

Report

IMPACT OF COVID-19 CRISIS ON CANCER PATIENTS AND THEIR ABILITY TO RECEIVE TREATMENT – 2nd Survey

QUANTITATIVE MARKET RESEARCH



Leger, on behalf of the Canadian Cancer Survivor Network (CCSN) 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. This is the second wave of the study.

The first wave was conducted May 22nd to June 10th, 2020

Key topics addressed in the survey

- Have **appointments been cancelled or rescheduled**? How long did it take to reschedule?
 - *for treatment, surgery, procedures/ tests, etc.*
- Have there been **delays in diagnosis**?
 - *are patients waiting for tests, e.g., biopsies, ultrasounds, etc. to confirm a diagnosis?*
- Have there been **changes in treatment**?
 - *IV to oral therapy, in-hospital to in-home, etc.*
- 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.*
- How do they rate the **quality of care during COVID-19**
- Has **clinical trial participation** been **affected** or put on hold?



METHODOLOGY – SAMPLE SIZE AND COMPOSITION

15 MINUTES online survey conducted December 3rd – December 29th 2020 with **1,198 Canadians** diagnosed with cancer, **248 Caregivers** and **192 Canadians pre-diagnosed with cancer**

REGIONAL ACHIEVEMENTS

	BC	AB	MB	SK	ON	QC	ATL	TOTAL
PATIENTS	149	127	66	38	370	346	99	1198*
CAREGIVERS	30	20	22	19	65	66	26	248
PRE-DIAGNOSIS PATIENTS	18	19	4	6	59	72	14	192
TOTAL	197	166	92	63	494	484	139	1638

**includes 3 patients from territories*

METHODOLOGY – RECRUITMENT

RECRUITMENT:

- All respondents were recruited via our **LEO PANEL** – Leger's proprietary consumer panel with nearly 500,000 members (largest in Canada):



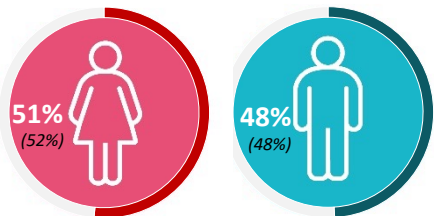
SCREENING CRITERIA:

- 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

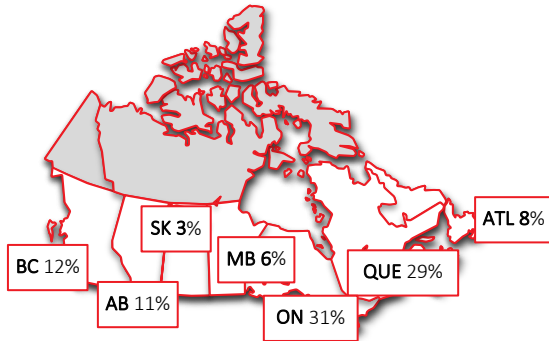


RESPONDENT PROFILE

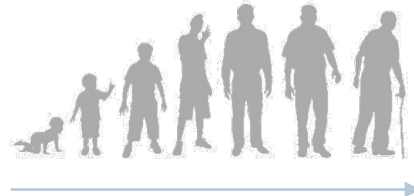
RESPONDENT PROFILE – PATIENTS



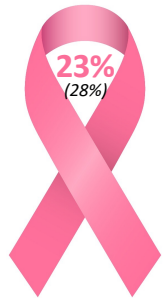
Even split by gender



Regionally representative across Canada

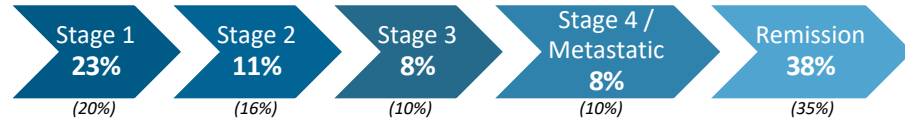


Good mix of locations by population

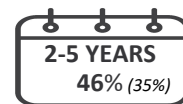


BREAST (23%) and **PROSTATE (20%)** cancer account for about half.

Other cancers among ~1 in 10 patients include colon / rectal, melanoma, skin, lung, and bladder.



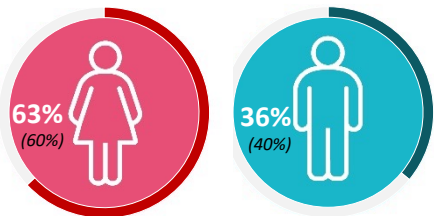
1 in 10 say they are unsure of their stage of cancer.



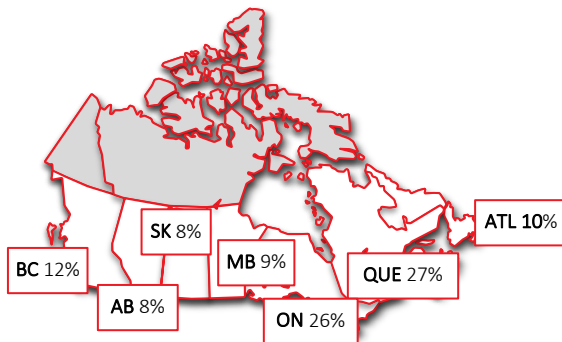
TIME SINCE DIAGNOSIS varies greatly among patients;
a MAJORITY (two-thirds) were diagnosed in the PAST 5 YEARS.

(#) represents W1 data

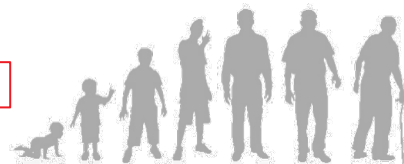
RESPONDENT PROFILE – CAREGIVERS



Skews towards females



Regionally representative across Canada



Good mix of all ages: 47 YEARS (47) on average



RURAL: 22% (19%)



TOWN/CITY: 55% (56%)



URBAN/METRO: 21% (24%)

Good mix of locations by population

Most common cancer types of person being cared for

BREAST
CANCER: 40%



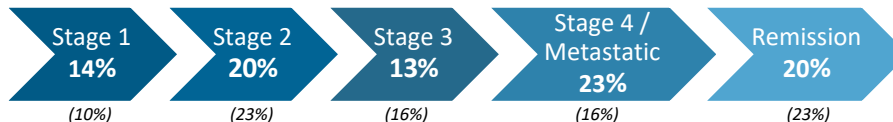
LUNG
CANCER: 17%



PROSTATE
CANCER: 14%



COLON / RECTAL
CANCER: 12%



(10%)

(23%)

(16%)

(16%)

(23%)

1 in 10 say they are unsure of their stage of cancer.

RELATIONSHIP TO THE CANCER PATIENT



Spouse / partner
– 21%
(23%)



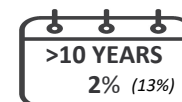
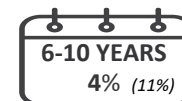
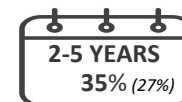
Daughter (in-law)
– 14%
(19%)



Mother (in-law) –
15%
(10%)



Father (in-law) –
8%
(9%)



TIME SINCE
DIAGNOSIS
varies but skews
towards more
recently diagnosed;

6-in-10 were
diagnosed within
the last 2 years

RESPONDENT PROFILE – PRE-DIAGNOSIS



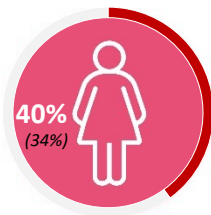
RURAL: 20% (14%)



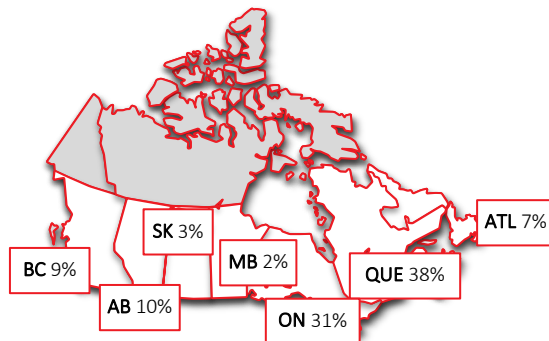
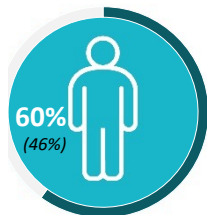
TOWN/CITY: 47% (51%)



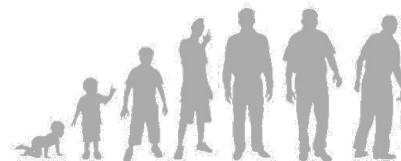
URBAN/METRO: 33% (33%)



Skews towards males



Majority from QC, followed by ON



Skews younger with 65% under 55 years
48 YEARS (46) on average

Tend to skew towards city / metro

As they wait for a possible cancer diagnosis...

51% (49%)
have discussed
signs and
symptoms
with GP

47% (48%) have
been referred
for further
investigative
tests

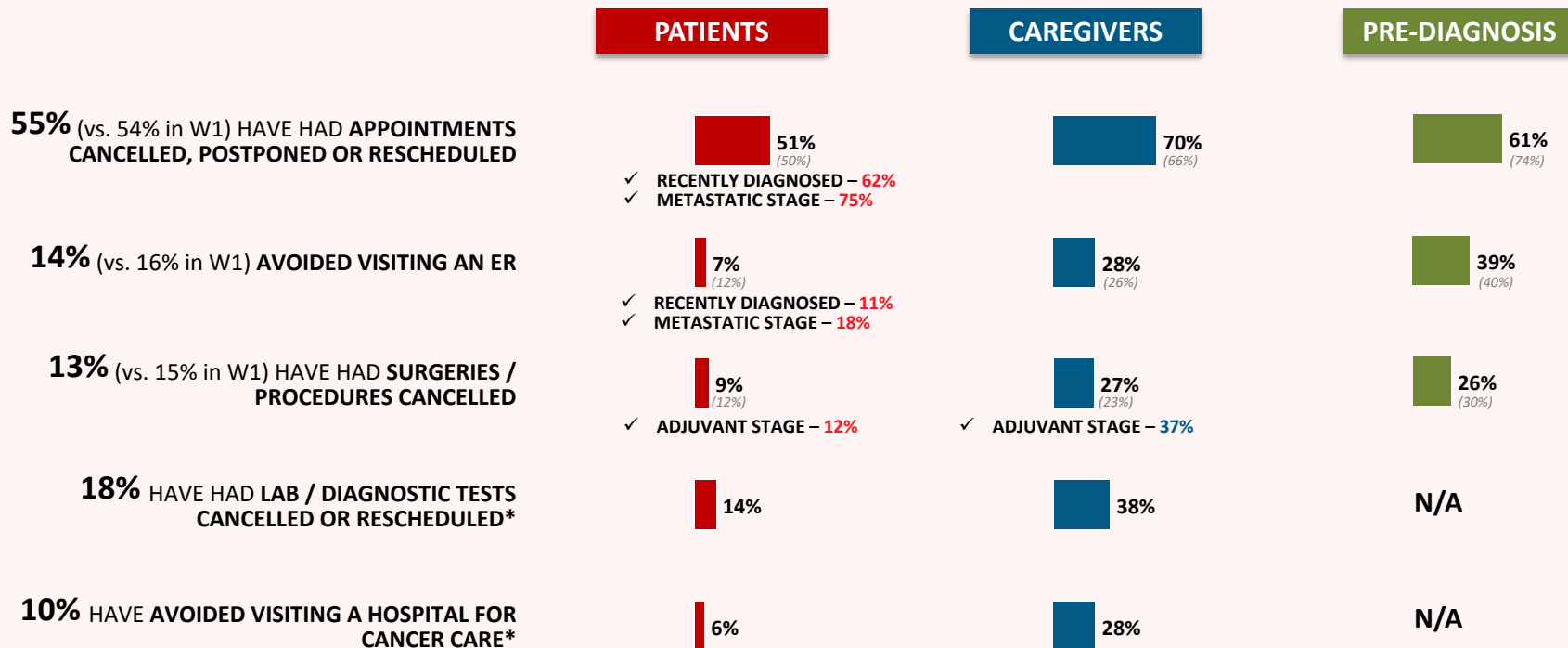
14% (18%) have
been referred
to a specialist
for further
investigation



SUMMARY OF FINDINGS

JUST OVER HALF continue to have their **APPOINTMENTS CANCELLED, POSTPONED** or **RESCHEDULED**, more so patients in metastatic stage

EXPERIENCE WITH APPOINTMENTS DURING COVID-19



NOTE:
RECENTLY DIAGNOSED = DIAGNOSED <2 YEARS AGO
ADJUVANT STAGE = STAGE 1/2/3 CANCER
METASTATIC STAGE = STAGE 4 CANCER

*Attribute added this wave – no trending available
(#) represents W1 data

Slight **DECREASE** in **PATIENTS EXPERIENCING DELAYS IN STARTING / CONTINUING TREATMENT**. However, **22% METASTATIC** stage patients and **37% CAREGIVERS** report **CHANGE** in their **TREATMENT PROTOCOL**.

EXPERIENCE WITH TREATMENT DURING COVID-19

13% HAVE HAD A CHANGE MADE TO TREATMENT / MODE OF ADMINISTRATION OF TREATMENT*

10% HAVE BEEN RECEIVING TREATMENT AT HOME INSTEAD OF A HEALTHCARE FACILITY*

7% (vs. 11% in W1) EXPERIENCED DELAYS IN STARTING / CONTINUING TREATMENT

PATIENTS

8%
✓ RECENTLY DIAGNOSED – 15%
✓ METASTATIC STAGE – 22%

6%

4%
(8%) ↓

CAREGIVERS

37%

31%

24%
(23%)

✓ ADJUVANT STAGE – 33%

CLINICAL TRIALS WERE ALSO IMPACTED



- ✓ Enrollment in clinical trials have slightly gone down with 5% (vs. 11% last wave) reporting being enrolled in or being considered for a clinical trial
- ✓ Two-in-ten (18%) patients, who were enrolled in or in the process of being enrolled in a clinical trial report the clinical trial being put on hold or stopped altogether
 - ✓ Close to four-in-ten (36%) recently diagnosed patients report a clinical trial being put on hold or stopped altogether

NOTE:
RECENTLY DIAGNOSED = DIAGNOSED <2 YEARS AGO
ADJUVANT STAGE = STAGE 1/2/3 CANCER
METASTATIC STAGE = STAGE 4 CANCER

*Attribute added this wave – no trending available
(#) represents W1 data

Of those who had in-person appointments and scheduled procedures/surgeries cancelled or postponed, **OVER A THIRD (36%)** claim that they are **YET TO HAVE APPOINTMENTS RESCHEDULED** and **NEARLY HALF (46%)** are **YET TO HAVE PROCEDURES/SURGERIES RESCHEDULED**

AVERAGE TIME TAKEN TO RESCHEDULE APPOINTMENT

AMONG THOSE WHO HAD IN-PERSON APPOINTMENTS CANCELLED/ POSTPONED/ RESCHEDULED, IT TOOK ON AVERAGE 34 DAYS TO RESCHEDULE THE APPOINTMENT

HOWEVER, 36% SAY NO RESCHEDULED APPOINTMENT TIME YET

PATIENTS

(n=592)



36% said no rescheduled appointment time yet

CAREGIVERS

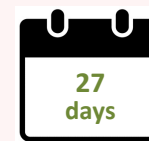
(n=170)



33% said no rescheduled appointment time yet

PRE-DIAGNOSIS

(n=104)



40% said no rescheduled appointment time yet

AVERAGE TIME TAKEN TO RESCHEDULE PROCEDURE/SURGERY

AMONG THOSE WHO HAD A SCHEDULED PROCEDURE OR SURGERY CANCELLED OR POSTPONED, IT TOOK ON AVERAGE 52 DAYS TO RESCHEDULE IT

HOWEVER, 46% SAY NO RESCHEDULED APPOINTMENT TIME YET

PATIENTS

(n=105)



39% said no rescheduled appointment time yet

CAREGIVERS

(n=66)



45% said no rescheduled appointment time yet

PRE-DIAGNOSIS

(n=49)

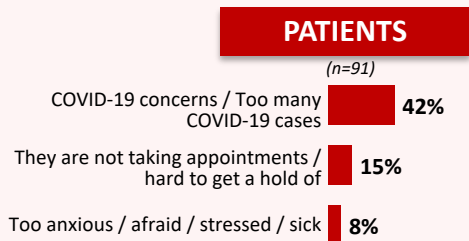


61% said no rescheduled appointment time yet

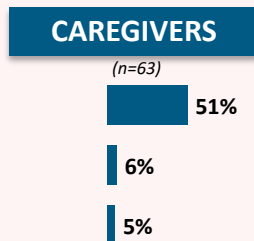
COVID-19 CONCERN is the **MAIN BARRIER** for avoiding booking an appointment with a doctor. Appointments being cancelled and postponed continues to affect all with **72%** of those who experienced **DELAYS** reporting a **MAJOR IMPACT** on their **MENTAL** and **EMOTIONAL** health.

