENTS WHO EXPERIENCED THE FOLLOWING (related to their cancer):

- Had in-person appointment rescheduled as virtual: Patients overall: 38%; **Breast cancer patients: 36%**
- Doctor canceled/postponed in-person appointment: Patients overall: 28%; **Breast cancer patients: 29%**
- Routine screening canceled/ rescheduled: Patients overall: 23%; **Breast cancer patients: 29%**
- Approached a pharmacist for medical advice: Patients overall: 16%; **Breast cancer patients: 19%**
- Avoided booking an appointment: Patients overall: 13%; **Breast cancer patients: 16%**
- Avoided going to the ER for cancer symptoms : Patients overall: 12%; **Breast cancer patients: 15%**
- Personally canceled/ postponed in-person appointment: Patients overall: 12%; **Breast cancer patients: 12%**
- Had a scheduled procedure or surgery for cancer postponed: Patients overall: 12%; **Breast cancer patients: 13%**
- Have not been able to start/ continue with cancer treatment: Patients overall: 8%; **Breast cancer patients: 8%**
- Had a change made to treatment: Patients overall: 8%; **Breast cancer patients: 12%**
- Have not been able to fill prescription for cancer treatment in a timely manner: Patients overall: 6%; **Breast cancer patients: 6%**

SUMMARY OF INTERACTIONS WITH HCPs BY BREAST CANCER PATIENTS VS. CANCER PATIENTS IN GENERAL



Breast cancer patients reported a similar level and type of interaction compared to cancer patients in general

Breast Cancer (266)

Stage:

- Adjuvant BC: 53%
- Metastatic BC: 10%
- Remission: 31%
- DK: 6%

Diagnosis:

- <2 years ago: 30%
- 2-5 years ago: 30%
- 6-10 years ago: 24%
- >10 years ago: 16%

Region:

- Ontario: 35%
- Quebec: 30%
- West: 29%
- Atlantic: 6%

Average age: 60 years

% PATIENTS WHO INTERACTED WITH HCPs DURING COVID-19 (related to their cancer):

- Interacted with specialists: Patients overall: 45%; **Breast cancer patients: 40%**
- Interacted with family doctor: Patients overall: 39%; **Breast cancer patients: 39%**
- Interacted with pharmacists: Patients overall: 31%; **Breast cancer patients: 34%**
- Interacted with allied HCPs: Patients overall: 24%; **Breast cancer patients: 28%**

AMONG THOSE INTERACTING WITH HCPs, % WHO DID SO BY TELEPHONE AND IN-PERSON:

- Interacted with family doctor by telephone: Patients overall: 80%; **Breast cancer patients: 82%**
- Interacted with family doctor in person: Patients overall: 31%; **Breast cancer patients: 36%**
- Interacted with oncologist by telephone: Patients overall: 69%; **Breast cancer patients: 75%**
- Interacted with oncologist in person: Patients overall: 31%; **Breast cancer patients: 28%**

Over 90% of patients who interacted with their oncologist or GP by telephone said they were very or somewhat satisfied.

Among breast cancer patients, level of satisfaction was similarly high.

SUMMARY OF IMPACT OF COVID-19 ON BREAST CANCER PATIENTS VS. CANCER PATIENTS IN GENERAL



More breast cancer patients reported that COVID-19 had a significant effect / some effect on their overall state of health and well-being and their fears that the cancer will progress compared to cancer patients in general

Breast Cancer (266)

Stage:

- Adjuvant BC: 53%
- Metastatic BC: 10%
- Remission: 31%
- DK: 6%

Diagnosis:

- <2 years ago: 30%
- 2-5 years ago: 30%
- 6-10 years ago: 24%
- >10 years ago: 16%

Region:

- Ontario: 35%
- Quebec: 30%
- West: 29%
- Atlantic: 6%

Average age: 60 years

% PATIENTS WHO REPORTED THAT COVID-19 HAD A SIGNIFICANT EFFECT/ SOME EFFECT ON:

- Fears for the future: Patients overall: 51%; **Breast cancer patients: 53%**
- Level of anxiety: Patients overall: 49%; **Breast cancer patients: 49%**
- **Overall state of health/wellbeing: Patients overall: 39%; Breast cancer patients: 47%**
- Mental health: Patients overall: 38%; **Breast cancer patients: 41%**
- Exercise: Patients overall: 38%; **Breast cancer patients: 43%**
- Family relationships: Patients overall: 36%; **Breast cancer patients: 36%**
- Amount of sleep: Patients overall: 36%; **Breast cancer patients: 38%**
- **Fears cancer will progress: Patients overall: 36%; Breast cancer patients: 41%**
- Financial wellbeing: Patients overall: 33%; **Breast cancer patients: 37%**

% PATIENTS WHO ARE VERY/ SOMEWHAT CONCERNED ABOUT EACH OF THE FOLLOWING:

- Delays in scheduling appointments: Patients overall: 47%; **Breast cancer patients: 49%**
- Delays in receiving treatment in timely fashion: Patients overall: 47%; **Breast cancer patients: 37%**
- Coverage and funding of new treatments: Patients overall: 33%; **Breast cancer patients: 26%**
- Availability of new cancer treatments: Patients overall: 33%; **Breast cancer patients: 25%**

Note that in general female cancer patients report more impact on them personally vs. males.

SUMMARY OF CONCERNS EXPRESSED BY PROSTATE CANCER PATIENTS VS. CANCER PATIENTS IN GENERAL



Prostate cancer patients are LESS likely than cancer patients overall to say they are concerned

Prostate Cancer (206)

Stage:

- Adjuvant: 36%
- Metastatic: 11%
- Remission: 42%
- DK: 10%

Diagnosis:

- <2 years ago: 25%
- 2-5 years ago: 33%
- 6-10 years ago: 20%
- >10 years ago: 22%

Region:

- Ontario: 35%
- Quebec: 34%
- West: 26%
- Atlantic: 4%

Average age: 69 years

% PATIENTS WHO ARE VERY OR SOMEWHAT CONCERNED about receiving adequate cancer care:

- Before COVID-19: Patients overall: 35%; Prostate cancer patients: 26%
- During COVID-19: Patients overall: 49%; Prostate cancer patients: 44%
- Currently: Patients overall: 44%; Prostate cancer patients: 35%

% PATIENTS WHO ARE VERY OR SOMEWHAT CONCERNED ABOUT THE FOLLOWING DURING COVID-19:

- Getting hospital care if needed: Patients overall: 51%; Prostate cancer patients: 47%
- Being cared for in an ER if needed: Patients overall: 51%; Prostate cancer patients: 39%
- Being able to get tests related to my cancer: Patients overall: 49%; Prostate cancer patients: 40%
- Being able to see doctor managing cancer: Patients overall: 49%; Prostate cancer patients: 41%
- Being able to get help for side effects: Patients overall: 48%; Prostate cancer patients: 42%
- Being able to receive cancer treatment in timely fashion: Patients overall: 46%; Prostate cancer patients: 36%
- Being able to receive post-treatment rehabilitation care: Patients overall: 45%; Prostate cancer patients: 33%
- Shortages of medication: Patients overall: 38%; Prostate cancer patients: 26%

SUMMARY OF CHANGES IN APPOINTMENTS AND TREATMENTS BY PROSTATE CANCER PATIENTS VS. CANCER PATIENTS IN GENERAL



Prostate Cancer (206)

Stage:

- Adjuvant: 36%
- Metastatic: 11%
- **Remission: 42%**
- DK: 10%

Diagnosis:

- <2 years ago: 25%
- **2-5 years ago: 33%**
- 6-10 years ago: 20%
- >10 years ago: 22%

Region:

- Ontario: 35%
- Quebec: 34%
- West: 26%
- Atlantic: 4%

Average age: 69 years

Apart from doctor canceled/ postponed in-person appointments, prostate cancer patients report **FEWER DISRUPTIONS** to appointments and treatments vs. cancer patients overall

% PATIENTS WHO EXPERIENCED THE FOLLOWING (related to their cancer):

- Had in-person appointment rescheduled as virtual: Patients overall: 38%; **Prostate cancer patients: 25%**
- Doctor canceled/postponed in-person appointment: Patients overall: 28%; **Prostate cancer patients: 37%**
- Routine screening canceled/ rescheduled: Patients overall: 23%; **Prostate cancer patients: 17%**
- Approached a pharmacist for medical advice: Patients overall: 16%; **Prostate cancer patients: 11%**
- Avoided booking an appointment: Patients overall: 13%; **Prostate cancer patients: 10%**
- Avoided going to the ER for cancer symptoms : Patients overall: 12%; **Prostate cancer patients: 8%**
- Personally canceled/ postponed in-person appointment: Patients overall: 12%; **Prostate cancer patients: 9%**
- Had a scheduled procedure or surgery for cancer postponed: Patients overall: 12%; **Prostate cancer patients: 10%**
- Have not been able to start/ continue with cancer treatment: Patients overall: 8%; **Prostate cancer patients: 6%**
- Had a change made to treatment: Patients overall: 8%; **Prostate cancer patients: 5%**
- Have not been able to fill prescription for cancer treatment in a timely manner: Patients overall: 6%; **Prostate cancer patients: 3%**

SUMMARY OF INTERACTIONS WITH HCPs BY PROSTATE CANCER PATIENTS VS. CANCER PATIENTS IN GENERAL



Prostate Cancer (206)

Stage:

- Adjuvant: 36%
- Metastatic: 11%
- **Remission: 42%**
- DK: 10%

Diagnosis:

- <2 years ago: 25%
- **2-5 years ago: 33%**
- 6-10 years ago: 20%
- >10 years ago: 22%

Region:

- Ontario: 35%
- Quebec: 34%
- West: 26%
- Atlantic: 4%

Average age: 69 years

Prostate cancer patients reported a similar level of interaction with specialists and GPs, but fewer report interacting with pharmacists or allied HCPs.

% PATIENTS WHO INTERACTED WITH HCPs DURING COVID-19 (related to their cancer):

- Interacted with specialists: Patients overall: 45%; **Prostate cancer patients: 48%**
- Interacted with family doctor: Patients overall: 39%; **Prostate cancer patients: 38%**
- Interacted with pharmacists: Patients overall: 31%; **Prostate cancer patients: 24%**
- Interacted with allied HCPs: Patients overall: 24%; **Prostate cancer patients: 14%**

AMONG THOSE INTERACTING WITH HCPs, % WHO DID SO BY TELEPHONE AND IN-PERSON:

- Interacted with family doctor by telephone: Patients overall: 80%; **Prostate cancer patients: 77%**
- Interacted with family doctor in person: Patients overall: 31%; **Prostate cancer patients: 37 %**
- Interacted with oncologist by telephone: Patients overall: 69%; **Prostate cancer patients: 66%**
- Interacted with oncologist in person: Patients overall: 31%; **Prostate cancer patients: 34%**

Over 90% of patients who interacted with their oncologist or GP by telephone said they were very or somewhat satisfied.