MAIN REASONS FOR AVOIDING BOOKING AN APPOINTMENT WITH A DOCTOR (UNAIDED)

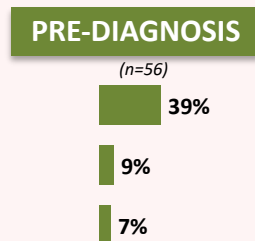
13% OF THOSE SURVEYED SAID THEY AVOIDED BOOKING AN APPOINTMENT WITH A DOCTOR FOR THEIR CANCER EVEN IF THEY NEEDED ONE, MAINLY BECAUSE OF FEAR OF COVID-19 AND TOO MANY COVID-19 CASES



"I don't want to be in contact with too many people to avoid getting the COVID-19. It's stupid going and receiving same answers."



"Outbreak of COVID at the hospital."



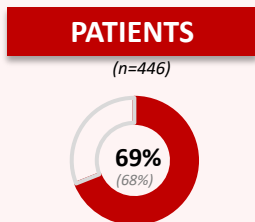
"COVID 19 is a higher priority and my doctor has put me on hold."

DELAYS IN APPOINTMENTS AND TREATMENT CONTINUE TO HAVE A HUGE IMPACT ON ALL WITH 72% (vs. 74% in W1) REPORTING IT HAVING AN IMPACT ON THEIR HEALTH

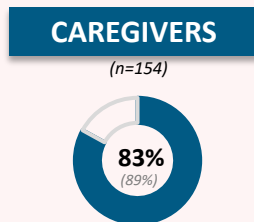
IT CONTINUES TO HAVE A MAJOR IMPACT ON MENTAL AND EMOTIONAL HEALTH WITH MANY HIGHLIGHTING BEING:

- ✓ Anxious
- ✓ Stressed
- ✓ Worried / concerned

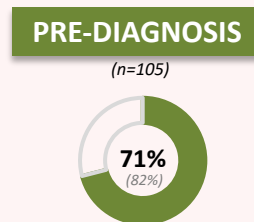
IMPACT OF HAVING APPOINTMENTS POSTPONED / TREATMENTS DELAYED (UNAIDED)



"Daily stress... actually minute by minute stress as it just never goes away. Plus, its seriously affecting my spouse."



"Added stress, anxiety and worry. Empathy for their pain and suffering. Also makes it hard to plan your own life. Always just kind of on standby."

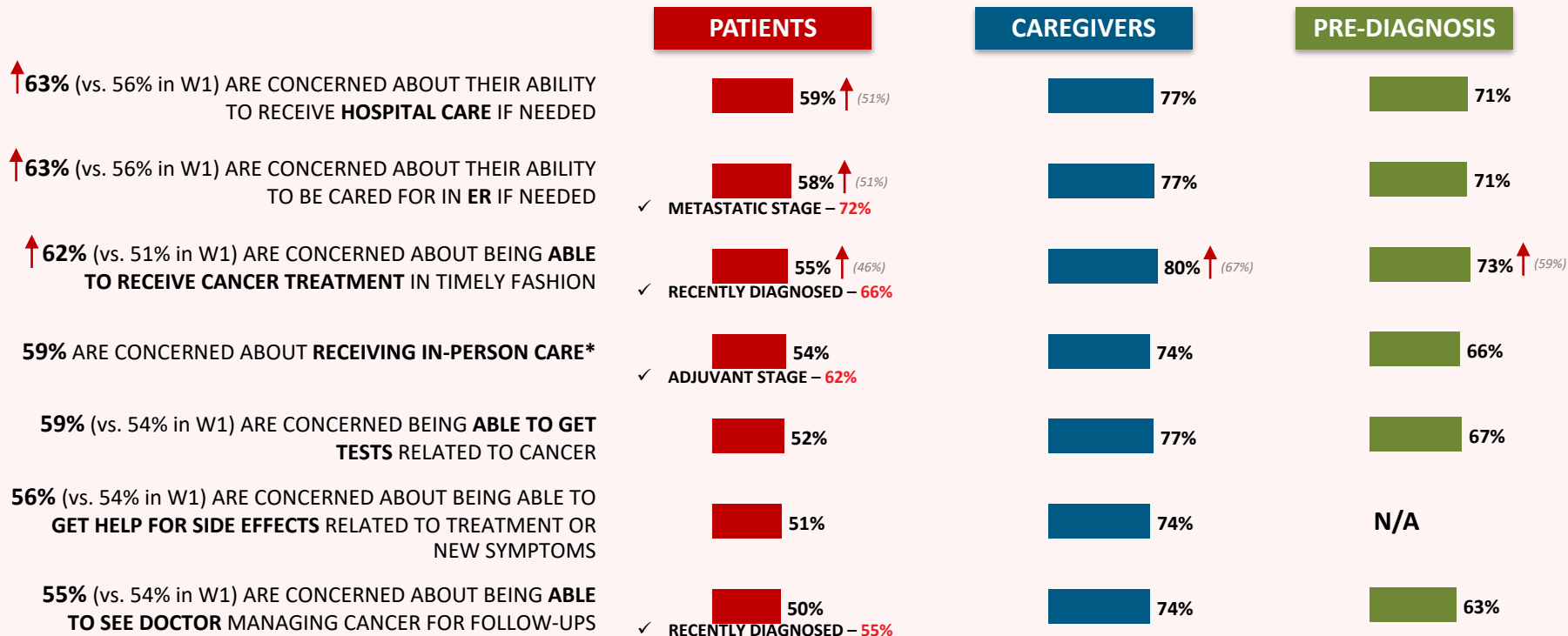


"Stress for me and my loved ones. Created tension with my spouse leading to arguments."

(#) represents W1 data

PATIENTS are **SIGNIFICANTLY MORE CONCERNED** about **RECEIVING CARE** in **HOSPITAL / ER** if needed and receiving **CANCER TREATMENT** in a timely manner compared to after the first wave of COVID-19

MAIN CONCERNS* ABOUT EACH OF THE FOLLOWING DURING COVID-19



*VERY + SOMEWHAT CONCERNED

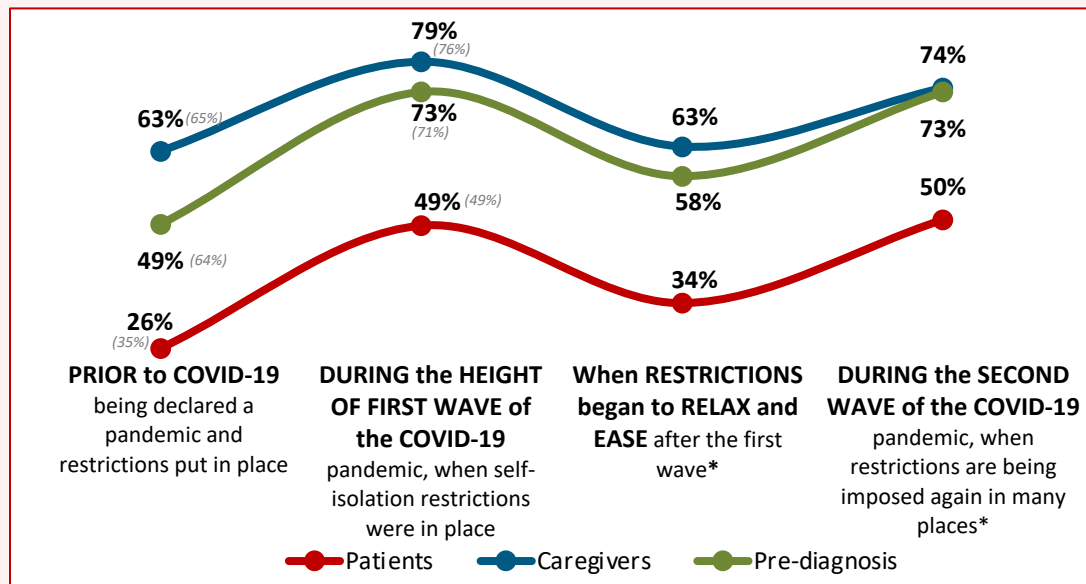
NOTE: RECENTLY DIAGNOSED = DIAGNOSED <2 YEARS AGO, ADJUVANT STAGE = STAGE 1/2/3 CANCER & METASTATIC STAGE = STAGE 4 CANCER

(#) represents W1 data

With appointments being cancelled / postponed and concerns around receiving hospital / ER care and timely treatment, **ANXIETY LEVELS** are **BACK** to what they were **DURING** the **HEIGHT** of the **FIRST WAVE** of the pandemic

AFTER SHOWING DOWNWARD TREND, ANXIETY LEVELS AMONG CANCER PATIENTS, CAREGIVERS AS WELL AS THOSE IN PRE-DIAGNOSIS ARE BACK TO WHAT THEY WERE DURING THE HEIGHT OF FIRST WAVE

- ✓ **Five-in-ten (50%) patients** report currently being very or somewhat anxious; the most anxious being:
 - ✓ Those with **metastatic cancer (64%)**
 - ✓ Those **recently diagnosed (63%)**
 - ✓ Those diagnosed with **lung cancer (63%)**
 - ✓ **Female patients (54%)**
- ✓ **Three-quarters (74%) of caregivers** said they were anxious.
- ✓ **Nearly three-quarters (73%)** of those **pre-diagnosed** with cancer say they feel very or somewhat anxious during this second wave of COVID-19
 - ✓ This number rises to slightly over eight-in-ten (83%) among females pre-diagnosed with cancer



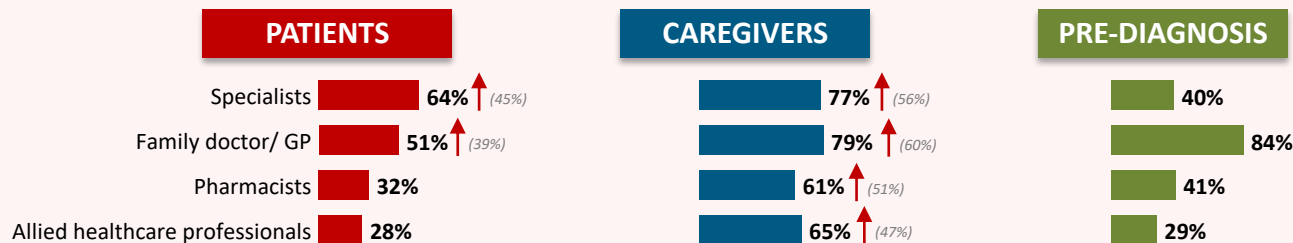
NOTE: RECENTLY DIAGNOSED = DIAGNOSED <2 YEARS AGO & METASTATIC STAGE = STAGE 4 CANCER

(#) represents W1 data

Compared to last wave, **PATIENTS** and **CAREGIVERS** report **SIGNIFICANT INCREASES** in **INTERACTIONS** with **PHYSICIANS**, especially **IN-PERSON** interactions. However, majority continue to have virtual (more so telephone) interactions over in-person consultation.

- ✓ **Patients** and **caregivers** report **significant increase** interactions with **physicians**, Specialists and GPs, this wave
- ✓ **Recently diagnosed patients** are more likely to say they interacted with GPs (63%) and specialists (83%) this wave
- ✓ **Metastatic stage patients (85%)** report increased interactions with Specialists this wave

HEALTHCARE PROVIDERS INTERACTED WITH DURING COVID-19



AMONG THOSE WHO INTERACTED WITH EACH PHYSICIAN DURING COVID-19

- ✓ Significant increase in in-person interactions this wave. However, virtual interactions continue to be preferred over in-person interactions
- ✓ Among all virtual modes of interactions, telephone consult was used the most

MODES OF INTERACTION DURING THE PANDEMIC

Virtual
(telephone, video consult,
e-mail, instant messaging,
text / SMS)

In-person

SATISFACTION (VERY/SOMEWHAT SATISFIED)

SATISFACTION (VERY/SOMEWHAT SATISFIED)

SATISFACTION (VERY/SOMEWHAT SATISFIED)

■ GPs

■ Specialists

■ GPs

■ Specialists

■ GPs

■ Specialists

(#) represents W1 data

With increase in in-person consultations, **JUST OVER HALF** say they are **VERY SATISFIED** with the **QUALITY OF CANCER CARE** received during the pandemic. **CONCERNS** around **ACCESS TO HEALTHCARE** and **DELAYS IN GETTING CARE DRIVE DISSATISFACTION** with quality of cancer care.

SATISFACTION WITH QUALITY OF CANCER CARE RECEIVED DURING COVID-19

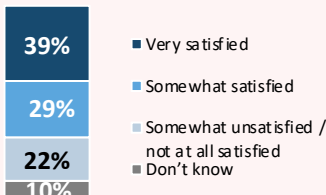
OVERALL, **54% ARE VERY SATISFIED** WITH THE QUALITY OF CARE RECEIVED DURING COVID-19

WHILE **20% ARE SOMEWHAT SATISFIED** AND **11% ARE SOMEWHAT UNSATISFIED** OR NOT AT ALL SATISFIED

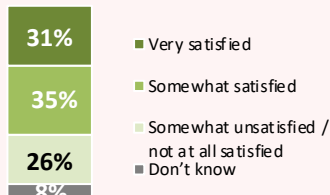
PATIENTS



CAREGIVERS



PRE-DIAGNOSIS



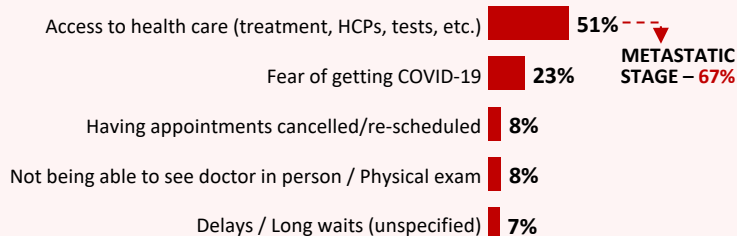
MAIN REASONS FOR BEING SOMEWHAT SATISFIED / SOMEWHAT UNSATISFIED / NOT AT ALL SATISFIED:

- Delays in getting care
- Doctor not available / appointments cancelled
- Status of appointments / treatment unknown
- Having to deal with doctor over the phone

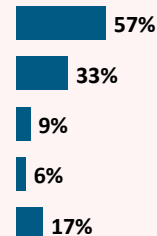
TOP CONCERNS ABOUT RECEIVING CARE DURING COVID-19 (UNAIDED)

ABOUT HALF OF THOSE SURVEYED HIGHLIGHT **ACCESS TO HEALTH CARE** AS THEIR **MAIN CONCERN** ABOUT RECEIVING CARE DURING THIS CRISIS

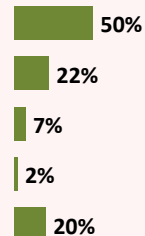
PATIENTS



CAREGIVERS



PRE-DIAGNOSIS



METASTATIC STAGE – 67%

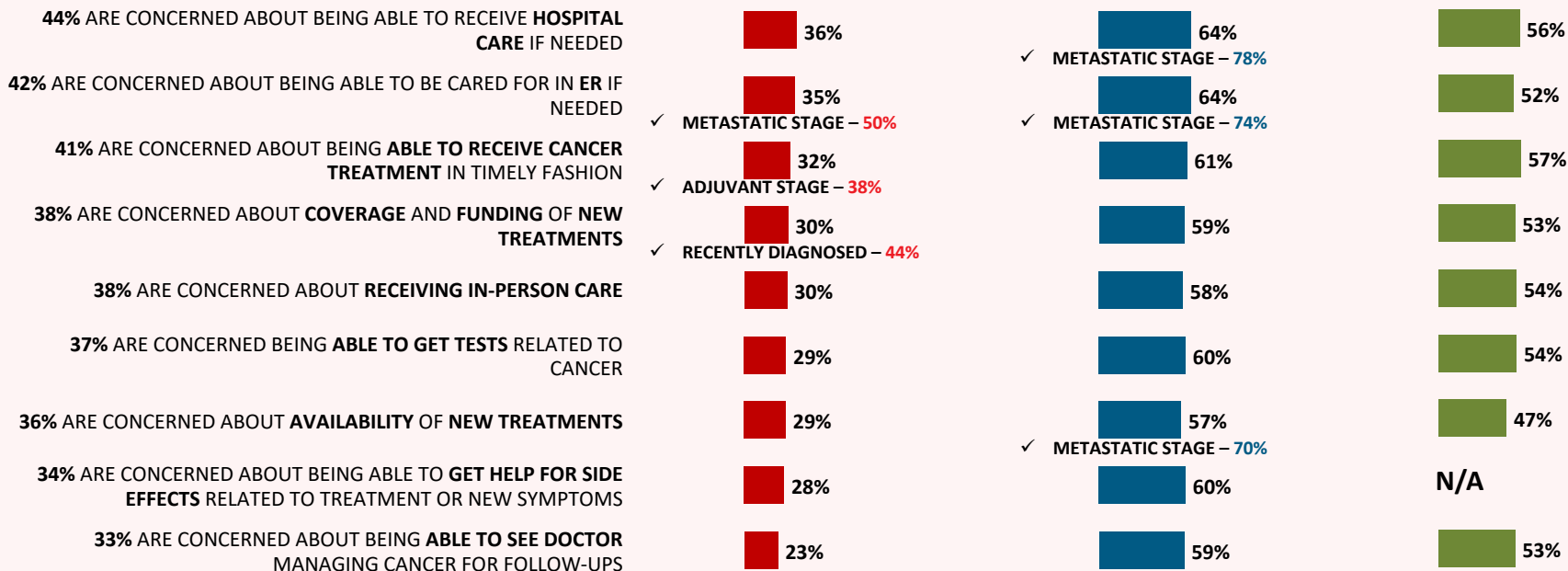
59% say they are likely to remain concerned about **RECEIVING ADEQUATE HEALTH CARE**, even when **COVID-19 RESTRICTIONS ARE LIFTED** after the second wave

MAIN CONCERNS* ABOUT FOLLOWING ONCE COVID-19 RESTRICTIONS ARE LIFTED

PATIENTS

CAREGIVERS

PRE-DIAGNOSIS



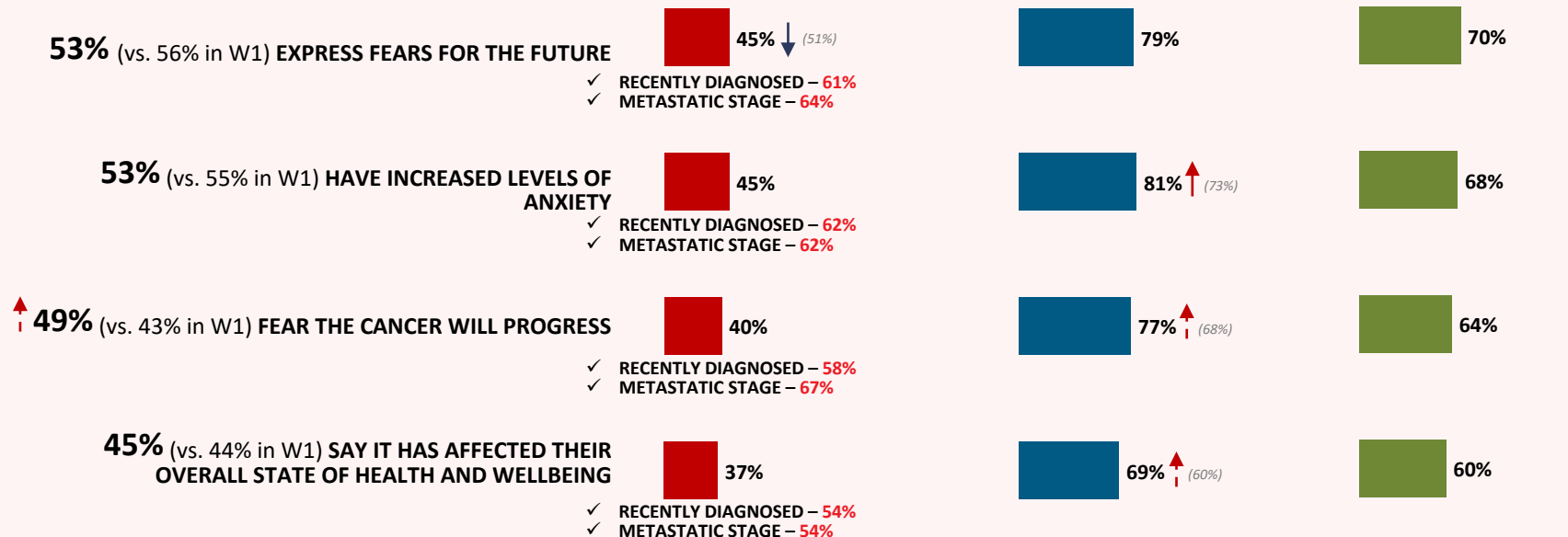
*VERY + SOMEWHAT CONCERNED

NOTE: RECENTLY DIAGNOSED = DIAGNOSED <2 YEARS AGO, ADJUVANT STAGE = STAGE 1/2/3 CANCER & METASTATIC STAGE = STAGE 4 CANCER

Those who are **PRE-DIAGNOSED (70%)** with cancer or **RECENTLY DIAGNOSED (61%)** and those in the **METASTATIC STAGE (64%)** continue to **WORRY ABOUT THE FUTURE. NEARLY HALF (49%)**, slightly up from last wave, **FEAR** that their **CANCER WILL PROGRESS**.

AFFECT OF COVID-19 ON THE FOLLOWING ASPECTS OF LIFE

COVID-19 CONTINUES TO AFFECT* MOST ASPECTS OF EVERYONE'S LIFE, CAUSING FEARS FOR THE FUTURE & INCREASED LEVEL OF ANXIETY AND IMPACTING OVERALL STATE OF HEALTH AND WELLBEING



*SIGNIFICANT + SOME AFFECT

NOTE: RECENTLY DIAGNOSED = DIAGNOSED <2 YEARS AGO

METASTATIC STAGE = STAGE 4 CANCER

(#) represents W1 data

CONCLUSIONS

1

Cancer patients, caregivers and those pre-diagnosed with cancer continue to face challenges with doctor appointments with **55%** (vs. 54% in W1) reporting **CANCER CARE APPOINTMENTS BEING CANCELLED, POSTPONED OR RESCHEDULED**.

- **THREE-QUARTERS** of **METASTATIC STAGE** patients and **SIX-IN-TEN PRE-DIAGNOSED** with cancer and **RECENTLY DIAGNOSED** patients report having appointments cancelled, postponed or rescheduled.

2

Among those who had in-person appointments and scheduled procedures/surgeries cancelled or postponed, it took on average **34 DAYS** to **RESCHEDULE THE APPOINTMENT** and on average **52 DAYS** to **RESCHEDULE THE PROCEDURE/SURGERY**.

- Moreover, **36%** say they don't have a rescheduled appointment time yet and **46%** say they don't have a rescheduled procedure/surgery time yet.

3

Delays in appointments and treatment continue to affect all, with **72%** (vs. 74% in W1) reporting the delays having a **MAJOR IMPACT** on their **MENTAL** and **EMOTIONAL HEALTH**.

- **PATIENTS** are **SIGNIFICANTLY MORE CONCERNED** this wave about **RECEIVING CARE in HOSPITAL / ER** if needed and receiving **CANCER TREATMENT** in a timely manner.

4

Appointments being cancelled / postponed and concerns around receiving adequate cancer care have fueled anxieties with **LEVEL OF ANXIETY BACK** to what it **was DURING the HEIGHT** of the **FIRST WAVE** of the pandemic.

CONCLUSIONS

5

Among those who interacted with physicians during the pandemic, there was a **SIGNIFICANT INCREASE IN IN-PERSON INTERACTIONS REPORTED**. There were also a significant number of virtual – mostly telephone appointments.

- For all, access to healthcare, including HCPs, treatments, tests, etc., continues to be a leading concern about receiving care during the pandemic.

6

The good news is that **JUST OVER HALF (54%) WERE SATISFIED WITH THE QUALITY OF CANCER CARE** they received during the pandemic. However, many were not satisfied, mainly due to delays in getting care, doctors not being available/ cancelling appointments, unknown status of treatment/ appointments and having to deal with their doctor over the phone vs. in-person.

7

Challenges still exist, as **SIX-IN-TEN** express concerns about **RECEIVING ADEQUATE HEALTH CARE** even when COVID-19 **RESTRICTIONS ARE LIFTED**. Fear of cancer progressing has gone up slightly this wave (49% vs. 43% in W1).

DETAILED FINDINGS

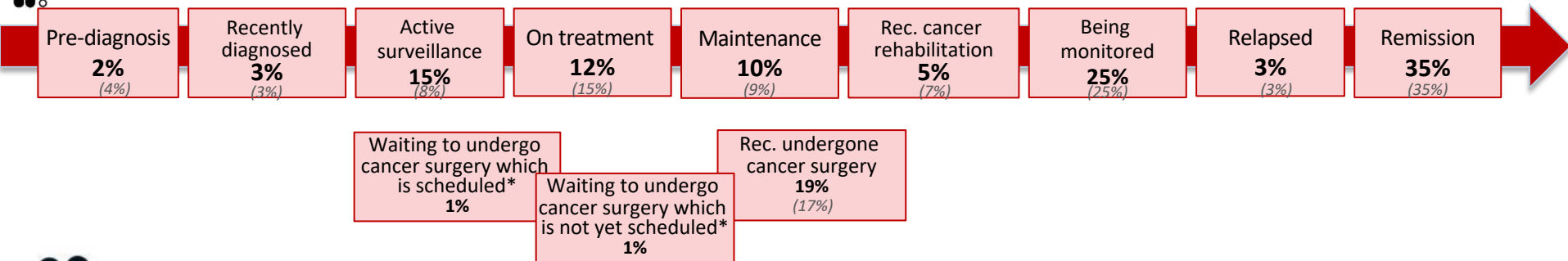
Overview of where patients are in their cancer journey

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

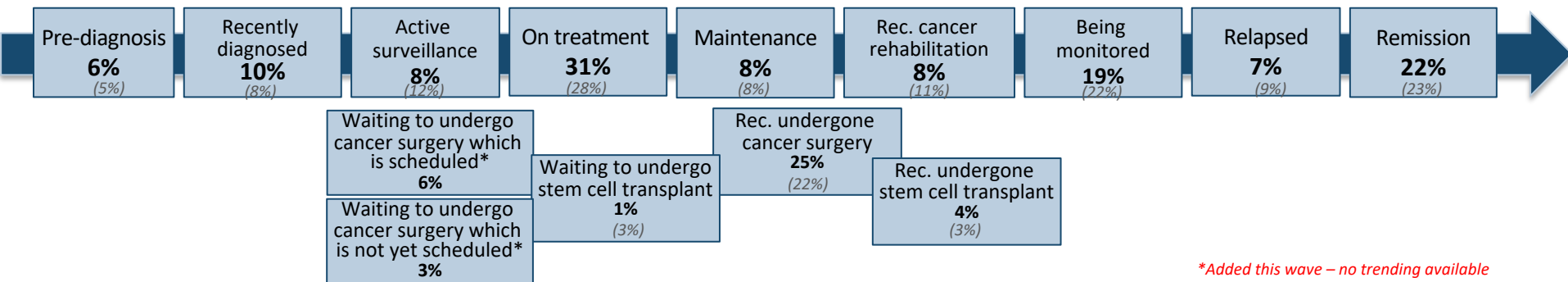


PATIENTS

STAGE OF CANCER JOURNEY



CAREGIVERS



Base: Total patients (n=1198) / Total caregivers (n=248)

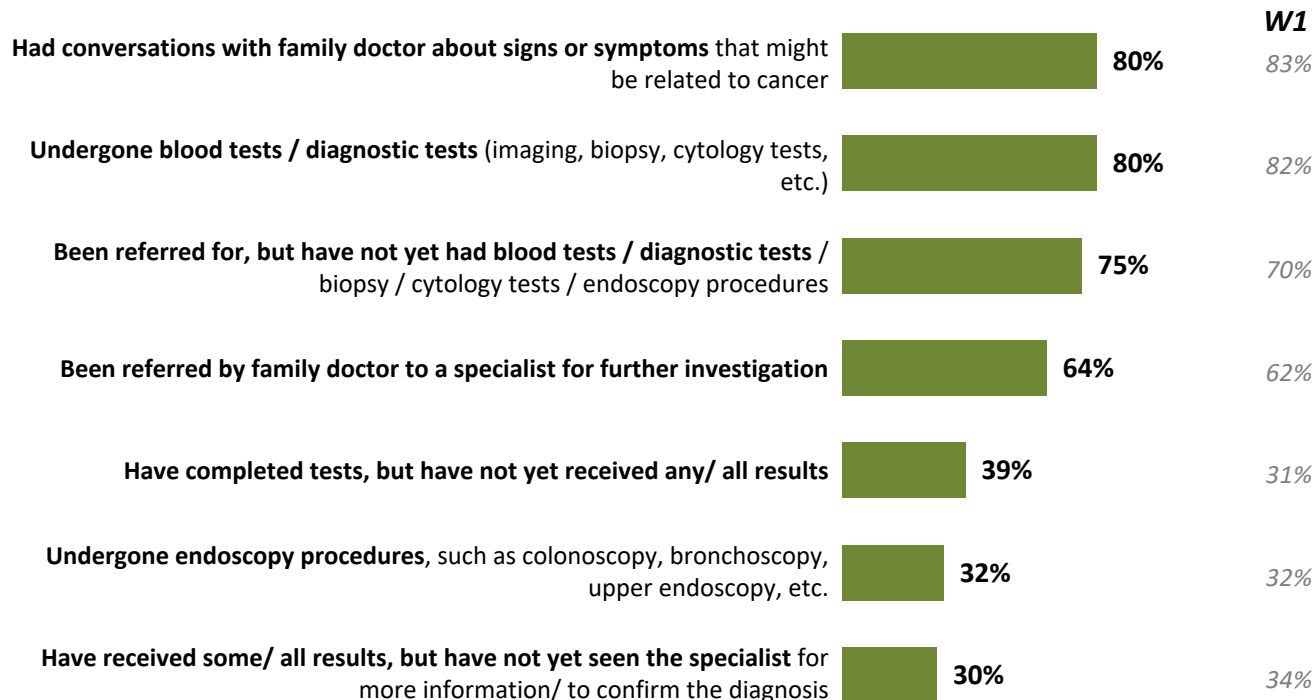
*Added this wave – no trending available
(#) represents W1 data

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

No significant changes in status of cancer diagnosis of Canadians pre-diagnosed with cancer since last wave, but **somewhat more** Canadians in pre-diagnosis indicate they have completed tests but are yet to receive any / all results



STATUS OF CANCER DIAGNOSIS AMONG ALL PRE-DIAGNOSIS PATIENTS



Base: Total pre-diagnosis patients (n=192)

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	80	77	84	86	79	74
Undergone blood tests / diagnostic tests (imaging, biopsy, cytology tests, etc.) (NET)	80	78	82	86	86	66
Undergone blood tests	60	59	61	63	68	48
Undergone imaging tests, such as X Rays, CT scans, MRIs, Ultrasounds, Mammograms, etc.	47	37	61	56	50	34
Undergone biopsy and cytology tests, such as breast biopsy, etc.	25	21	31	36	28	11
Been referred for, but have not yet had blood tests / diagnostic tests / biopsy / cytology tests / endoscopy procedures (NET)	75	73	78	68	78	79
Been referred for, but have not yet had, imaging tests, such as X Rays, CT scans, MRIs, Ultrasounds, Mammograms, etc.	54	48	64	47	65	48
Been referred for, but not yet had, blood tests to assist in diagnosis	45	40	53	36	51	48
Been referred for, but have not yet had, endoscopy procedures, such as colonoscopy, bronchoscopy, upper endoscopy, etc.	38	36	42	37	35	43
Been referred for, but have not yet had, biopsy and cytology tests, such as breast biopsy, etc.	32	27	39	36	32	28
Been referred by your family doctor to a specialist for further investigation	64	62	68	69	65	57
Have completed tests, but have not yet received any/ all results	39	37	42	42	47	25
Undergone endoscopy procedures, such as colonoscopy, bronchoscopy, upper endoscopy, etc.	32	30	35	36	31	30
Have received some/ all results, but have not yet seen the specialist who would manage my cancer for more information/ to confirm the diagnosis	30	25	36	37	31	21
Base: Total pre-diagnosis patients	192	115	77	59	72	61

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...