Among prostate cancer patients, level of satisfaction was similarly high.

SUMMARY OF IMPACT OF COVID-19 ON PROSTATE CANCER PATIENTS VS. CANCER PATIENTS IN GENERAL



Prostate Cancer (206)

Stage:

- Adjuvant: 36%
- Metastatic: 11%
- **Remission: 42%**
- DK: 10%

Diagnosis:

- <2 years ago: 25%
- **2-5 years ago: 33%**
- 6-10 years ago: 20%
- >10 years ago: 22%

Region:

- Ontario: 35%
- Quebec: 34%
- West: 26%
- Atlantic: 4%

Average age: 69 years

Fewer prostate cancer patients reported that COVID-19 had a significant effect / some effect on them personally compared to cancer patients in general

% PATIENTS WHO REPORTED THAT COVID-19 HAD A SIGNIFICANT EFFECT/ SOME EFFECT ON:

- Fears for the future: Patients overall: 51%; **Prostate cancer patients: 42%**
- Level of anxiety: Patients overall: 49%; **Prostate cancer patients: 37%**
- Overall state of health/wellbeing: Patients overall: 39%; **Prostate cancer patients: 29%**
- Mental health: Patients overall: 38%; **Prostate cancer patients: 24%**
- Exercise: Patients overall: 38%; **Prostate cancer patients: 35%**
- Family relationships: Patients overall: 36%; **Prostate cancer patients: 32%**
- Amount of sleep: Patients overall: 36%; **Prostate cancer patients: 26%**
- Fears cancer will progress: Patients overall: 36%; **Prostate cancer patients: 28%**
- Financial wellbeing: Patients overall: 33%; **Prostate cancer patients: 21%**

% PATIENTS WHO ARE VERY/ SOMEWHAT CONCERNED ABOUT EACH OF THE FOLLOWING:

- Delays in scheduling appointments: Patients overall: 47%; **Prostate cancer patients: 38%**
- Delays in receiving treatment in timely fashion: Patients overall: 47%; **Prostate cancer patients: 33%**
- Coverage and funding of new treatments: Patients overall: 33%; **Prostate cancer patients: 21%**
- Availability of new cancer treatments: Patients overall: 33%; **Prostate cancer patients: 19%**

Note that in general female cancer patients report more impact on them personally vs. males.

SUMMARY OF CONCERNS EXPRESSED BY **COLORECTAL CANCER** PATIENTS VS. CANCER PATIENTS IN GENERAL



CRC (100)

Colorectal cancer patients are more likely than cancer patients in general to say they are concerned, and this concern has not eased with lifting of restrictions

Stage:

- **Adjuvant: 50%**
- Metastatic: 23%
- Remission: 23%
- DK: 4%

Diagnosis:

- <2 years ago: 34%
- **2-5 years ago: 42%**
- 6-10 years ago: 13%
- >10 years ago: 11%

Region:

- **Ontario: 43%**
- Quebec: 21%
- West: 28%
- Atlantic: 8%

Average age: 60 years

% PATIENTS WHO ARE VERY OR SOMEWHAT CONCERNED about receiving adequate cancer care:

- **Before COVID-19:** Patients overall: 35%; **Colorectal cancer patients: 48%**
- **During COVID-19:** Patients overall: 49%; **Colorectal cancer patients: 56%**
- **Currently:** Patients overall: 44%; **Colorectal cancer patients: 55%**

% PATIENTS WHO ARE VERY OR SOMEWHAT CONCERNED ABOUT THE FOLLOWING DURING COVID-19:

- Getting hospital care if needed: Patients overall: 51%; **Colorectal cancer patients: 56%**
- Being cared for in an ER if needed: Patients overall: 51%; **Colorectal cancer patients: 59%**
- Being able to get tests related to my cancer: Patients overall: 49%; **Colorectal cancer patients: 57%**
- Being able to see doctor managing cancer: Patients overall: 49%; **Colorectal cancer patients: 56%**
- Being able to get help for side effects: Patients overall: 48%; **Colorectal cancer patients: 49%**
- Being able to receive cancer treatment in timely fashion: Patients overall: 46%; **Colorectal cancer patients: 55%**
- Being able to receive post-treatment rehabilitation care: Patients overall: 45%; **Colorectal cancer patients: 55%**
- Shortages of medication: Patients overall: 38%; **Colorectal cancer patients: 38%**

SUMMARY OF CHANGES IN APPOINTMENTS AND TREATMENTS BY COLORECTAL CANCER PATIENTS VS. CANCER PATIENTS IN GENERAL



CRC (100)

More colorectal cancer patients report canceled or postponed in-person appointments and surgeries/ procedures than cancer patients in general.

Stage:

- **Adjuvant: 50%**
- Metastatic: 23%
- Remission: 23%
- DK: 4%

Diagnosis:

- <2 years ago: 34%
- **2-5 years ago: 42%**
- 6-10 years ago: 13%
- >10 years ago: 11%

Region:

- **Ontario: 43%**
- Quebec: 21%
- West: 28%
- Atlantic: 8%

Average age: 60 years

% PATIENTS WHO EXPERIENCED THE FOLLOWING (related to their cancer):

- Had in-person appointment rescheduled as virtual: Patients overall: 38%; **Colorectal cancer patients: 45%**
- Doctor canceled/postponed in-person appointment: Patients overall: 28%; **Colorectal cancer patients: 34%**
- Routine screening canceled/ rescheduled: Patients overall: 23%; **Colorectal cancer patients: 23%**
- Approached a pharmacist for medical advice: Patients overall: 16%; **Colorectal cancer patients: 18%**
- Avoided booking an appointment: Patients overall: 13%; **Colorectal cancer patients: 18%**
- Avoided going to the ER for cancer symptoms: Patients overall: 12%; **Colorectal cancer patients: 21%**
- Personally canceled/ postponed in-person appointment: Patients overall: 12%; **Colorectal cancer patients: 15%**
- Had a scheduled procedure or surgery for cancer postponed: Patients overall: 12%; **Colorectal cancer patients: 20%**
- Have not been able to start/ continue with cancer treatment: Patients overall: 8%; **Colorectal cancer patients: 14%**
- Had a change made to treatment: Patients overall: 8%; **Colorectal cancer patients: 9%**
- Have not been able to fill prescription for cancer treatment in a timely manner: Patients overall: 6%; **Colorectal cancer patients: 10%**

SUMMARY OF INTERACTIONS WITH HCPs BY **COLORECTAL CANCER** PATIENTS VS. CANCER PATIENTS IN GENERAL



CRC (100)

Stage:

- **Adjuvant: 50%**
- Metastatic: 23%
- Remission: 23%
- DK: 4%

Diagnosis:

- <2 years ago: 34%
- **2-5 years ago: 42%**
- 6-10 years ago: 13%
- >10 years ago: 11%

Region:

- **Ontario: 43%**
- Quebec: 21%
- West: 28%
- Atlantic: 8%

Average age: 60 years

More colorectal cancer patients reported interacting with HCPs during COVID-19 compared to cancer patients in general, but fewer report an in-person interaction.

% PATIENTS WHO INTERACTED WITH HCPs DURING COVID-19 (related to their cancer):

- Interacted with specialists: Patients overall: 45%; **Colorectal cancer patients: 51%**
- Interacted with family doctor: Patients overall: 39%; **Colorectal cancer patients: 49%**
- Interacted with pharmacists: Patients overall: 31%; **Colorectal cancer patients: 40%**
- Interacted with allied HCPs: Patients overall: 24%; **Colorectal cancer patients: 39%**

AMONG THOSE INTERACTING WITH HCPs, % WHO DID SO BY TELEPHONE AND IN-PERSON:

- Interacted with family doctor by telephone: Patients overall: 80%; **Colorectal cancer patients: 80%**
- Interacted with family doctor in person: Patients overall: 31%; **Colorectal cancer patients: 33%**
- Interacted with oncologist by telephone: Patients overall: 69%; **Colorectal cancer patients: 71%**
- Interacted with oncologist in person: Patients overall: 31%; **Colorectal cancer patients: 10%**

SUMMARY OF IMPACT OF COVID-19 ON COLORECTAL CANCER PATIENTS VS. CANCER PATIENTS IN GENERAL



More CRC patients report that COVID-19 has had an impact on their mental health and fears for the future. They are also more likely to report being concerned about availability and funding of new treatments.

CRC (100)

Stage:

- **Adjuvant: 50%**
- Metastatic: 23%
- Remission: 23%
- DK: 4%

Diagnosis:

- <2 years ago: 34%
- **2-5 years ago: 42%**
- 6-10 years ago: 13%
- >10 years ago: 11%

Region:

- **Ontario: 43%**
- Quebec: 21%
- West: 28%
- Atlantic: 8%

Average age: 60 years

% PATIENTS WHO REPORTED THAT COVID-19 HAD A SIGNIFICANT EFFECT/ SOME EFFECT ON:

- Fears for the future: Patients overall: 51%; **Colorectal cancer patients: 58%**
- Level of anxiety: Patients overall: 49%; **Colorectal cancer patients: 51%**
- Overall state of health/wellbeing: Patients overall: 39%; **Colorectal cancer patients: 42%**
- Mental health: Patients overall: 38%; **Colorectal cancer patients: 51%**
- Exercise: Patients overall: 38%; **Colorectal cancer patients: 44%**
- Family relationships: Patients overall: 36%; **Colorectal cancer patients: 46%**
- Amount of sleep: Patients overall: 36%; **Colorectal cancer patients: 38%**
- Fears cancer will progress: Patients overall: 36%; **Colorectal cancer patients: 36%**
- Financial wellbeing: Patients overall: 33%; **Colorectal cancer patients: 44%**

% PATIENTS WHO ARE VERY/ SOMEWHAT CONCERNED ABOUT EACH OF THE FOLLOWING:

- Delays in scheduling appointments: Patients overall: 47%; **Colorectal cancer patients: 48%**
- Delays in receiving treatment in timely fashion: Patients overall: 47%; **Colorectal cancer patients: 53%**
- Coverage and funding of new treatments: Patients overall: 33%; **Colorectal cancer patients: 46%**
- Availability of new cancer treatments: Patients overall: 33%; **Colorectal cancer patients: 44%**

SUMMARY OF CONCERNS EXPRESSED BY LUNG CANCER PATIENTS VS. CANCER PATIENTS IN GENERAL



Lung Cancer (74)

Stage:

- **Adjuvant: 49%**
- Metastatic: 16%
- Remission: 27%
- DK: 8%

Diagnosis:

- **<2 years ago: 49%**
- **2-5 years ago: 39%**
- 6-10 years ago: 7%
- >10 years ago: 5%

Region:

- Ontario: 38%
- **Quebec: 38%**
- West: 21%
- Atlantic: 4%

Average age: 62 years

Lung cancer patients are more likely than cancer patients overall to say they are concerned, more so about receiving adequate cancer care during COVID-19

% PATIENTS WHO ARE VERY OR SOMEWHAT CONCERNED about receiving adequate cancer care:

- **Before COVID-19:** Patients overall: 35%; **Lung cancer patients: 51%**
- **During COVID-19:** Patients overall: 49%; **Lung cancer patients: 65%**
- **Currently:** Patients overall: 44%; **Lung cancer patients: 57%**

% PATIENTS WHO ARE VERY OR SOMEWHAT CONCERNED ABOUT THE FOLLOWING DURING COVID-19:

- Getting hospital care if needed: Patients overall: 51%; **Lung cancer patients: 56%**
- Being cared for in an ER if needed: Patients overall: 51%; **Lung cancer patients: 48%**
- Being able to get tests related to my cancer: Patients overall: 49%; **Lung cancer patients: 56%**
- Being able to see doctor managing cancer: Patients overall: 49%; **Lung cancer patients: 60%**
- Being able to get help for side effects: Patients overall: 48%; **Lung cancer patients: 49%**
- Being able to receive cancer treatment in timely fashion: Patients overall: 46%; **Lung cancer patients: 46%**
- Being able to receive post-treatment rehabilitation care: Patients overall: 45%; **Lung cancer patients: 53%**
- Shortages of medication: Patients overall: 38%; **Lung cancer patients: 40%**

SUMMARY OF CHANGES IN APPOINTMENTS AND TREATMENTS BY **LUNG CANCER PATIENTS** VS. CANCER PATIENTS IN GENERAL



Lung Cancer (74)

Stage:

- **Adjuvant: 49%**
- Metastatic: 16%
- Remission: 27%
- DK: 8%

Diagnosis:

- **<2 years ago: 49%**
- **2-5 years ago: 39%**
- 6-10 years ago: 7%
- >10 years ago: 5%

Region:

- Ontario: 38%
- **Quebec: 38%**
- West: 21%
- Atlantic: 4%

Average age: 62 years

More lung cancer patients have had rescheduled and canceled appointments than cancer patients overall but fewer have had treatments cancelled or issues with filling prescriptions

% PATIENTS WHO EXPERIENCED THE FOLLOWING (related to their cancer):

- Had in-person appointment rescheduled as virtual: Patients overall: 38%; **Lung cancer patients: 53%**
- Doctor canceled/postponed in-person appointment: Patients overall: 28%; **Lung cancer patients: 38%**
- Routine screening canceled/ rescheduled: Patients overall: 23%; **Lung cancer patients: 27%**
- Approached a pharmacist for medical advice: Patients overall: 16%; **Lung cancer patients: 19%**
- Avoided booking an appointment: Patients overall: 13%; **Lung cancer patients: 15%**
- Avoided going to the ER for cancer symptoms: Patients overall: 12%; **Lung cancer patients: 15%**
- Personally canceled/ postponed in-person appointment: Patients overall: 12%; **Lung cancer patients: 14%**
- Had a scheduled procedure or surgery for cancer postponed: Patients overall: 12%; **Lung cancer patients: 8%**
- Have not been able to start/ continue with cancer treatment: Patients overall: 8%; **Lung cancer patients: 7%**
- Had a change made to treatment: Patients overall: 8%; **Lung cancer patients: 12%**
- Have not been able to fill prescription for cancer treatment in a timely manner: Patients overall: 6%; **Lung cancer patients: 4%**

SUMMARY OF INTERACTIONS WITH HCPs BY LUNG CANCER PATIENTS VS. CANCER PATIENTS IN GENERAL



Lung Cancer (74)

Stage:

- **Adjuvant: 49%**
- Metastatic: 16%
- Remission: 27%
- DK: 8%

Diagnosis:

- **<2 years ago: 49%**
- **2-5 years ago: 39%**
- 6-10 years ago: 7%
- >10 years ago: 5%

Region:

- Ontario: 38%
- **Quebec: 38%**
- West: 21%
- Atlantic: 4%

Average age: 62 years

Lung cancer patients reported higher interaction with all HCPs, but significantly higher with specialists compared to cancer patients in general

% PATIENTS WHO INTERACTED WITH HCPs DURING COVID-19 (related to their cancer):

- **Interacted with specialists: Patients overall: 45%; Lung cancer patients: 69%**
- Interacted with family doctor: Patients overall: 39%; **Lung cancer patients: 54%**
- Interacted with pharmacists: Patients overall: 31%; **Lung cancer patients: 43%**
- Interacted with allied HCPs: Patients overall: 24%; **Lung cancer patients: 38%**

AMONG THOSE INTERACTING WITH HCPs, % WHO DID SO BY TELEPHONE AND IN-PERSON:

- Interacted with family doctor by telephone: Patients overall: 80%; **Lung cancer patients: 78%**
- Interacted with family doctor in person: Patients overall: 31%; **Lung cancer patients: 40%**
- Interacted with oncologist by telephone: Patients overall: 69%; **Lung cancer patients: 74%**
- Interacted with oncologist in person: Patients overall: 31%; **Lung cancer patients: 32%**

Over 90% of patients who interacted with their oncologist or GP by telephone said they were very or somewhat satisfied.

Among lung cancer patients, level of satisfaction was slightly lower for telephone consult with specialists.

SUMMARY OF IMPACT OF COVID-19 ON LUNG CANCER PATIENTS VS. CANCER PATIENTS IN GENERAL



More lung cancer patients reported that COVID-19 had a significant effect / some effect on them personally, more so on level of anxiety, compared to cancer patients in general

Lung Cancer (74)

Stage:

- **Adjuvant: 49%**
- Metastatic: 16%
- Remission: 27%
- DK: 8%

Diagnosis:

- **<2 years ago: 49%**
- **2-5 years ago: 39%**
- 6-10 years ago: 7%
- >10 years ago: 5%

Region:

- Ontario: 38%
- **Quebec: 38%**
- West: 21%
- Atlantic: 4%

Average age: 62 years

% PATIENTS WHO REPORTED THAT COVID-19 HAD A SIGNIFICANT EFFECT/ SOME EFFECT ON:

- Fears for the future: Patients overall: 51%; **Lung cancer patients: 55%**
- **Level of anxiety: Patients overall: 49%; Lung cancer patients: 68%**
- Overall state of health/wellbeing: Patients overall: 39%; **Lung cancer patients: 54%**
- Mental health: Patients overall: 38%; **Lung cancer patients: 49%**
- Exercise: Patients overall: 38%; **Lung cancer patients: 39%**
- Family relationships: Patients overall: 36%; **Lung cancer patients: 49%**
- Amount of sleep: Patients overall: 36%; **Lung cancer patients: 47%**
- Fears cancer will progress: Patients overall: 36%; **Lung cancer patients: 43%**
- Financial wellbeing: Patients overall: 33%; **Lung cancer patients: 42%**

% PATIENTS WHO ARE VERY/ SOMEWHAT CONCERNED ABOUT EACH OF THE FOLLOWING:

- Delays in scheduling appointments: Patients overall: 47%; **Lung cancer patients: 51%**
- Delays in receiving treatment in timely fashion: Patients overall: 47%; **Lung cancer patients: 44%**
- Coverage and funding of new treatments: Patients overall: 33%; **Lung cancer patients: 40%**
- Availability of new cancer treatments: Patients overall: 33%; **Lung cancer patients: 38%**

SUMMARY OF CONCERNS EXPRESSED BY BLOOD CANCER PATIENTS VS. CANCER PATIENTS IN GENERAL



Blood Cancer (101)

Stage:

- Adjuvant: 35%
- Metastatic: 9%
- **Remission: 44%**
- DK: 13%

Diagnosis:

- <2 years ago: 24%
- **2-5 years ago: 30%**
- 6-10 years ago: 24%
- >10 years ago: 23%

Region:

- Ontario: 33%
- Quebec: 36%
- West: 28%
- Atlantic: 4%

Average age: 60 years

Blood cancer patients are somewhat more likely than cancer patients overall to say they are concerned on majority of factors

% PATIENTS WHO ARE VERY OR SOMEWHAT CONCERNED about receiving adequate cancer care:

- **Before COVID-19:** Patients overall: 35%; **Blood cancer patients: 40%**
- **During COVID-19:** Patients overall: 49%; **Blood cancer patients: 49%**
- **Currently:** Patients overall: 44%; **Blood cancer patients: 50%**

% PATIENTS WHO ARE VERY OR SOMEWHAT CONCERNED ABOUT THE FOLLOWING DURING COVID-19:

- Getting hospital care if needed: Patients overall: 51%; **Blood cancer patients: 55%**
- Being cared for in an ER if needed: Patients overall: 51%; **Blood cancer patients: 53%**
- Being able to get tests related to my cancer: Patients overall: 49%; **Blood cancer patients: 48%**
- Being able to see doctor managing cancer: Patients overall: 49%; **Blood cancer patients: 47%**
- Being able to get help for side effects: Patients overall: 48%; **Blood cancer patients: 51%**
- Being able to receive cancer treatment in timely fashion: Patients overall: 46%; **Blood cancer patients: 49%**
- Being able to receive post-treatment rehabilitation care: Patients overall: 45%; **Blood cancer patients: 52%**
- Shortages of medication: Patients overall: 38%; **Blood cancer patients: 48%**

SUMMARY OF CHANGES IN APPOINTMENTS AND TREATMENTS BY **BLOOD CANCER PATIENTS** VS. CANCER PATIENTS IN GENERAL



Blood Cancer (101)

Stage:

- Adjuvant: 35%
- Metastatic: 9%
- **Remission: 44%**
- DK: 13%

Diagnosis:

- <2 years ago: 24%
- **2-5 years ago: 30%**
- 6-10 years ago: 24%
- >10 years ago: 23%

Region:

- Ontario: 33%
- Quebec: 36%
- West: 28%
- Atlantic: 4%

Average age: 60 years

Blood cancer patients have had more rescheduled and canceled appointments than cancer patients overall

% PATIENTS WHO EXPERIENCED THE FOLLOWING (related to their cancer):

- Had in-person appointment rescheduled as virtual: Patients overall: 38%; **Blood cancer patients: 48%**
- Doctor canceled/postponed in-person appointment: Patients overall: 28%; **Blood cancer patients: 37%**
- Routine screening canceled/ rescheduled: Patients overall: 23%; **Blood cancer patients: 22%**
- Approached a pharmacist for medical advice: Patients overall: 16%; **Blood cancer patients: 21%**
- Avoided booking an appointment: Patients overall: 13%; **Blood cancer patients: 17%**
- Avoided going to the ER for cancer symptoms: Patients overall: 12%; **Blood cancer patients: 20%**
- Personally canceled/ postponed in-person appointment: Patients overall: 12%; **Blood cancer patients: 12%**
- Had a scheduled procedure or surgery for cancer postponed: Patients overall: 12%; **Blood cancer patients: 15%**
- Have not been able to start/ continue with cancer treatment: Patients overall: 8%; **Blood cancer patients: 12%**
- Had a change made to treatment: Patients overall: 8%; **Blood cancer patients: 10%**
- Have not been able to fill prescription for cancer treatment in a timely manner: Patients overall: 6%; **Blood cancer patients: 7%**