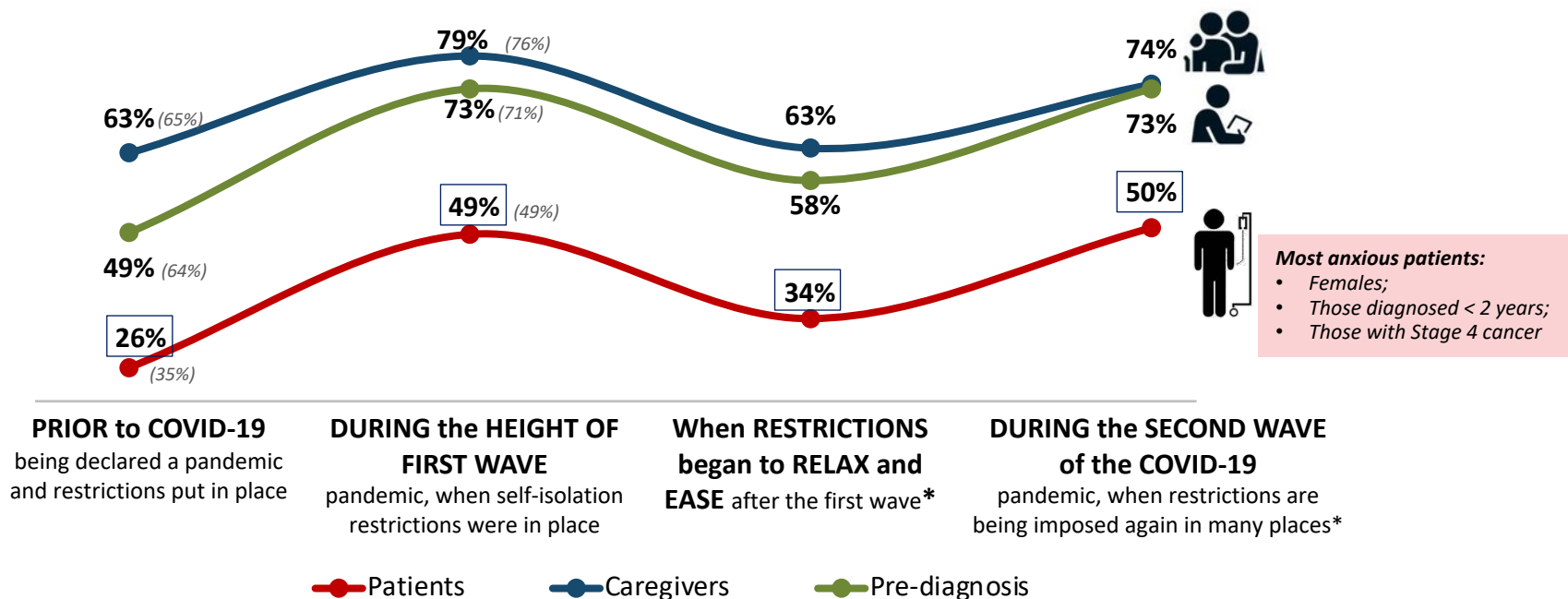
DETAILED FINDINGS

Level of anxiety about receiving adequate cancer care

After showing a downward trend, **anxiety levels** among cancer patients, caregivers as well as those in pre-diagnosis are **back to what they were during the peak of first wave**

LEVEL OF ANXIETY ABOUT RECEIVING ADEQUATE CANCER CARE

% - TOP 2 (VERY ANXIOUS / SOMEWHAT ANXIOUS)



Base: Total patients (n=1198) / Total caregivers (n=248) / Total pre-diagnosis patients (n=192)

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

*Added this wave – no trending available
(#) represents W1 data

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

	TOTAL	GENDER		REGION							CANCER STAGE					YEARS SINCE DIAGNOSIS		
		MALE	FEMALE	BC	AB	SK	MB	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	26	25	27	27	26	29	32	29	22	21	18	30	31	30	38	40	22	17
During the height of the COVID-19 pandemic, when self-isolation restrictions were in place	49	44	53	45	43	39	47	48	55	43	40	53	56	55	64	63	48	33
When restrictions began to relax and ease after the first wave	34	31	38	38	31	34	38	36	33	29	29	35	40	34	49	47	31	25
During the second wave of the COVID-19 pandemic, when restrictions are being imposed again in many places	50	45	54	49	48	47	47	50	54	41	43	55	53	53	64	63	49	37
Base: Total patients	1198	590	606	149	127	38	66	370	346	99	458	276	126	93	97	343	556	299

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

	TOTAL	GENDER		REGION							CANCER STAGE					YEARS SINCE DIAGNOSIS		
		MALE	FEMALE	BC	AB	SK	MB	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	63	58	65	73	65	58	64	62	55	73	46	66	78	71	67	62	65	50
During the height of the COVID-19 pandemic, when self-isolation restrictions were in place	79	74	82	87	90	74	82	80	73	77	74	80	82	84	82	81	79	57
When restrictions began to relax and ease after the first wave	63	62	65	73	70	58	68	69	55	54	44	71	71	74	72	68	58	50
During the second wave of the COVID-19 pandemic, when restrictions are being imposed again in many places	74	71	77	83	80	63	86	72	70	73	68	80	78	81	74	76	73	57
Base: Total caregivers	248	90	156	30	20*	19*	22*	65	66	26*	50	35	49	31	57	148	86	14*

*Low base size

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

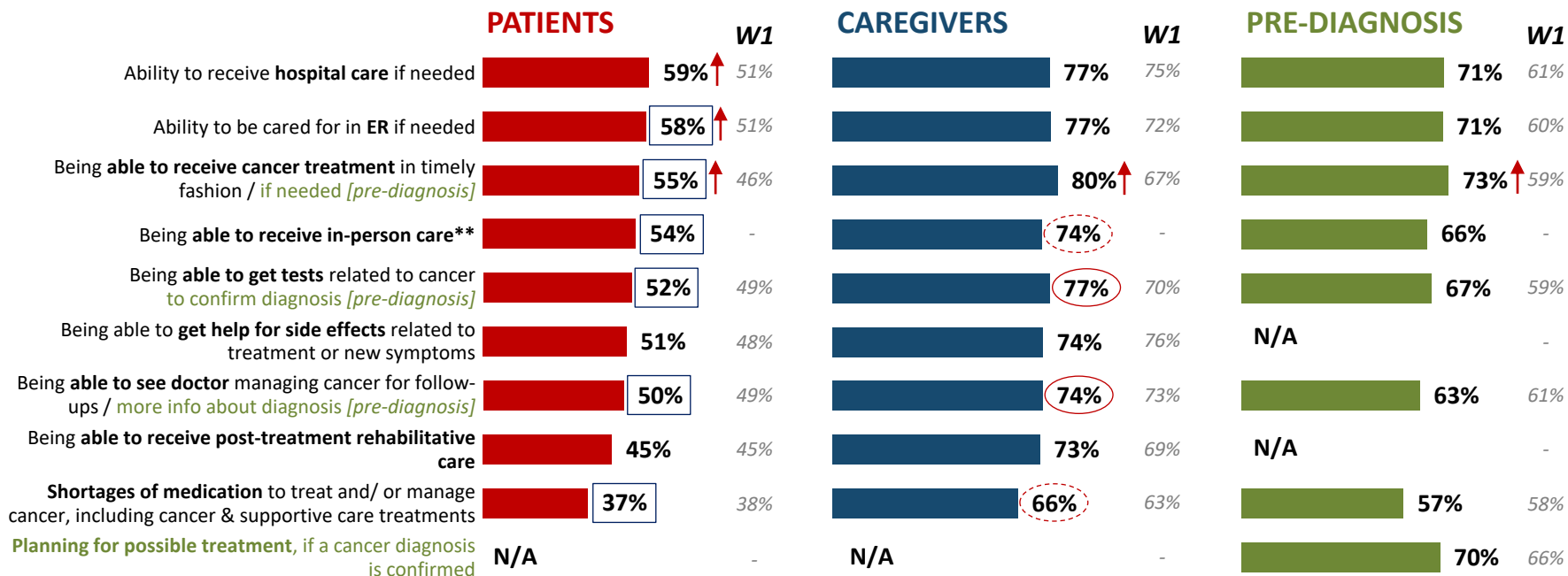
	TOTAL	GENDER		REGION					
		MALE	FEMALE	BC	AB	SK	ON	QC	ATL
VERY / SOMEWHAT ANXIOUS	%	%	%	%	%	%	%	%	%
Prior to COVID-19 being declared a pandemic and restrictions put in place	49	43	58	44	63	50	53	43	50
During the height of the COVID-19 pandemic, when self-isolation restrictions were in place	73	68	82	83	84	80	68	74	64
When restrictions began to relax and ease after the first wave	58	52	66	78	58	70	56	53	57
During the second wave of the COVID-19 pandemic, when restrictions are being imposed again in many places	73	67	83	83	84	70	75	71	57
Base: Total pre-diagnosis patients	192	115	77	18*	19*	10*	59	72	14*

*Low base size

All **continue** to be **concerned** about **getting required health care** during COVID-19, more so about **receiving cancer treatment** in a **timely manner**. Patients remain **less concerned** than caregivers and those pre-diagnosed with cancer.

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=1198) / Total caregivers (n=248) / Total pre-diagnosis patients (n=192)

**Added this wave – no trending available

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		
		MALE	FEMALE	BC	AB	SK	MB	ON	QC	ATL	REMI-SSION	STAGE 1	STAGE 2	STAGE 3	STAGE 4	<2 YRS	2-5 YRS	6+ YRS
VERY / SOMEWHAT CONCERNED	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Ability to receive hospital care if needed	59	55	62	59	62	57	73	59	56	57	50	66	63	62	66	63	56	58
Ability to be cared for in ER if needed	58	53	62	64	64	61	59	59	52	55	50	60	63	63	72	60	56	58
Being able to receive cancer treatment in timely fashion	55	49	61	45	58	42	49	58	55	63	45	63	69	54	54	66	48	51
Being able to receive in-person care	54	49	58	55	55	54	61	54	52	58	46	63	61	60	48	58	52	53
Being able to get tests related to cancer	52	45	60	55	55	50	51	53	51	54	49	61	63	48	52	56	51	50
Being able to get help for side effects related to treatment or new symptoms	51	45	57	51	55	58	47	53	48	45	45	56	54	57	52	52	50	51
Being able to see doctor managing cancer for follow-ups	50	43	56	48	46	48	55	50	49	53	45	58	54	54	48	55	48	45
Being able to receive post-treatment rehabilitative care	45	39	52	46	53	45	54	48	38	51	44	46	51	49	42	51	42	44
Shortages of medication to treat and/ or manage cancer, including cancer & supportive care treatments	37	32	42	35	41	22	33	44	30	48	32	37	44	40	41	44	33	36
Base: Patients to whom applicable	1198	590	606	149	127	38	66	370	346	99	458	276	126	93	97	343	556	299

CONCERNS DURING COVID-19 AMONG CAREGIVERS – in detail

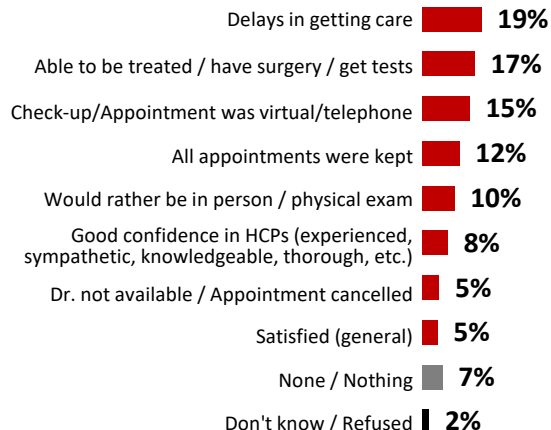
	TOTAL	GENDER		REGION							CANCER STAGE					YEARS SINCE DIAGNOSIS		
		MALE	FEMALE	BC	AB	SK	MB	ON	QC	ATL	REMI-SSION	STAGE 1	STAGE 2	STAGE 3	STAGE 4	<2 YRS	2-5 YRS	6+ YRS
VERY / SOMEWHAT CONCERNED	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Being able to receive cancer treatment in timely fashion	80	81	79	72	84	86	75	85	73	86	71	84	79	83	88	79	79	89
Ability to be cared for in ER if needed	77	74	79	72	80	76	81	87	64	87	67	83	80	83	83	78	77	73
Being able to get tests related to cancer	77	73	79	70	80	72	81	86	65	91	64	77	90	80	84	79	74	64
Ability to receive hospital care if needed	77	71	81	77	63	78	90	81	69	86	71	83	80	73	86	74	80	80
Being able to get help for side effects related to treatment or new symptoms	74	74	75	76	68	82	76	84	59	83	64	85	77	83	79	74	74	80
Being able to see doctor managing cancer for follow-ups	74	65	79	77	68	65	77	86	63	77	62	76	82	80	85	76	72	73
Being able to receive in-person care	74	68	78	77	65	69	71	80	70	78	57	79	80	76	85	77	70	73
Being able to receive post-treatment rehabilitative care	73	70	76	64	80	63	94	79	61	91	60	72	76	71	87	74	71	78
Shortages of medication to treat and/ or manage cancer, including cancer & supportive care treatments	66	61	68	62	65	50	52	77	57	83	45	69	75	76	72	69	60	60
Base: Caregivers to whom applicable	248	90	156	30	20*	19*	22*	65	66	26*	50	35	49	31	57	148	86	14*

6-in-10 patients are very satisfied with the quality of cancer care received during this crisis. Among those not completely satisfied, delay in receiving care is the main reason, followed by doctor not available / appointments cancelled, and status of treatment not known.