SUMMARY OF INTERACTIONS WITH HCPs BY BLOOD CANCER PATIENTS VS. CANCER PATIENTS IN GENERAL



Blood Cancer (101)

Stage:

- Adjuvant: 35%
- Metastatic: 9%
- **Remission: 44%**
- DK: 13%

Diagnosis:

- <2 years ago: 24%
- **2-5 years ago: 30%**
- 6-10 years ago: 24%
- >10 years ago: 23%

Region:

- Ontario: 33%
- Quebec: 36%
- West: 28%
- Atlantic: 4%

Average age: 60 years

Blood cancer patients reported somewhat higher interaction with specialists and allied HCPs compared to cancer patients in general, but similar modes of interaction

% PATIENTS WHO INTERACTED WITH HCPs DURING COVID-19 (related to their cancer):

- Interacted with specialists: Patients overall: 45%; **Blood cancer patients: 58%**
- Interacted with family doctor: Patients overall: 39%; **Blood cancer patients: 42%**
- Interacted with pharmacists: Patients overall: 31%; **Blood cancer patients: 35%**
- Interacted with allied HCPs: Patients overall: 24%; **Blood cancer patients: 33%**

AMONG THOSE INTERACTING WITH HCPs, % WHO DID SO BY TELEPHONE AND IN-PERSON:

- Interacted with family doctor by telephone: Patients overall: 80%; **Blood cancer patients: 81%**
- Interacted with family doctor in person: Patients overall: 31%; **Blood cancer patients: 38%**
- Interacted with hematologist/oncologist by telephone: Patients overall: 69%; **Blood cancer patients: 69%**
- Interacted with hematologist/oncologist in person: Patients overall: 31%; **Blood cancer patients: 35%**

Over 90% of patients who interacted with their oncologist or GP by telephone said they were very or somewhat satisfied.

Among blood cancer patients, level of satisfaction was similarly high.

SUMMARY OF IMPACT OF COVID-19 ON BLOOD CANCER PATIENTS VS. CANCER PATIENTS IN GENERAL



More blood cancer patients reported that COVID-19 had a significant effect / some effect on their level of anxiety and financial well-being compared to cancer patients in general

Blood Cancer (101)

Stage:

- Adjuvant: 35%
- Metastatic: 9%
- **Remission: 44%**
- DK: 13%

Diagnosis:

- <2 years ago: 24%
- **2-5 years ago: 30%**
- 6-10 years ago: 24%
- >10 years ago: 23%

Region:

- Ontario: 33%
- Quebec: 36%
- West: 28%
- Atlantic: 4%

Average age: 60 years

% PATIENTS WHO REPORTED THAT COVID-19 HAD A SIGNIFICANT EFFECT/ SOME EFFECT ON:

- Fears for the future: Patients overall: 51%; **Blood cancer patients: 50%**
- **Level of anxiety: Patients overall: 49%; Blood cancer patients: 56%**
- Overall state of health/wellbeing: Patients overall: 39%; **Blood cancer patients: 40%**
- Mental health: Patients overall: 38%; **Blood cancer patients: 41%**
- Exercise: Patients overall: 38%; **Blood cancer patients: 41%**
- Family relationships: Patients overall: 36%; **Blood cancer patients: 38%**
- Amount of sleep: Patients overall: 36%; **Blood cancer patients: 31%**
- Fears cancer will progress: Patients overall: 36%; **Blood cancer patients: 34%**
- **Financial wellbeing: Patients overall: 33%; Blood cancer patients: 42%**

% PATIENTS WHO ARE VERY/ SOMEWHAT CONCERNED ABOUT EACH OF THE FOLLOWING:

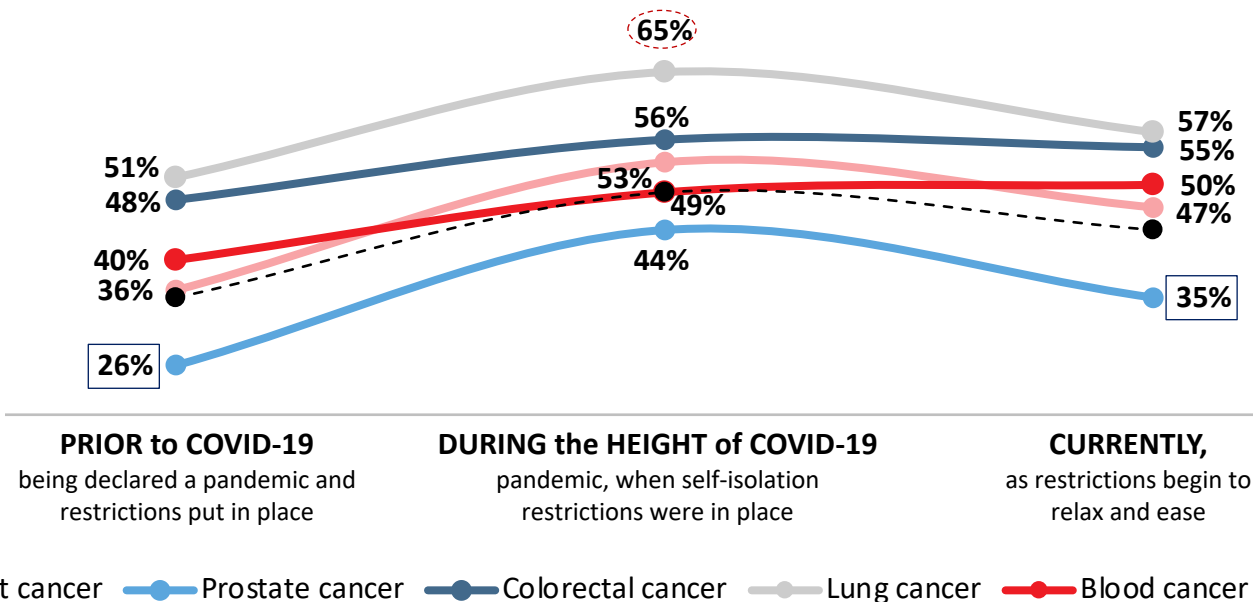
- Delays in scheduling appointments: Patients overall: 47%; **Blood cancer patients: 48%**
- Delays in receiving treatment in timely fashion: Patients overall: 47%; **Blood cancer patients: 48%**
- Coverage and funding of new treatments: Patients overall: 33%; **Blood cancer patients: 41%**
- Availability of new cancer treatments: Patients overall: 33%; **Blood cancer patients: 42%**

Note that in general female cancer patients report more impact on them personally vs. males.

Lung cancer and CRC patients are more likely to be concerned about receiving adequate care, and with **CRC patients** the **concerns** have **not gone down** as restrictions lift. **Prostate cancer** patients are **least likely** to report being **concerned**.

LEVEL OF ANXIETY ABOUT RECEIVING ADEQUATE CANCER CARE

% - TOP 2 (VERY ANXIOUS / SOMEWHAT ANXIOUS)



Base: Patients with Breast cancer (n=266) / Prostate cancer (n=206) / CRC (n=100) / Lung cancer (n=74) / Blood cancer (n=101)

Q1. Please indicate your level of anxiety about receiving adequate cancer care, at each of the following points.

PRE-DIAGNOSIS PATIENT SUMMARY



Pre-diagnosis (77)

Gender:

- Female: 44%
- Male: 56%

Age:

- 19-34: 21%
- 35-54: 55%
- 55-64: 12%
- 65+: 13%

Region:

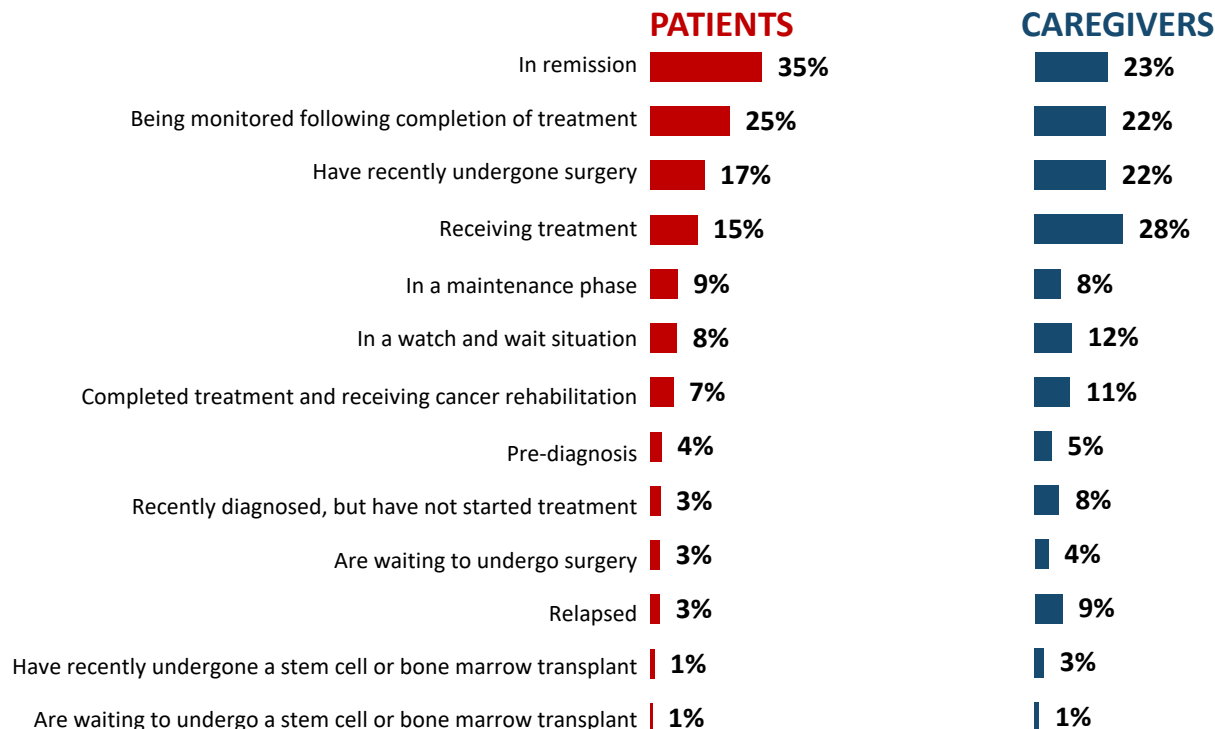
- Ontario: 33%
- Quebec: 48%
- West: 18%
- Atlantic: 1%

- **6 in 10 pre-diagnosis patients report being very or somewhat anxious about receiving adequate cancer care** as COVID-19 restrictions begin to relax.
- **6 in 10 say they are very or somewhat concerned** about being able to see the cancer doctor, getting tests done, being able to receive cancer treatment (if needed), visiting an ER or hospital (if needed), and they are also concerned about shortages of medication.
- **1 in 3 pre-diagnosis patients has:**
 - Had routine screening for cancer canceled or rescheduled
 - Avoided booking an appointment with a doctor even though they needed one
 - Had a doctor cancel or postpone an in-person appointment
 - Personally chosen to cancel or postpone an in-person appointment
 - Approached a pharmacist for medical advice
- **4 in 10 have avoided going to the ER** for symptoms related to the cancer.

APPENDIX

Patients are at **various stages of the cancer journey** from pre-diagnosis to remission; caregivers are more likely to be caring for someone on treatment

STAGE OF CANCER JOURNEY

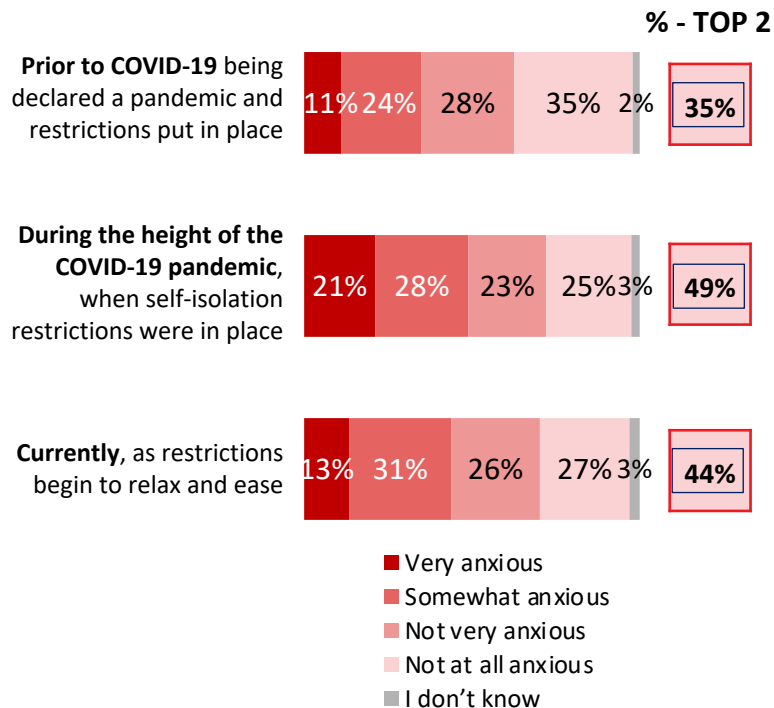


Base: Total patients (n=960) / Total caregivers (n=206)

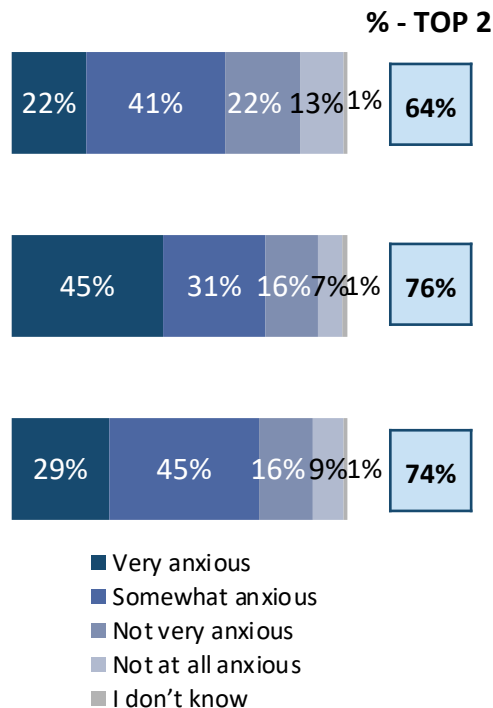
S10. Which of the following describes where you / your family member/person you care for are in your journey with cancer?

LEVEL OF ANXIETY ABOUT RECEIVING ADEQUATE CANCER CARE

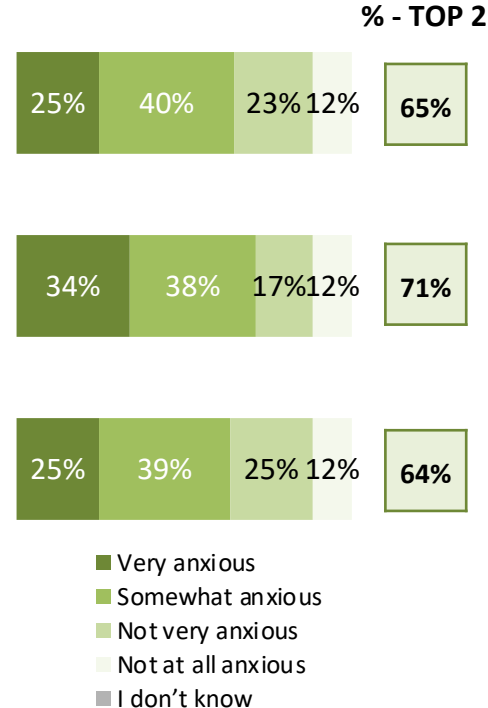
PATIENTS



CAREGIVERS



PRE-DIAGNOSIS

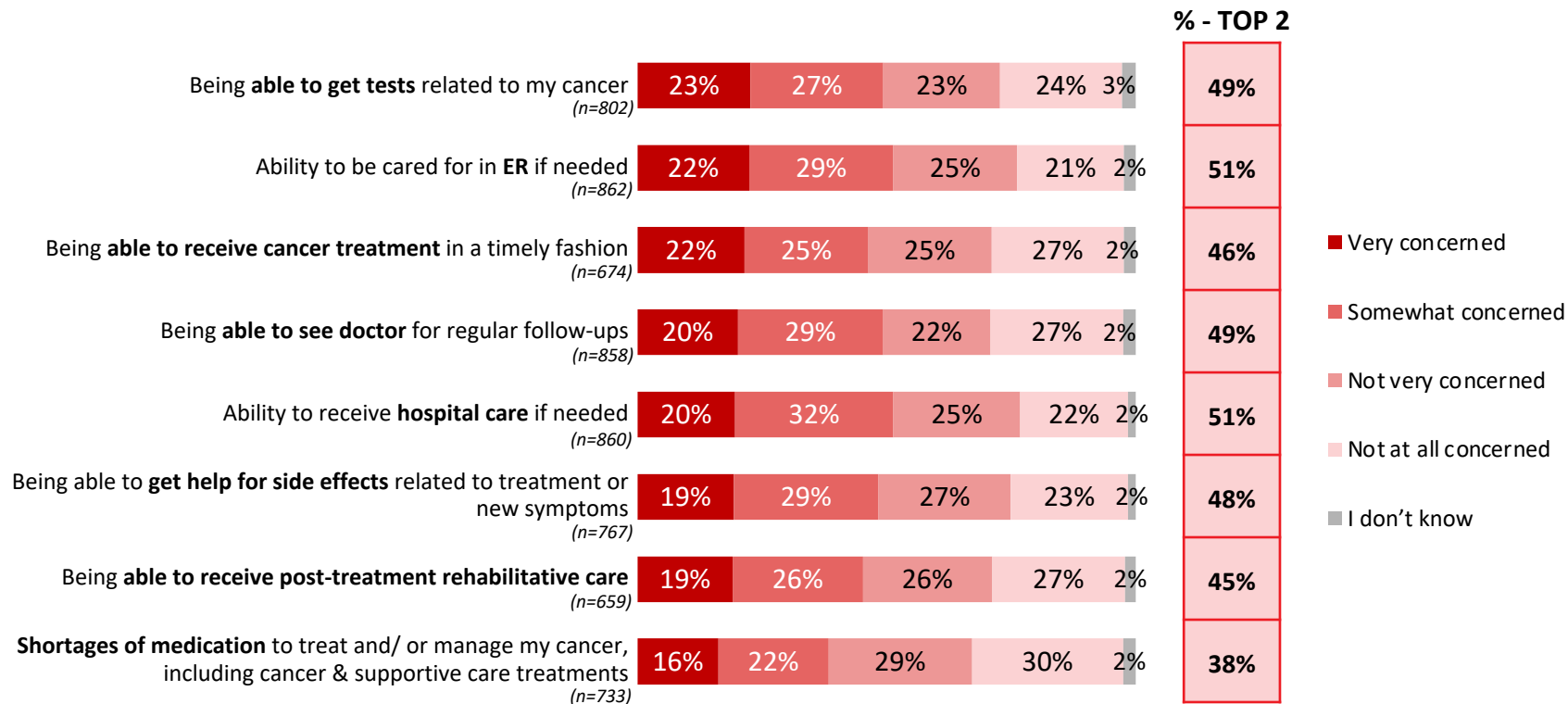


Base: Total patients (n=960) / Total caregivers (n=206) / Total pre-diagnosis patients (n=77)

Q1. Please indicate your level of anxiety / about the person you care for receiving adequate cancer care, at each of the following points.

Patients are most concerned about being able to receive care in hospital / ER if needed, get tests related to cancer, see doctor for follow-ups and get help for side effects