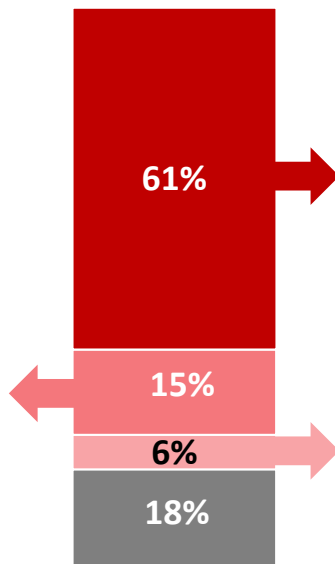
SATISFACTION WITH QUALITY OF CANCER CARE RECEIVED DURING COVID-19 AMONG PATIENTS

REASONS FOR BEING **SOMEWHAT** SATISFIED

(n=183)



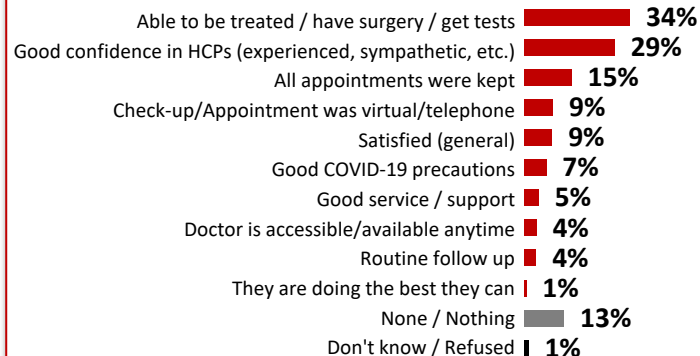
Other (<5%) mentions: Good service/support, not able to have someone accompany me, doctor is accessible/available anytime, routine follow-up, unprofessional, they are doing the best they can, having to deal with doctor over the phone, status of appointment/treatment unknown, fear of getting COVID-19



- Very satisfied
- Somewhat satisfied
- Somewhat / not at all satisfied
- Don't know

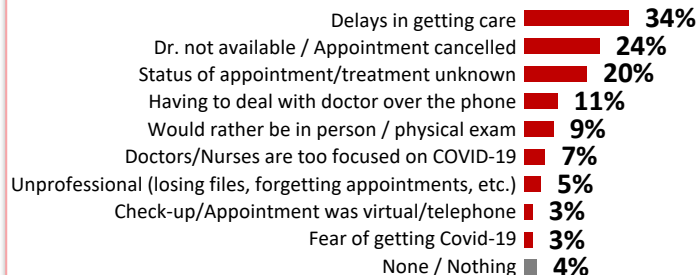
REASONS FOR BEING **VERY** SATISFIED

(n=731)



REASONS FOR BEING **SOMEWHAT UNSATISFIED / NOT AT ALL SATISFIED**

(n=74)



Base: Total patients (n=1198)

A2. How would you rate the quality of care you received for your cancer during the COVID-19 pandemic?

Question added this wave – no trending available

SATISFACTION WITH QUALITY OF CANCER CARE RECEIVED DURING COVID-19

AMONG PATIENTS – in detail

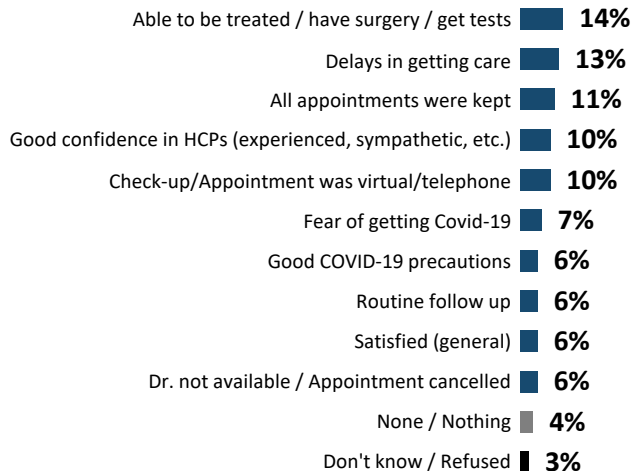
	TOTAL	GENDER		REGION							CANCER STAGE					YEARS SINCE DIAGNOSIS		
		MALE	FEMALE	BC	AB	SK	MB	ON	QC	ATL	REMI-SSION	STAGE 1	STAGE 2	STAGE 3	STAGE 4	<2 YRS	2-5 YRS	6+ YRS
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Very satisfied with the quality of care	61	66	56	74	55	66	64	62	54	67	60	62	58	68	67	67	61	55
Somewhat satisfied with the quality of care	15	15	16	9	12	11	12	14	25	5	12	18	20	16	19	19	18	6
Somewhat unsatisfied / not at all satisfied with the quality of care	6	5	7	3	6	3	3	8	7	5	3	8	11	6	11	10	6	2
Don't know	18	14	21	14	27	21	21	16	14	23	26	12	11	10	3	4	16	36
Base: Total patients	1198	590	606	149	127	38	66	370	346	99	458	276	126	93	97	343	556	299

2-in-5 caregivers report being very satisfied with the quality of cancer care during COVID-19. As seen with patients, those **not satisfied** indicate **delays in getting care, doctor not available / appointments cancelled, and status of treatment not known** as main reasons.

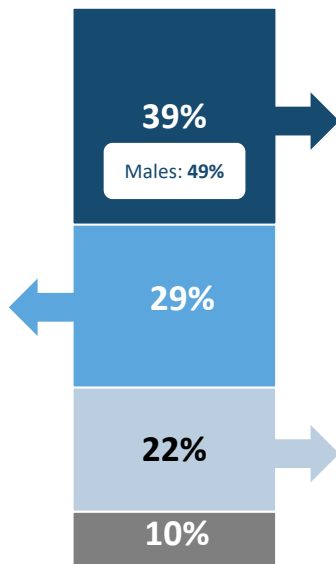
SATISFACTION WITH QUALITY OF CANCER CARE RECEIVED DURING COVID-19 AMONG CAREGIVERS

REASONS FOR BEING **SOMEWHAT** SATISFIED

(n=72)



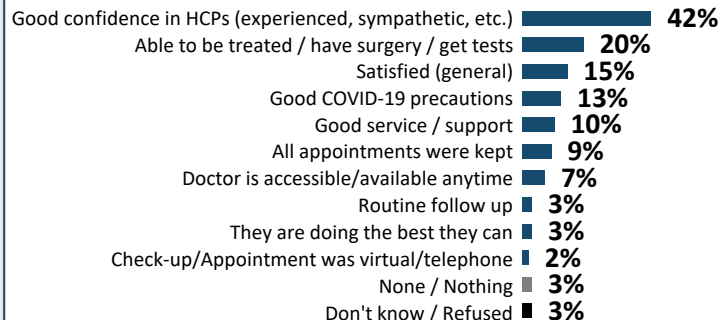
Other (<5%) mentions: They are doing the best they can, doctors/nurses are too focused on COVID-19 to care about others needs, not having the ability to have someone accompany me, good service, would rather be in person / physical exam, status of appointment/treatment unknown



- Very satisfied
- Somewhat satisfied
- Somewhat / not at all satisfied
- Don't know

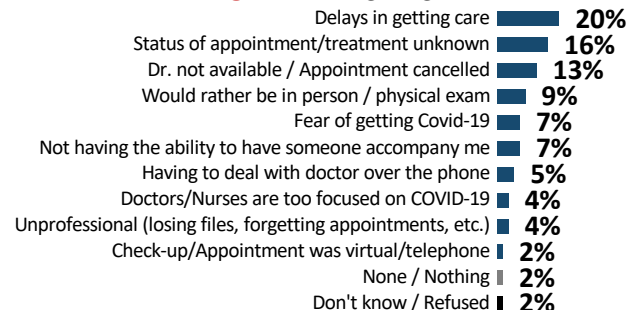
REASONS FOR BEING **VERY** SATISFIED

(n=96)



REASONS FOR BEING **SOMEWHAT UNSATISFIED / NOT AT ALL SATISFIED**

(n=55)



Base: Total caregivers (n=248)

A2. How would you rate the quality of care you received for your cancer during the COVID-19 pandemic?

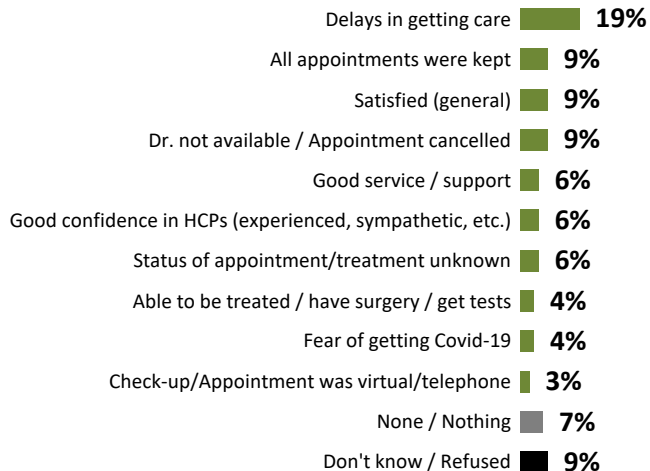
Question added this wave – no trending available

Majority of those in **pre-diagnosis** are either **somewhat satisfied** or **not satisfied** with the **quality of cancer care** during the pandemic, **mostly** because of **delays in getting care**

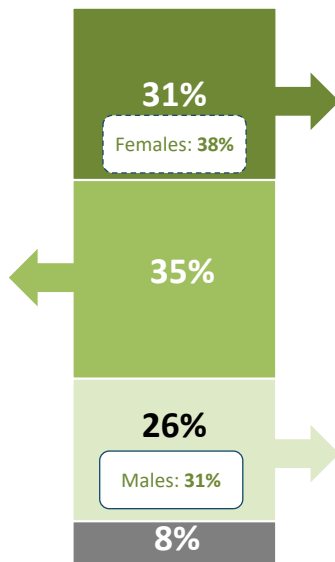
SATISFACTION WITH QUALITY OF CANCER CARE RECEIVED DURING COVID-19 AMONG PRE-DIAGNOSIS

REASONS FOR BEING **SOMEWHAT** SATISFIED

(n=68)



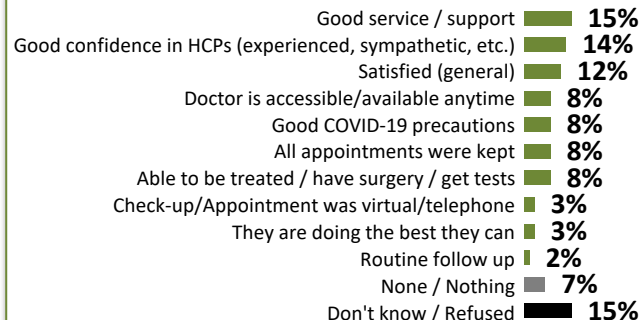
Other (1%) mentions: Doctor is accessible/available anytime, Good COVID-19 precautions, routine follow-up, would rather be in person / physical exam, they are doing the best they can



- Very satisfied
- Somewhat satisfied
- Somewhat / not at all satisfied
- Don't know

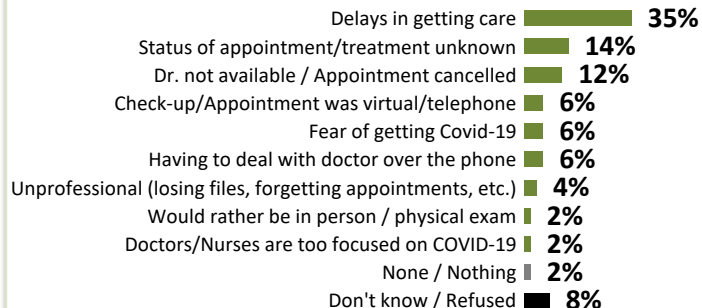
REASONS FOR BEING **VERY** SATISFIED

(n=59)



REASONS FOR BEING **SOMEWHAT UNSATISFIED / NOT AT ALL SATISFIED**

(n=49)



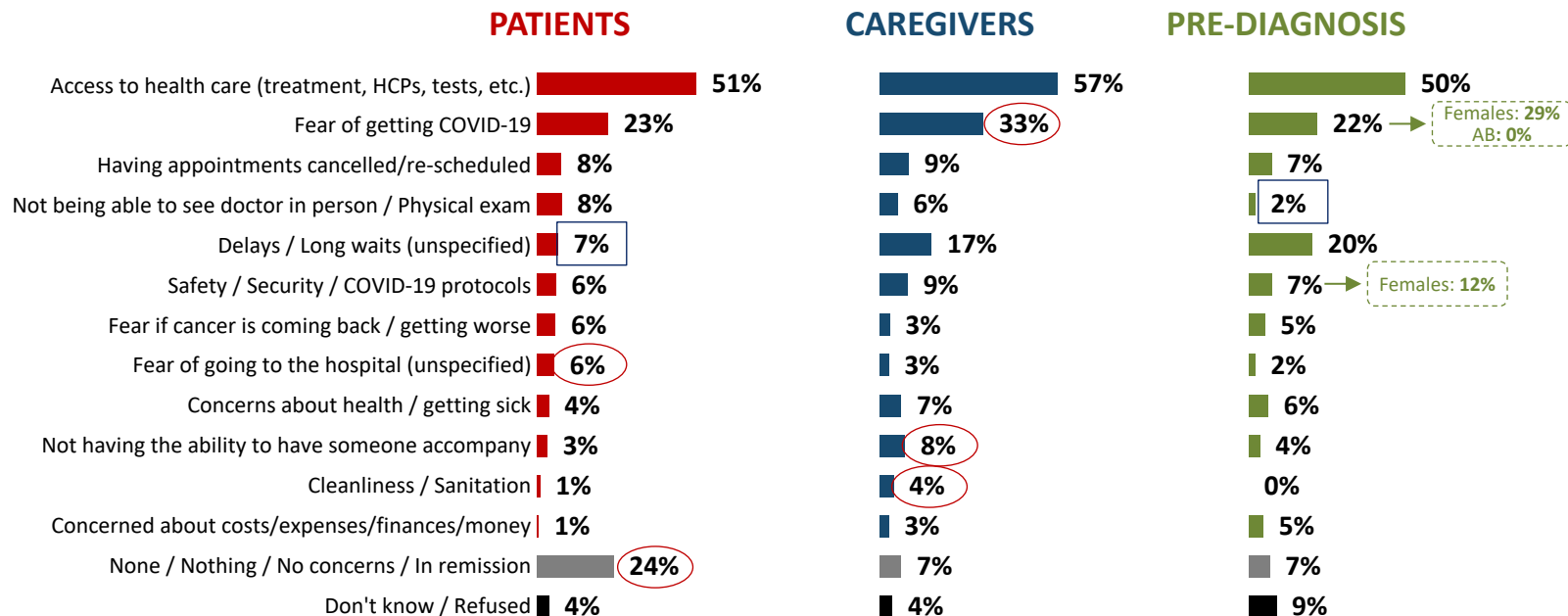
Base: Total pre-diagnosis patients (n=192)

A2. How would you rate the quality of care you received for your cancer during the COVID-19 pandemic?

Question added this wave – no trending available

Access to health care, especially to treatment, HCPs and tests, is the **leading concern** among all when it comes to receiving care during COVID-19, **followed by fear of contracting COVID-19**

TOP CONCERNS ABOUT RECEIVING CARE DURING COVID-19 (UNAIDED)



Other (<4%) mentions: Traveling to appointments, contact with others / being around others, fear of being alone/ isolated/neglected, COVID-19 taking priority over cancer, dying, stress/anxiety

Base: Total patients (n=1198) / Total caregivers (n=248) / Total pre-diagnosis patients (n=192)

A3. What are your top three concerns when it comes to receiving cancer care during the COVID-19 pandemic?