CONCERNS DURING COVID-19 AMONG PATIENTS*

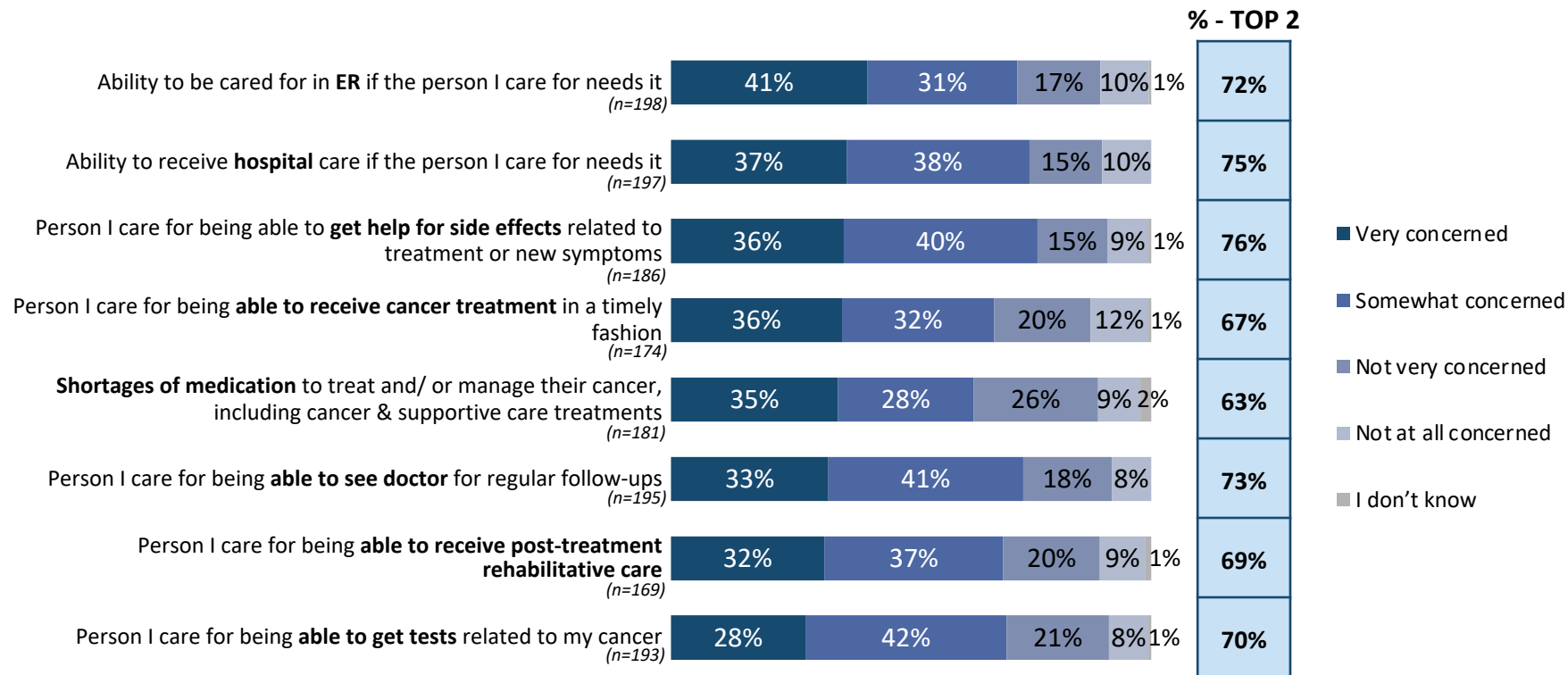


Base: *Among patients to whom it is applicable

Q2. How concerned are you/ have you been about each of the following during the COVID-19 pandemic?

Caregivers are most concerned about getting help for side effects if the person they care for needs it, followed by being able to receive care in hospital / ER if needed, see doctor for follow-ups and get tests related to their cancer

CONCERNS DURING COVID-19 AMONG CAREGIVERS*

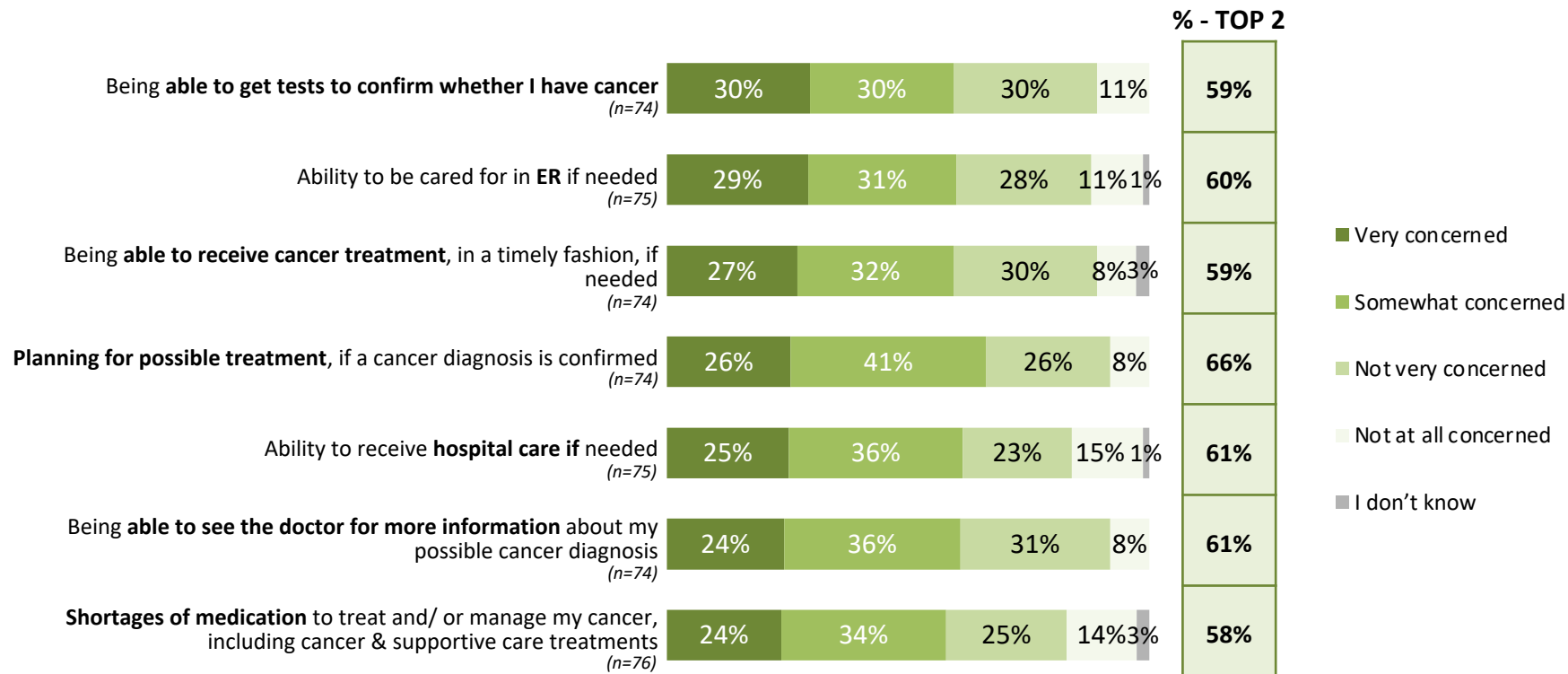


Base: *Among caregivers to whom it is applicable

Q2. How concerned are you/ have you been about each of the following during the COVID-19 pandemic?

Pre-diagnosis patients report high concerns about planning for treatment if they are diagnosed, followed by being able to receive care in hospital / ER if needed, see doctor for more information, get tests to confirm cancer, receive timely treatment and shortages of medication

CONCERNS DURING COVID-19 AMONG ALL PRE-DIAGNOSIS PATIENTS*

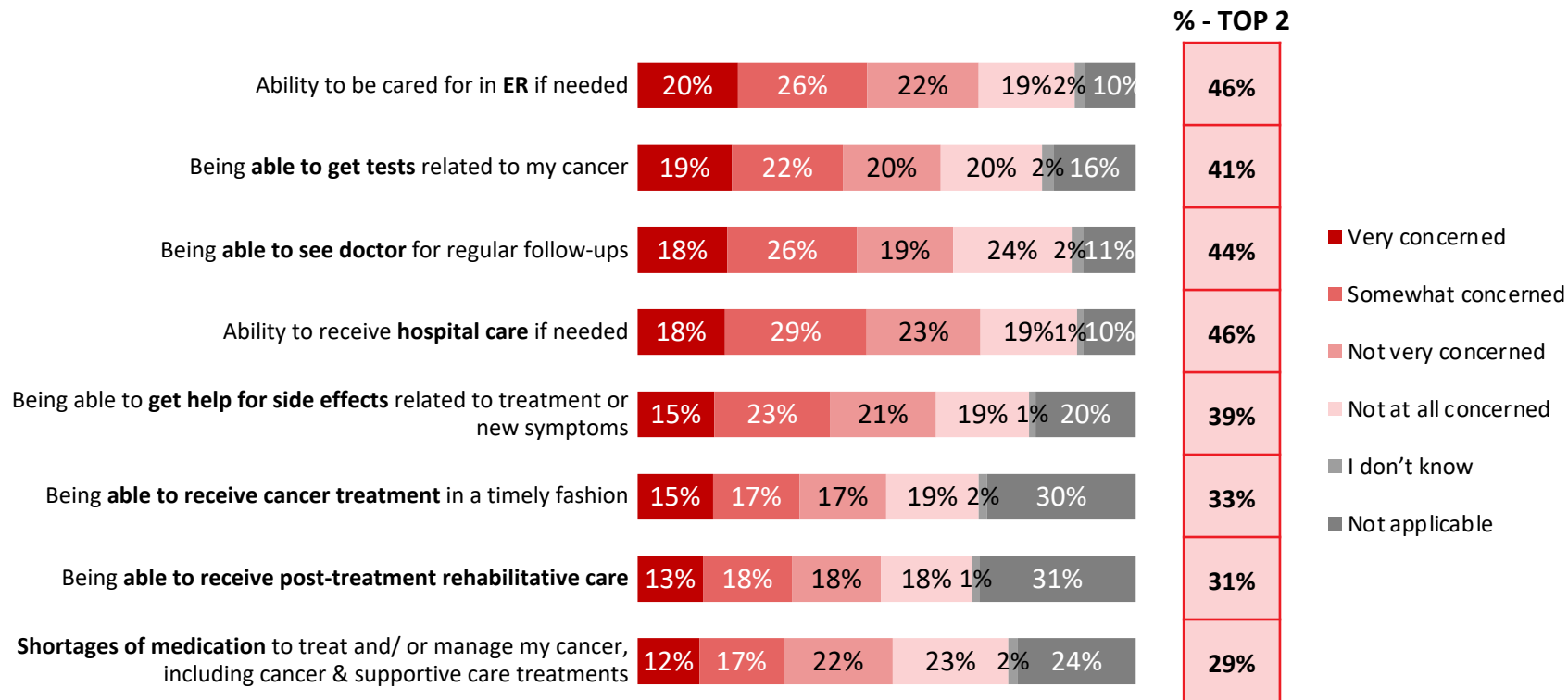


Base: *Among pre-diagnosis patients to whom it is applicable

Q2. How concerned are you/ have you been about each of the following during the COVID-19 pandemic?

Patients are most concerned about being able to receive care in hospital / ER if needed, see doctor for follow-ups, get tests related to cancer, and get help for side effects

CONCERNS DURING COVID-19 AMONG ALL PATIENTS



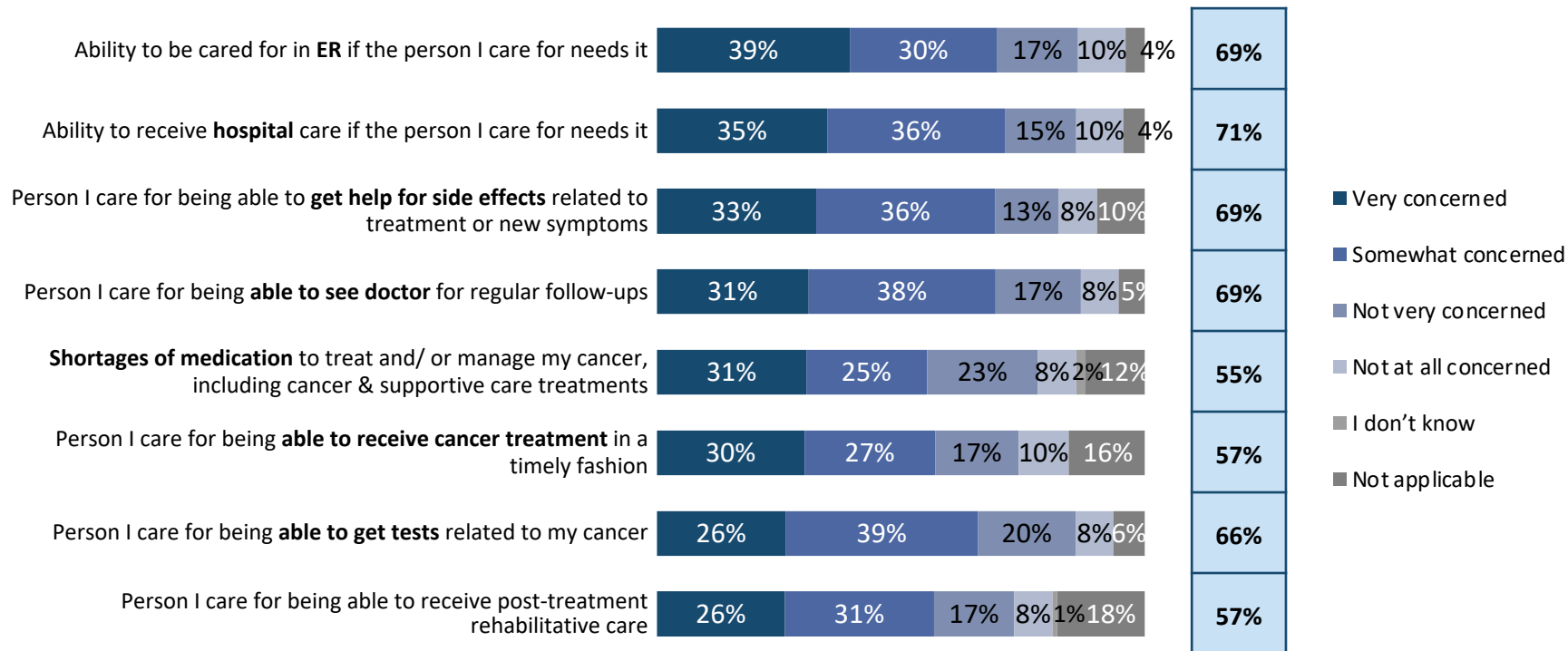
Base: Total patients (n=960)

Q2. How concerned are you/ have you been about each of the following during the COVID-19 pandemic?

Caregivers are **most concerned** about the person they care for being able to **receive care in hospital / ER** if needed, get **help for side effects** if needed, **see doctor** for **follow-ups** and **get tests** related to their cancer

CONCERNS DURING COVID-19 AMONG ALL CAREGIVERS

% - TOP 2

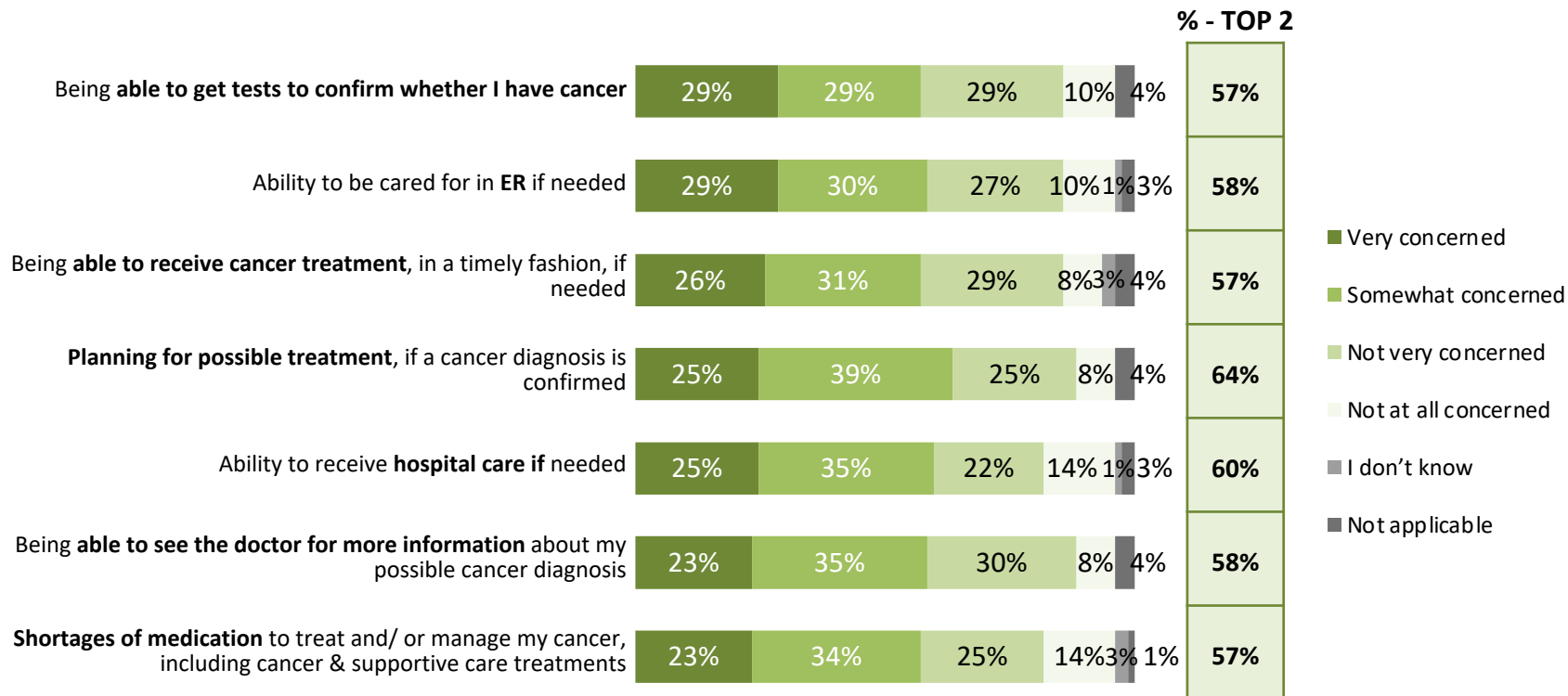


Base: Total caregivers (n=206)

Q2. How concerned are you/ have you been about each of the following during the COVID-19 pandemic?

Pre-diagnosis patients report high concerns about planning for treatment if they are diagnosed, followed by being able to receive care in hospital / ER if needed, see doctor for more information, get tests to confirm cancer, receive timely treatment and shortages of medication

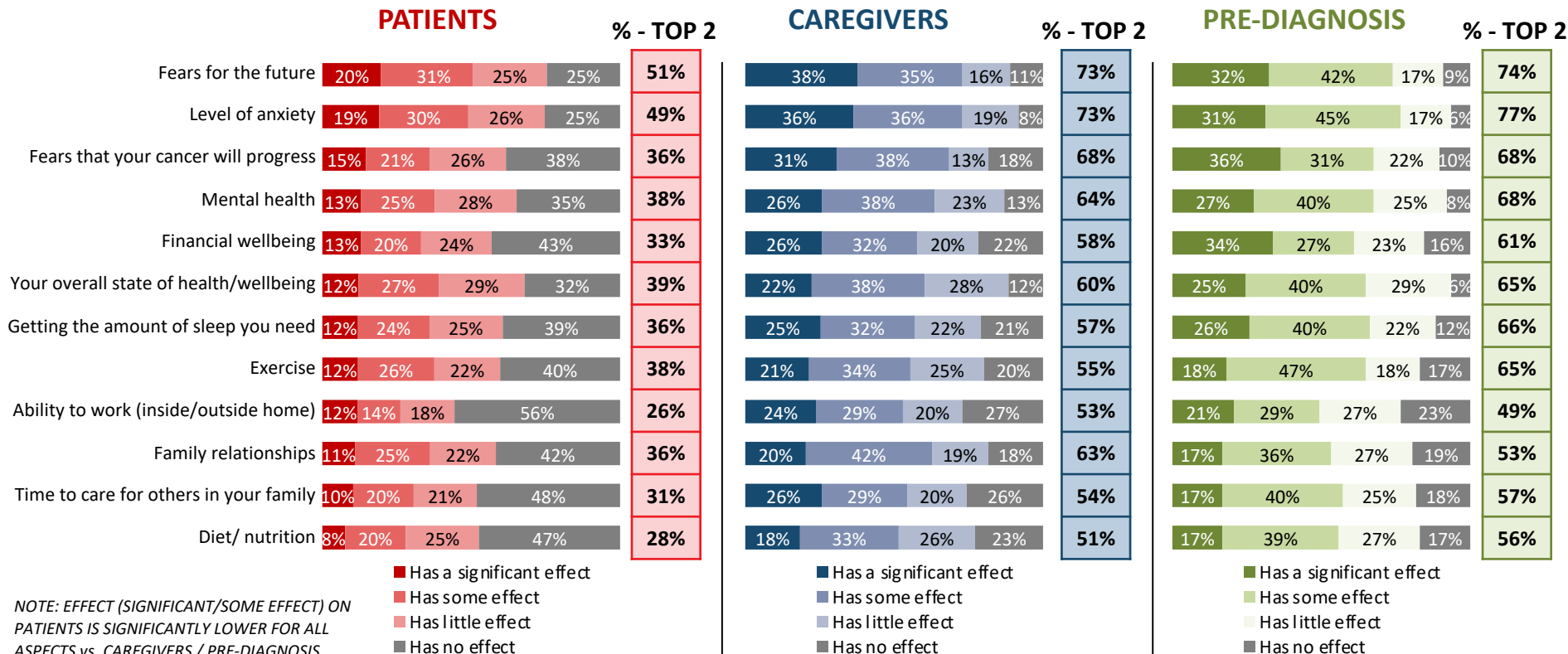
CONCERNS DURING COVID-19 AMONG ALL PRE-DIAGNOSIS PATIENTS



Base: Total pre-diagnosis patients (n=77)

Q2. How concerned are you/ have you been about each of the following during the COVID-19 pandemic?

EFFECT OF COVID-19 ON THE FOLLOWING ASPECTS OF LIFE

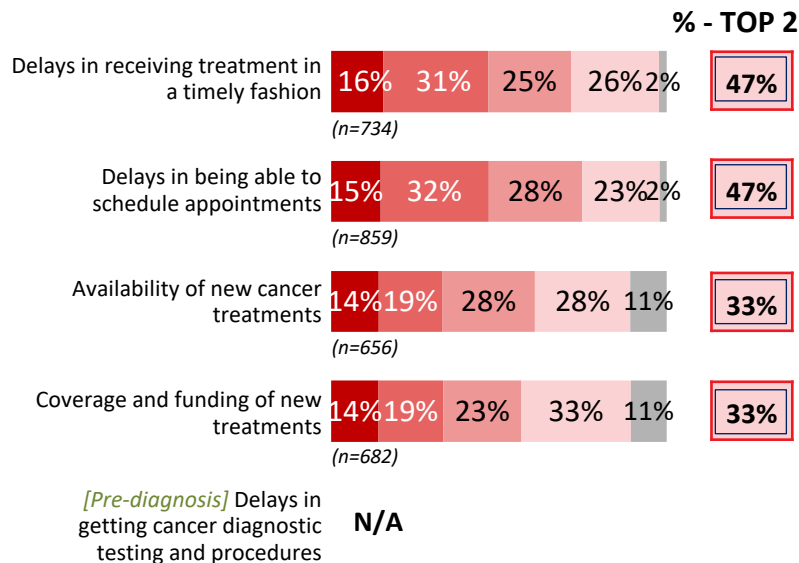


Base: Total patients (n=960) / Total caregivers (n=206) / Total pre-diagnosis patients (n=77)

Q10. We would like to understand how the COVID-19 crisis has impacted you personally as a cancer patient / caregiver / as you wait for a possible cancer diagnosis. Please indicate the extent to which the crisis has affected the following aspects of your life....