TOP CONCERNS ABOUT RECEIVING CARE DURING COVID-19 (UNAIDED)

AMONG PATIENTS – in detail

	TOTAL	GENDER		REGION							CANCER STAGE					YEARS SINCE DIAGNOSIS		
		MALE	FEMALE	BC	AB	SK	MB	ON	QC	ATL	REMISSION	STAGE 1	STAGE 2	STAGE 3	STAGE 4	<2 YRS	2-5 YRS	6+ YRS
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Access to health care (NET)	51	48	54	32	54	45	47	52	61	42	47	51	55	49	67	53	53	43
Access to treatment/surgery / timely treatment/ surgery	23	22	23	15	22	21	20	26	23	22	18	22	31	19	32	26	21	20
Accessibility/Availability of doctors/nurses/staff	17	17	18	12	17	16	17	11	28	9	17	18	18	15	19	17	19	14
Access to tests / timely tests	12	8	15	9	11	13	6	10	17	8	12	12	12	12	19	12	13	10
Access to care / timely care / quality care	8	7	8	3	9	11	11	6	11	5	8	8	6	6	9	8	8	8
Accessibility/Availability of hospital/hospital beds	5	7	4	1	11	13	9	5	5	2	4	7	5	6	8	6	5	6
Fear of getting COVID-19	23	21	24	36	21	24	24	22	20	17	20	24	22	29	32	28	21	20
Not being able to see doctor in person / Physical exam	8	7	8	7	7	5	6	6	10	12	7	8	10	8	10	7	9	6
Having appointments cancelled/re-scheduled	8	8	7	7	1	5	6	7	11	12	8	8	10	2	6	7	9	7
Delays / Long waits (unspecified)	7	7	6	5	3	5	3	8	8	8	6	8	6	8	9	8	8	4
Safety / Security / COVID-19 protocols	6	4	8	6	9	5	5	6	6	5	5	8	7	8	7	9	5	5
Fear if cancer is coming back / getting worse	6	6	6	5	6	5	5	5	8	3	7	7	6	3	2	7	6	5
Fear of going to the hospital (unspecified)	6	4	7	8	6	3	5	6	5	3	6	5	4	6	6	6	5	6
Concerns about health / getting sick	4	4	4	9	4	5	3	3	2	5	3	3	6	8	3	5	3	3
Not having the ability to have someone accompany me	3	2	5	3	4	-	2	3	3	6	3	4	4	2	6	4	3	3
Traveling / Traveling to appointments/treatments/tests	3	2	4	5	6	3	6	3	-	3	3	2	4	3	6	3	3	4
None / Nothing / No concerns / In remission	24	27	22	29	30	34	24	22	19	36	33	19	13	24	12	18	22	36
Base: Total patients	1198	590	606	149	127	38	66	370	346	99	458	276	126	93	97	343	556	299

Top 3 Concerns for PATIENTS / CAREGIVERS / PRE-DIAGNOSED PATIENTS...

In their own words

"Delays in receiving treatment. Lack of availability of specialists. Lack of access to latest treatments." **PATIENT**

"Have my regular follow-ups with my doctor, that my medication is no longer available (shortage) and that I have to be more fragile to COVID." **PATIENT**

"Danger to get the COVID. The surgery might have been postponed, The cancer get bigger." **PATIENT**

"Delays in receiving treatment because of an overloaded health system. Delays in diagnoses because of COVID. Mistakes due to an over-stressed health care system and the workload on our healthcare professionals." **CAREGIVER**

"Reduced access to medical professionals, increasing backlog to treatments due to cancelled appointments and increased possibility to exposure to COVID-19 while in hospital or treatment centre." **CAREGIVER**

"Time to start treatment, If surgery don't wait too long. Not being able to have a loved one near me." **PRE-DIAGNOSED**

"Fear of infection. Congested hospitals due to the virus, and not able to have visitors if hospitalized." **PRE-DIAGNOSED**

QA3 What are your top three concerns when it comes to receiving cancer care during the COVID-19 pandemic?

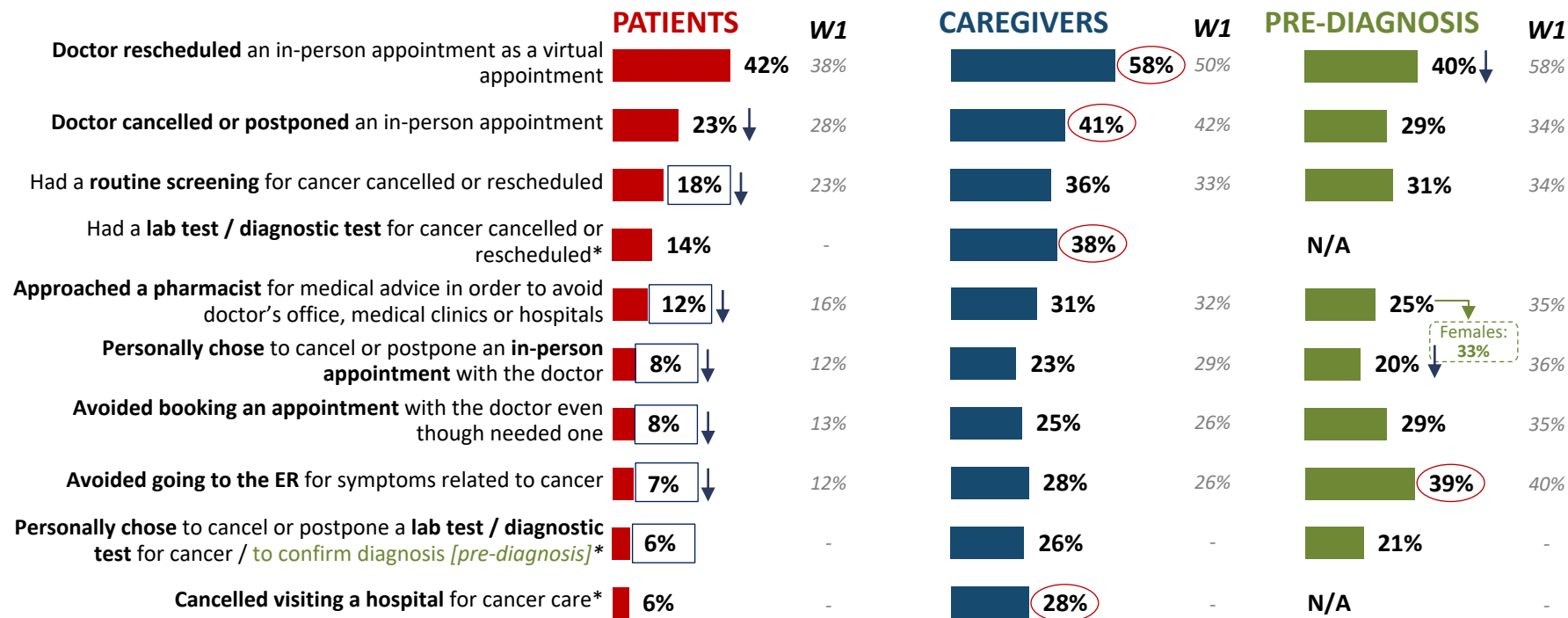


DETAILED FINDINGS

Experiences with appointments & treatment during COVID-19

4-in-10 patients and those **pre-diagnosed** with cancer and **6-in-10 caregivers** continue to have **in-person** doctor appointments **rescheduled** as a **virtual** consult. However, a **quarter of patients**, **3-in-10 pre-diagnosis patients** and **4-in-10 caregivers** continue to experience **cancellations/postponements** of **in-person** appointments.

EXPERIENCE WITH APPOINTMENTS DURING COVID-19



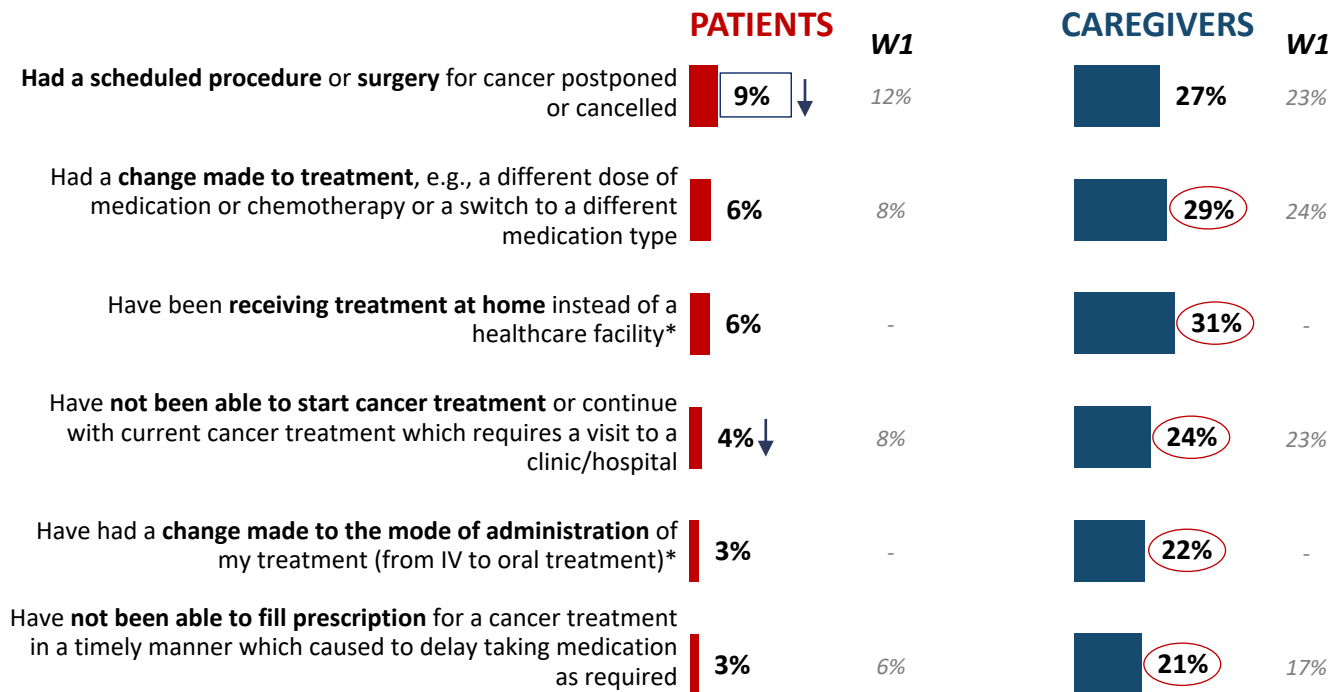
Base: Total patients (n=1198) / Total caregivers (n=248) / Total pre-diagnosis patients (n=192)

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

*Added this wave – no trending available

Although slightly less than last wave, **1-in-10 patients** had a scheduled **procedure or surgery cancelled / postponed**, but **few could not start or continue treatment** requiring visit to hospital or have **not been able to fill prescriptions**. **Caregivers** continue to say the person they care for **experienced delays in treatment**.

EXPERIENCE WITH TREATMENT DURING COVID-19



26% (30% in W1) of pre-diagnosis patients had a **scheduled procedure** such as a biopsy or ultrasound to confirm cancer postponed or cancelled

Base: Total patients (n=1198) / Total caregivers (n=248) / Total pre-diagnosis patients (n=192)

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

*Added this wave – no trending available

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

	TOTAL	GENDER		REGION							CANCER STAGE					YEARS SINCE DIAGNOSIS		
		MALE	FEMALE	BC	AB	SK	MB	ON	QC	ATL	REMISSION	STAGE 1	STAGE 2	STAGE 3	STAGE 4	<2 YRS	2-5 YRS	6+ YRS
EXPERIENCE WITH APPOINTMENTS	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Doctor rescheduled an in-person appointment as a virtual appointment	42	42	42	37	33	18	36	48	50	22	35	40	47	52	65	50	47	23
Doctor cancelled or postponed an in-person appointment	23	20	27	16	24	13	12	31	24	14	19	28	29	23	34	29	26	11
Had a routine screening for cancer cancelled or rescheduled	18	14	22	10	21	16	6	24	17	15	17	18	27	14	15	21	20	11
Had a lab test / diagnostic test for cancer cancelled or rescheduled*	14	12	16	11	16	8	9	17	14	14	12	14	21	17	22	16	16	9
Approached a pharmacist for medical advice in order to avoid doctor's office, medical clinics or hospitals	12	12	13	11	13	5	8	7	20	12	10	12	18	17	14	17	12	7
Personally chose to cancel or postpone an in-person appointment with the doctor	8	7	9	9	9	3	8	9	8	8	7	7	11	8	7	11	9	4
Avoided booking an appointment with the doctor even though needed one	8	6	9	10	7	3	11	8	7	6	6	8	8	10	7	12	6	5
Avoided going to the ER for symptoms related to cancer	7	7	7	7	9	3	8	8	8	5	5	9	12	6	18	11	7	4
Personally chose to cancel or postpone a lab test / diagnostic test for cancer	6	6	7	6	8	5	8	6	6	6	6	7	10	4	6	9	6	4
Cancelled visiting a hospital for cancer care*	6	4	7	5	3	5	3	8	5	4	4	7	10	5	7	10	5	3
Base: Total patients	1198	590	606	149	127	38	66	370	346	99	458	276	126	93	97	343	556	299

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

	TOTAL	GENDER		REGION							CANCER STAGE					YEARS SINCE DIAGNOSIS		
		MALE	FEMALE	BC	AB	SK	MB	ON	QC	ATL	REMI-SSION	STAGE 1	STAGE 2	STAGE 3	STAGE 4	<2 YRS	2-5 YRS	6+ YRS
EXPERIENCE WITH TREATMENT	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Had a scheduled procedure or surgery for cancer postponed or cancelled	9	8	10	7	11	-	5	12	8	7	5	9	17	12	9	14	8	4
Had a change made to treatment , e.g., a different dose of medication or chemotherapy or a switch to a different medication type	6	6	7	7	7	3	5	5	8	7	3	6	10	6	20	12	5	2
Have been receiving treatment at home instead of a healthcare facility*	6	6	6	6	12	8	3	6	4	6	2	5	14	14	10	10	6	3
Have not been able to start cancer treatment or continue with current cancer treatment which requires a visit to a clinic/hospital	4	4	3	1	6	-	3	5	3	5	1	6	8	2	3	7	3	2
Have had a change made to the mode of administration of my treatment (from IV to oral treatment)*	3	3	3	1	5	-	3	3	3	3	1	3	7	5	4	6	2	1
Have not been able to fill prescription for a cancer treatment in a timely manner which caused to delay taking medication as required	3	3	2	3	3	-	5	4	1	2	1	3	7	2	3	6	2	-
Base: Total patients	1198	590	606	149	127	38	66	370	346	99	458	276	126	93	97	343	556	299