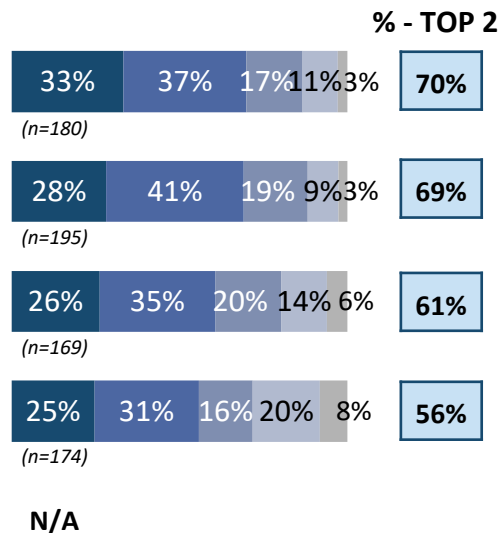
CONCERNS ABOUT EACH OF THE FOLLOWING AMONG THOSE APPLICABLE AFTER COVID-19 RESTRICTIONS ARE LIFTED

PATIENTS



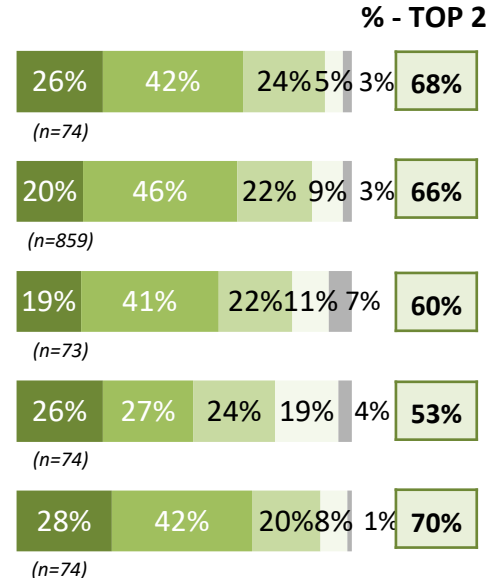
■ Very concerned
■ Somewhat concerned
■ Not very concerned
■ Not at all concerned
■ I don't know

CAREGIVERS



■ Very concerned
■ Somewhat concerned
■ Not very concerned
■ Not at all concerned
■ I don't know

PRE-DIAGNOSIS



■ Very concerned
■ Somewhat concerned
■ Not very concerned
■ Not at all concerned
■ I don't know

Base: Among those to whom it is applicable

Q11. As the COVID-19 restrictions begin to lift, how concerned are you about each of the following?

Nearly **4-in-10 patients** and **two-thirds of caregivers** and **pre-diagnosis patients** are concerned about **scheduling appointments**, followed by **receiving timely treatment** if needed after the restrictions are lifted. **7-in-10 pre-diagnosis patients** are also concerned about **getting diagnostic tests and procedures**

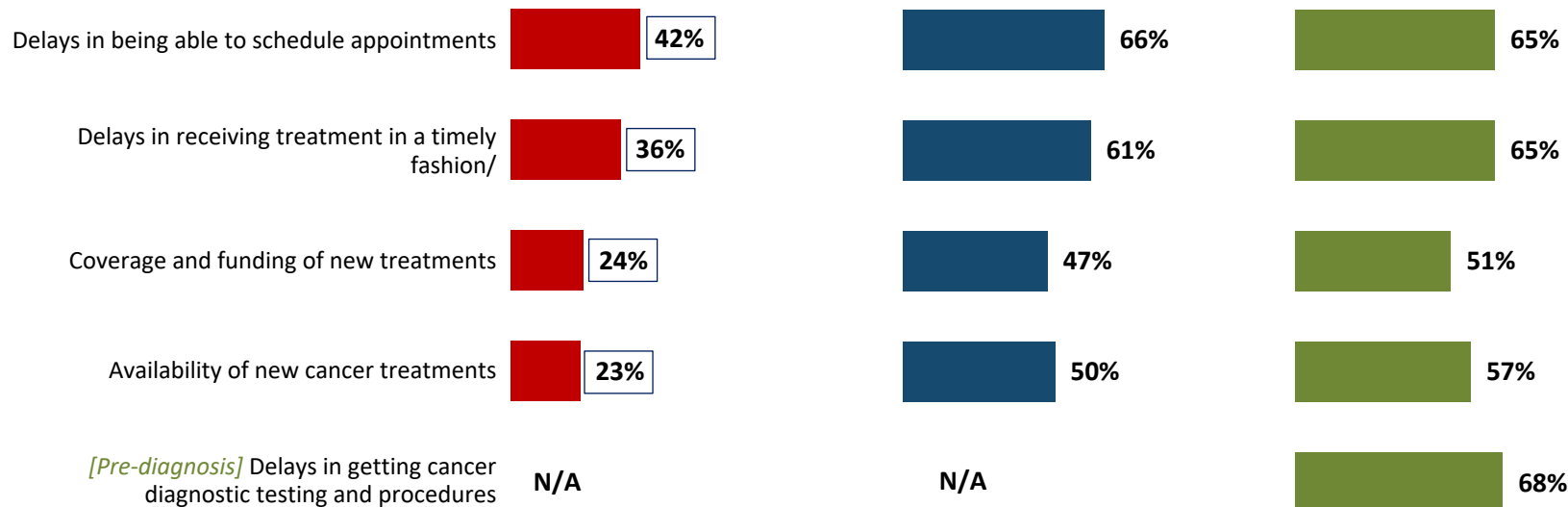
CONCERNS ABOUT EACH OF THE FOLLOWING AMONG ALL AFTER COVID-19 RESTRICTIONS ARE LIFTED

% - TOP 2 (VERY CONCERNED / SOMEWHAT CONCERNED)

PATIENTS

CAREGIVERS

PRE-DIAGNOSIS



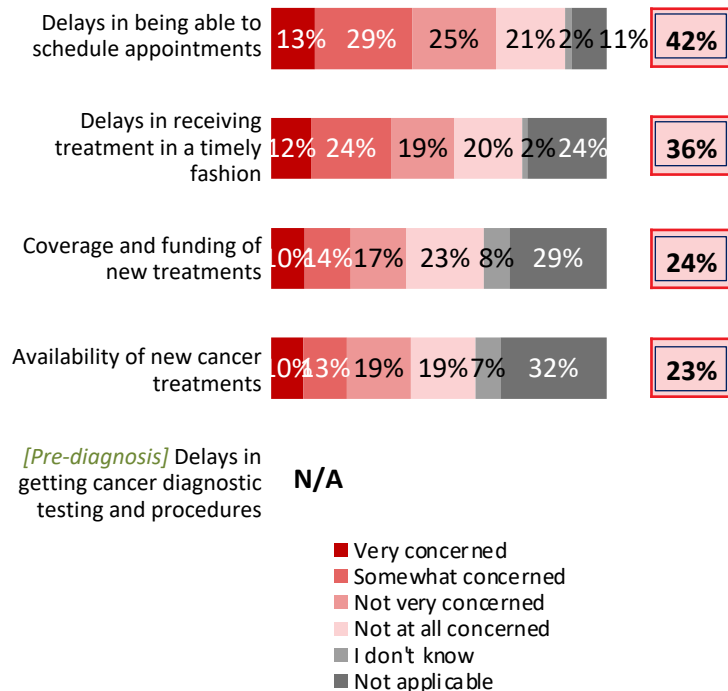
Base: Total patients (n=960) / Total caregivers (n=206) / Total pre-diagnosis patients (n=77)

Q11. As the COVID-19 restrictions begin to lift, how concerned are you about each of the following?

CONCERNS ABOUT EACH OF THE FOLLOWING AMONG ALL AFTER COVID-19 RESTRICTIONS ARE LIFTED

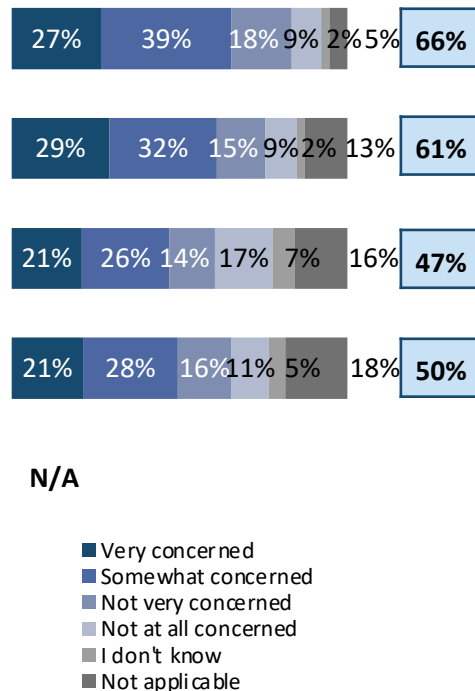
PATIENTS

% - TOP 2



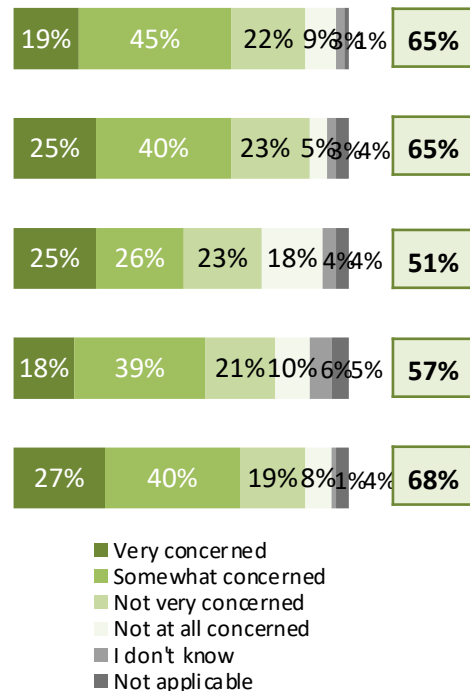
CAREGIVERS

% - TOP 2



PRE-DIAGNOSIS

% - TOP 2



Base: Total patients (n=960) / Total caregivers (n=206) / Total pre-diagnosis patients (n=77)

Q11. As the COVID-19 restrictions begin to lift, how concerned are you about each of the following?



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