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

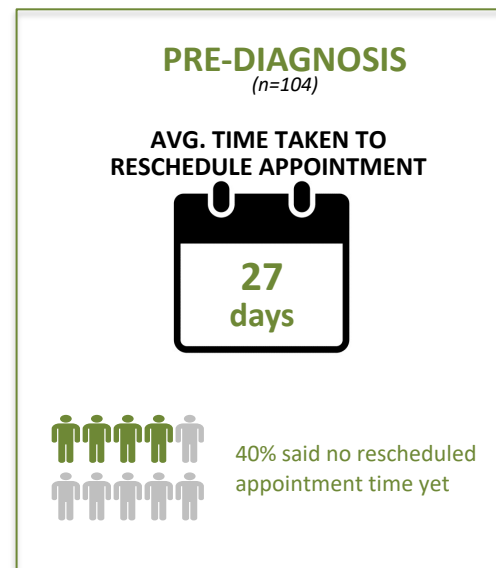
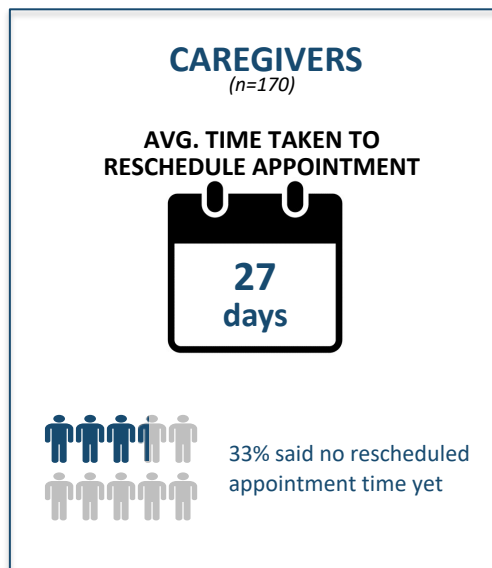
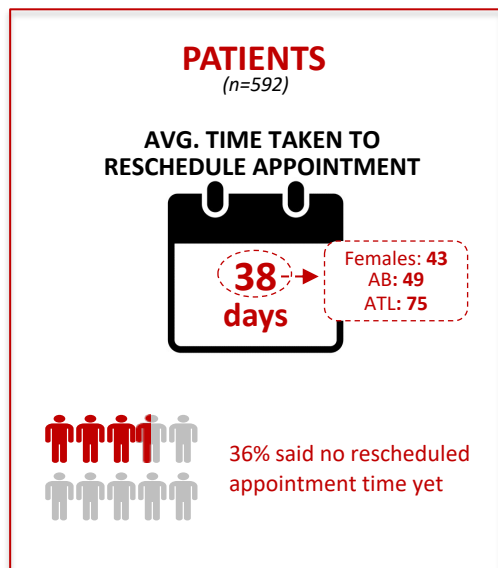
	TOTAL	GENDER		REGION							CANCER STAGE					YEARS SINCE DIAGNOSIS		
		MALE	FEMALE	BC	AB	SK	MB	ON	QC	ATL	REMI-SSION	STAGE 1	STAGE 2	STAGE 3	STAGE 4	<2 YRS	2-5 YRS	6+ YRS
EXPERIENCE WITH APPOINTMENTS	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Your family member/ person you care for has had the doctor reschedule an in-person appointment as a virtual appointment	58	62	56	63	50	58	77	60	55	50	58	49	63	68	61	61	57	36
Your family member/ person you care for has had the doctor cancel or postpone an in-person appointment	41	32	46	40	25	42	23	49	42	42	38	49	51	35	33	45	38	7
Your family member/ person you care for have had a lab test / diagnostic test cancelled or rescheduled	38	37	38	37	25	47	36	42	36	38	30	37	55	42	37	41	37	7
Your family member/ person you care for has had a routine screening for cancer cancelled or rescheduled	36	31	38	30	35	26	36	46	29	42	28	34	51	39	30	39	35	7
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	31	30	31	30	15	16	14	28	44	42	18	29	49	29	35	38	21	14
Your family member/ person you care for has avoided going to the hospital ER for symptoms related to cancer	28	24	29	23	25	21	27	29	27	38	22	23	47	16	35	30	24	29
Your family member/ person you care for have cancelled visiting a hospital for their cancer care	28	30	26	20	20	37	23	29	30	31	28	26	45	26	26	29	26	29
Your family member/ person you care for have personally chosen to cancel or postpone a lab test / diagnostic test for their cancer	26	23	28	33	20	32	18	31	23	23	22	37	43	23	21	24	30	21
You or the family member/ person you care for has avoided booking an appointment with the doctor managing their cancer care even though needed one	25	22	28	30	20	21	23	29	23	27	20	26	39	26	26	24	30	7
You or the family member/ person you care for has chosen to personally cancel or postpone an in-person appointment with the doctor managing cancer care	23	27	21	27	15	37	18	22	26	19	26	31	33	32	14	24	23	14
Base: Total caregivers	248	90	156	30	20*	19*	22*	65	66	26*	50	35	49	31	57	148	86	14*

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

	TOTAL	GENDER		REGION							CANCER STAGE					YEARS SINCE DIAGNOSIS		
		MALE	FEMALE	BC	AB	SK	MB	ON	QC	ATL	REMI-SSION	STAGE 1	STAGE 2	STAGE 3	STAGE 4	<2 YRS	2-5 YRS	6+ YRS
EXPERIENCE WITH TREATMENT	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Your family member/ person you care for have been receiving treatment at home instead of a healthcare facility	31	27	33	37	30	26	23	32	29	42	16	20	51	42	37	34	28	21
Your family member/ person you care for has had a change made to their treatment, e.g., a different dose of medication or chemotherapy or a switch to a different medication type	29	27	29	30	20	21	18	34	30	35	20	23	43	48	28	31	29	7
Your family member/ person you care for has had a scheduled procedure or surgery for their cancer postponed or cancelled	27	22	29	37	30	26	27	23	29	15	14	31	47	29	25	28	29	-
Your family member/ person you care for has not been able to start their cancer treatment or continue with their current cancer treatment which requires a visit a clinic/hospital	24	26	23	27	10	26	23	25	26	23	16	31	39	26	21	29	19	-
Your family member/ person you care for had a change made to the mode of administration of treatment (from IV to oral treatment)	22	21	22	30	15	21	5	22	26	27	12	26	39	32	18	24	21	7
You or the family member/ person you care for has not been able to fill their prescription for a cancer treatment in a timely manner which caused them to delay taking their medication as required	21	20	21	17	20	26	14	23	26	12	8	26	45	16	21	24	17	14
Base: Total caregivers	248	90	156	30	20*	19*	22*	65	66	26*	50	35	49	31	57	148	86	14*

Among those who had in-person appointments cancelled/postponed/rescheduled, about a third say it has **not been rescheduled yet**. Those who had it rescheduled say it took **on average 38 days** for patients and **close to a month** for caregivers and **pre-diagnosis patients to reschedule**.

AMONG THOSE WHO HAD IN-PERSON APPOINTMENTS CANCELLED/ POSTPONED/RESCHEDULED, TIME TAKEN TO RESCHEDULE THE APPOINTMENT



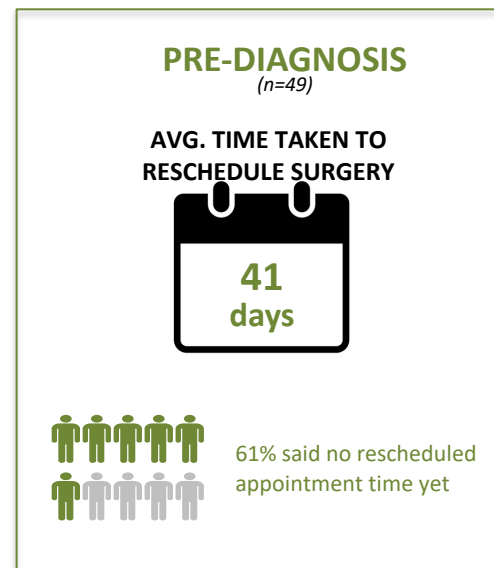
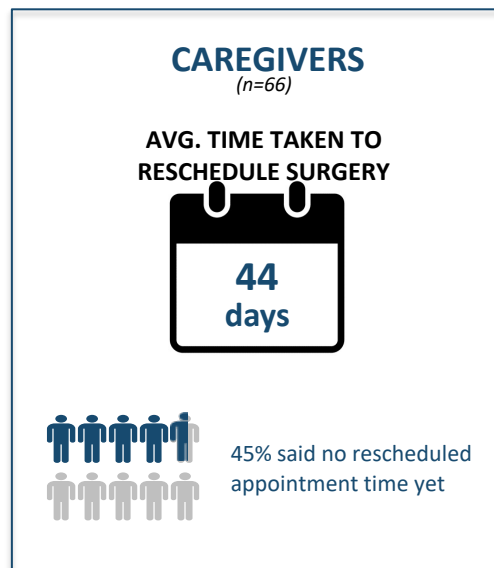
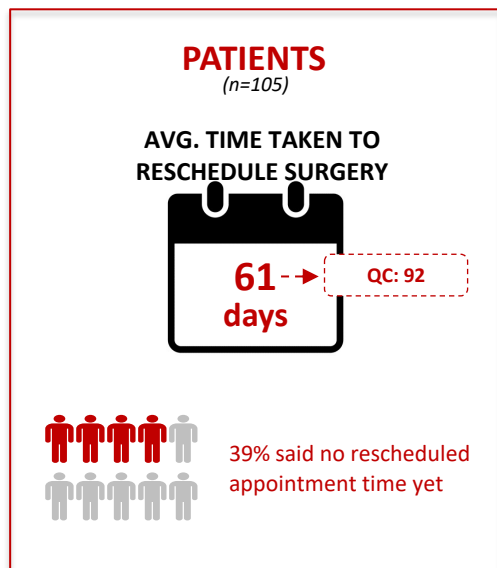
Question added this wave – no trending available

Base: Patients (n=592) / Caregivers (n=170) / Pre-diagnosis patients (n=104) who had in-person appointments cancelled/postponed/rescheduled

Q3d. You mentioned that you / the family member/person you care for had an in-person appointment with the doctor managing cancer care cancelled or postponed. How long did it take to reschedule the appointment and see the doctor?

About **4-in-10 patients** and **caregivers** and **6-in-10 pre-diagnosis patients** who had a scheduled **procedure/surgery** cancelled mention that it has **not been rescheduled yet**. For those it was **rescheduled**, it took on average **2 months** for **patients** and **a month and a half** for **caregivers** and **pre-diagnosis** to reschedule.

AMONG THOSE WHO HAD A SCHEDULED PROCEDURE OR SURGERY RELATED TO CANCER CANCELLED OR POSTPONED, TIME TAKEN TO RESCHEDULE PROCEDURE/SURGERY



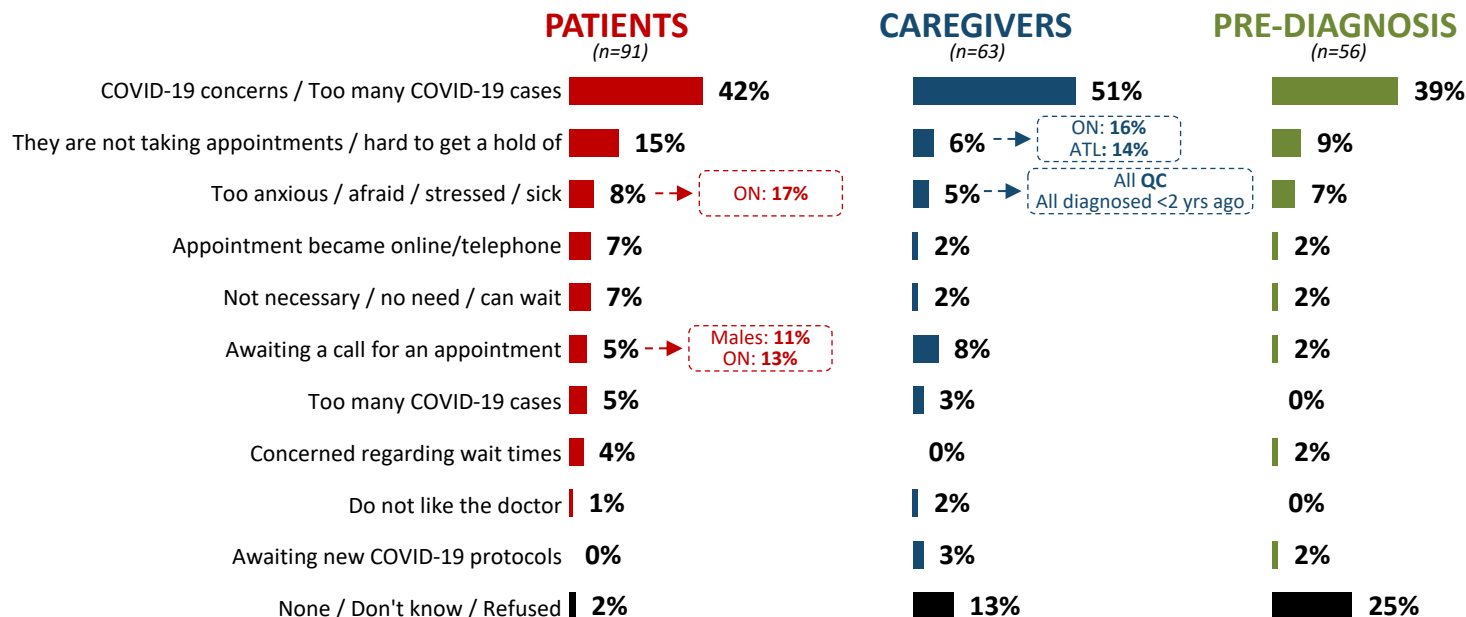
Question added this wave – no trending available

Base: Patients (n=105) / Caregivers (n=66) / Pre-diagnosis patients (n=49) who had procedure/surgery cancelled or postponed

Q3e. You mentioned that you / the family member/person you care for had a scheduled procedure or surgery related to your cancer cancelled or postponed. How long did it take to reschedule the procedure/surgery?

COVID-19 concerns and cases were reported to be the **main barriers** for **avoiding booking an appointment with a doctor** for cancer, even if it was needed

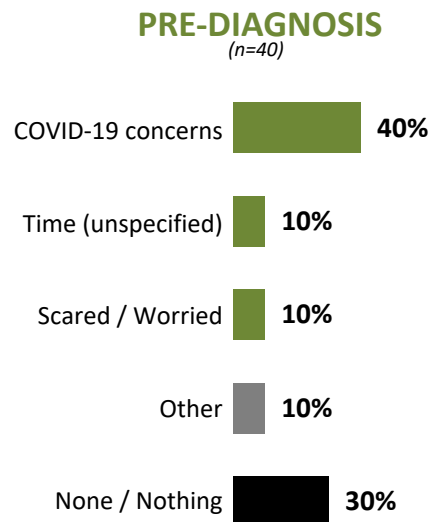
AMONG THOSE WHO AVOIDED BOOKING AN APPOINTMENT WITH A DOCTOR FOR THEIR CANCER EVEN IF THEY NEEDED ONE, REASONS FOR AVOIDING (UNAIDED)



Base: Patients (n=91) / Caregivers (n=63) / Pre-diagnosis patients (n=56) who avoided booking an appointment with a doctor for their cancer
Q3f. Why have you / your family member/person you care for avoided booking an appointment with the doctor managing cancer care?

Similarly, among **pre-diagnosis** patients who **personally** chose to **cancel** or **postpone** a **scheduled procedure** to confirm cancer, **COVID-19** was the **main concern**

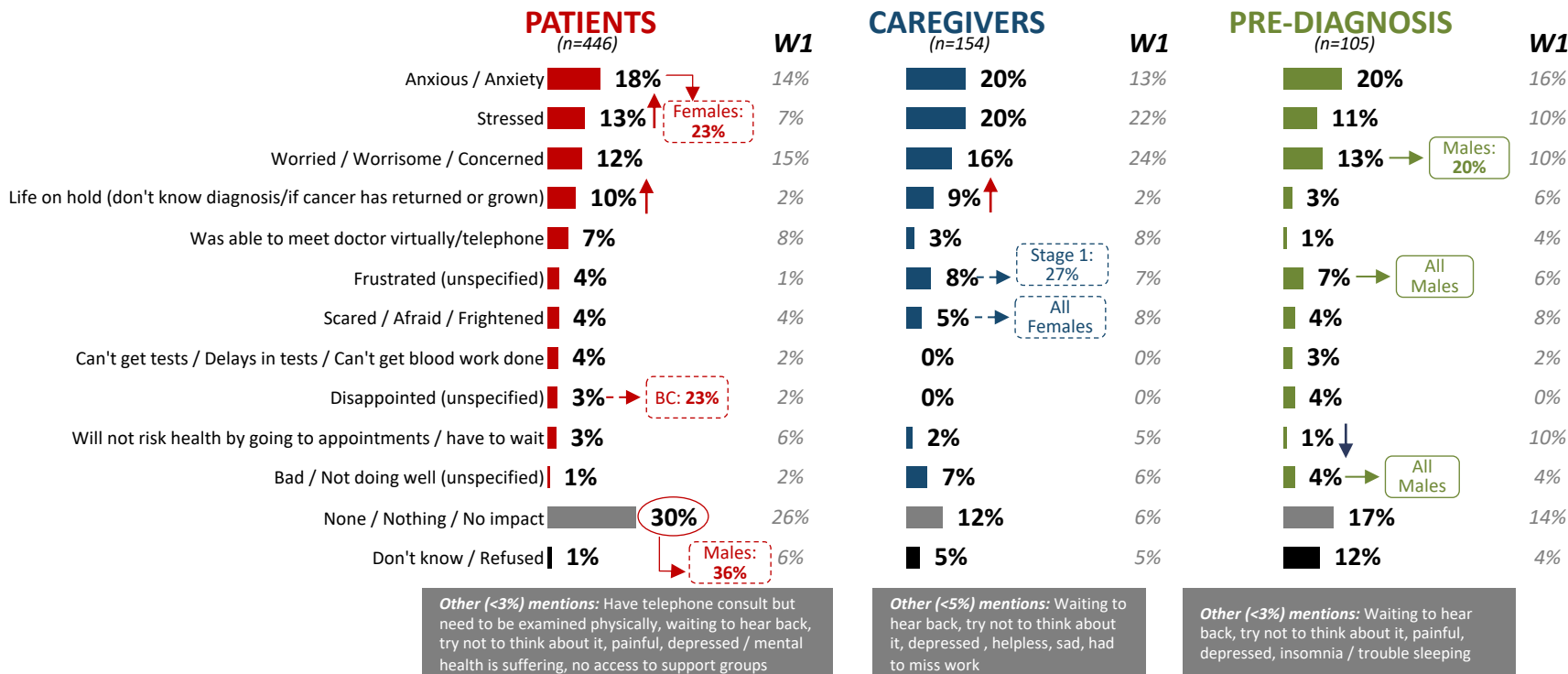
AMONG PRE-DIAGNOSIS PATIENTS WHO PERSONALLY CHOSE TO CANCEL OR POSTPONE A SCHEDULED PROCEDURE TO CONFIRM CANCER, REASONS FOR AVOIDING (UNAIDED)



Base: Pre-diagnosis patients (n=40) who personally chose to cancel or postpone a scheduled procedure to confirm cancer
Q3g. Why did you chose to cancel or postpone a scheduled procedure such as a biopsy or ultrasound to confirm cancer?

Delays in appointments and treatment continue to have an **impact** on **mental health**. However, 3-in-10 **patients** (especially those in remission) say there has been **no impact** on them.

IMPACT OF HAVING APPOINTMENTS POSTPONED / TREATMENTS DELAYED (UNAIDED)



Base: Patients (n=446) / Caregivers (n=154) / Pre-diagnosis patients (n=105) 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 of having appointments postponed / treatments delayed on PATIENTS...

In their own words

*"Any cancer patient can tell you how physical and mental health are directly related. **The effects of the pandemic have severely increased anxiety and depression, making the mental strains of living with cancer significantly worse, especially with less access to care.** I have many friends who have had their cancer treatments and surgeries cancelled or postponed and have dealt with ongoing pain and worsening condition as a result. I got lucky with the timing of my treatment finishing just before lockdown, but following has been delayed and general, not addressing my individual symptoms and plan because it's over the phone. **It's also isolating because the cancer support centre (Wellspring) got shut down for safety, and there are fewer places to turn to for support, advice, and healthcare.**"*

*"Daily stress... actually **minute by minute stress as it just never goes away.** plus, its seriously affecting my spouse."*

*"I find it unfortunate that the tests I had to take were not administered during wave 1. **They were delayed for 4 months, and during this time another cancerous mass developed.** I required more serious surgery."*

"Because my diagnostic test was delayed, my cancer progressed much more than it might have if I was seen sooner."

*"**Very stressful, since from other doctors & hospitals my symptoms were evident, my markers were elevated & one of my specialists kept stating that he had to get in, but surgeries were cancelled during the first wave.** I felt like I had fought long multiple battles over the years with various forms all for nothing to be sacrificed to COVID - just waiting for patients to appear, while I was there on the sidelines slowly demising. It's like not knowing if you are slowly dying or if you'll be able to live to fight just one more time. The only way you stay sane is with support groups like Hope & Cope, as the government psychologists just threw up their hands and ran and hid when COVID emerged - not even over the phone."*

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

*"I have felt that the postponed appointments and treatments which my father has encountered has been a weight on my mind. **I wonder if the postponements or delays will cause the cancer to return or to spread to other parts of his body.** I wonder how he is feeling about the situation which is really beyond his control."*

*I was, understandably upset by the cancellation. Even though I logically understood the reason, it was still emotionally painful. **It led to worry that my dad might have to wait a lot longer for follow up than before the pandemic.**"*

*"Makes the patient just as anxious as the care-giver. Feeling if appointments and treatments are delayed **makes the patient feel there is no hope sometimes. Have to comfort that patient with my best ability.**"*

*"As a healthcare professional, I understand the triage and prioritization that the hospitals chose to do during the first wave. **However, there have been significant repercussions from the treatment and diagnostic surgery, and this seems to be recurring in the second wave** as well following the government's encouragement of load shedding, and this is worrying since the delays are 'lengthen without stopping.'"*

*"Added stress, anxiety and worry. Empathy for their pain and suffering. Also makes it hard to plan your own life. **Always just kind of on standby.**"*

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

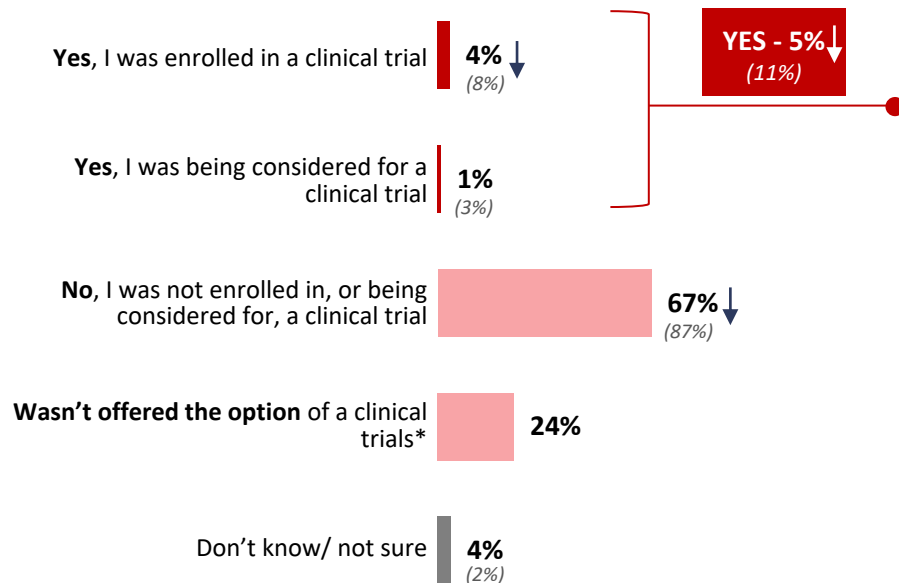


DETAILED FINDINGS

Impact on clinical trials

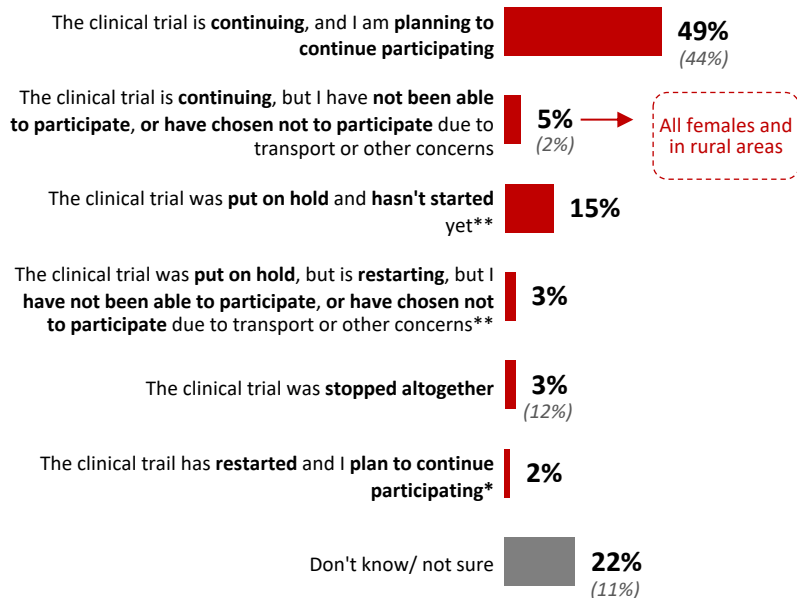
Of the few patients who report being enrolled in or in the process of being enrolled in a clinical trial, about 2-in-10 say the clinical trial was put on hold or stopped altogether.

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



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

(n=59)



All females and in rural areas

Base: Total patients (n=1198) / Patients enrolled in / being considered for clinical trials (n=59)

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?

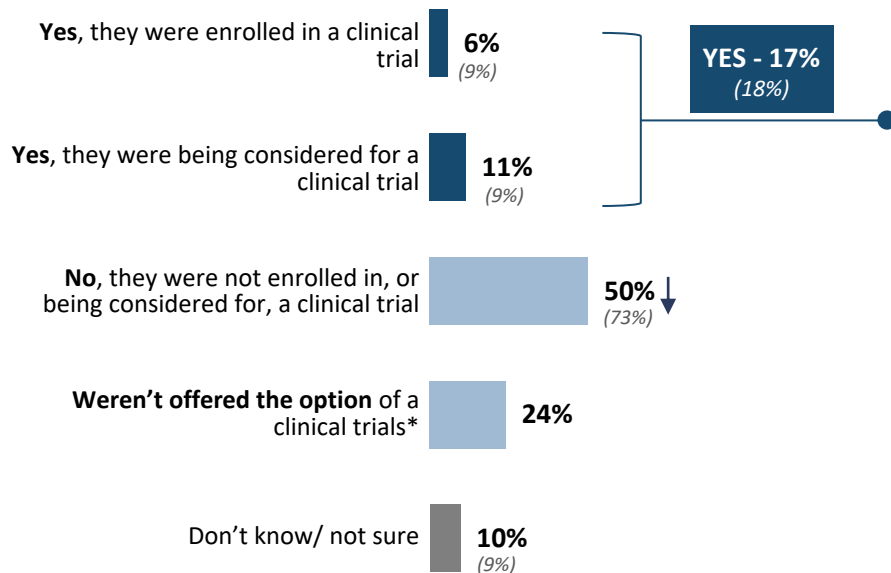
*Added this wave – no trending available
**Rephrased this wave – no trending available
(#) represents W1 data

% 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		
		MALE	FEMALE	BC	AB	SK	MB	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)	5	5	5	5	9	3	3	5	4	3	3	4	12	9	9	6	5	3
Yes, I was enrolled in a clinical trial	4	4	4	4	6	3	3	4	3	3	2	3	10	6	7	4	4	2
Yes, I was being considered for a clinical trial	1	1	1	1	3	-	-	1	1	-	1	1	2	2	2	2	1	-
No, I was not enrolled in, or being considered for, a clinical trial	67	67	67	64	65	71	71	72	63	64	68	69	60	63	65	66	67	68
Wasn't offered the option of a clinical trials	24	25	23	26	18	24	21	19	29	28	23	24	25	27	24	25	24	23
Don't know/ not sure	4	3	5	5	7	3	5	4	4	5	6	3	4	1	2	3	4	7
Base: Total patients	1198	590	606	149	127	38	66	370	346	99	458	276	126	93	97	343	556	299

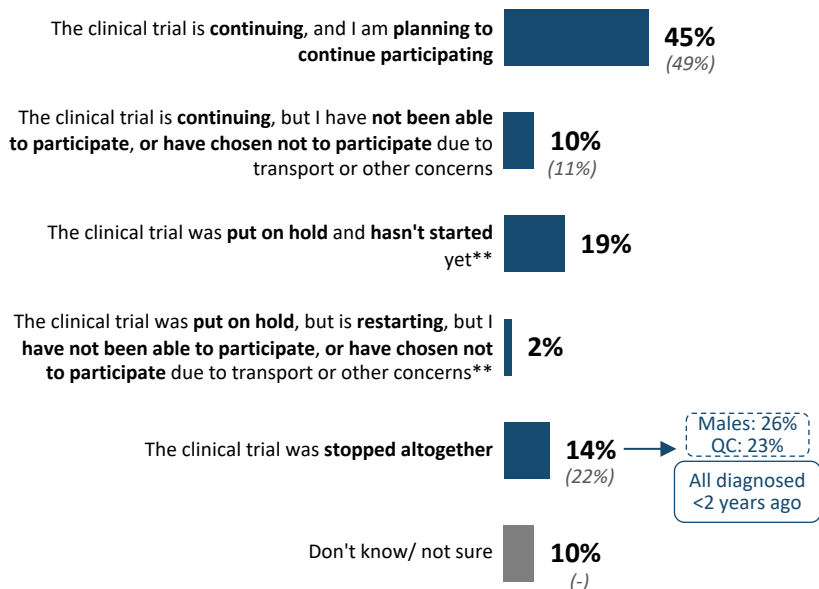
Nearly **2-in-10** caregivers say the **person they care for** is **enrolled in** or **in the process** of being enrolled in the clinical trial. Of those, about **a third** report the **clinical trial** being **put on hold** or **stopped altogether**.

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

(n=42)



Base: Total caregivers (n=248) / Family members/person being cared for enrolled in / being considered for clinical trials (n=42) (#) represents W1 data

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?

****Rephrased this wave – no trending available**

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

	TOTAL	GENDER		REGION							CANCER STAGE					YEARS SINCE DIAGNOSIS		
		MALE	FEMALE	BC	AB	SK	MB	ON	QC	ATL	REMISSION	STAGE 1	STAGE 2	STAGE 3	STAGE 4	<2 YRS	2-5 YRS	6+ YRS
ENROLLMENT IN CLINICAL TRIALS	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
YES (NET)	17	21	13	7	10	16	14	18	20	27	4	17	43	19	11	22	9	7
Yes, they were enrolled in a clinical trial	6	7	4	3	-	5	5	6	6	12	2	6	12	3	5	7	5	-
Yes, they were being considered for a clinical trial	11	14	9	3	10	11	9	12	14	15	2	11	31	16	5	16	5	7
No, they were not enrolled in, or being considered for, a clinical trial	50	52	49	57	40	63	50	46	52	42	56	43	39	52	46	47	52	64
Weren't offered the option of a clinical trials	24	23	24	33	30	-	36	23	23	19	30	29	16	19	30	23	28	7
Don't know/ not sure	10	3	13	3	20	21	-	12	6	12	10	11	2	10	14	8	10	21
Base: Total caregivers	248	90	156	30	20*	19*	22*	65	66	26*	50	35	49	31	57	148	86	14*

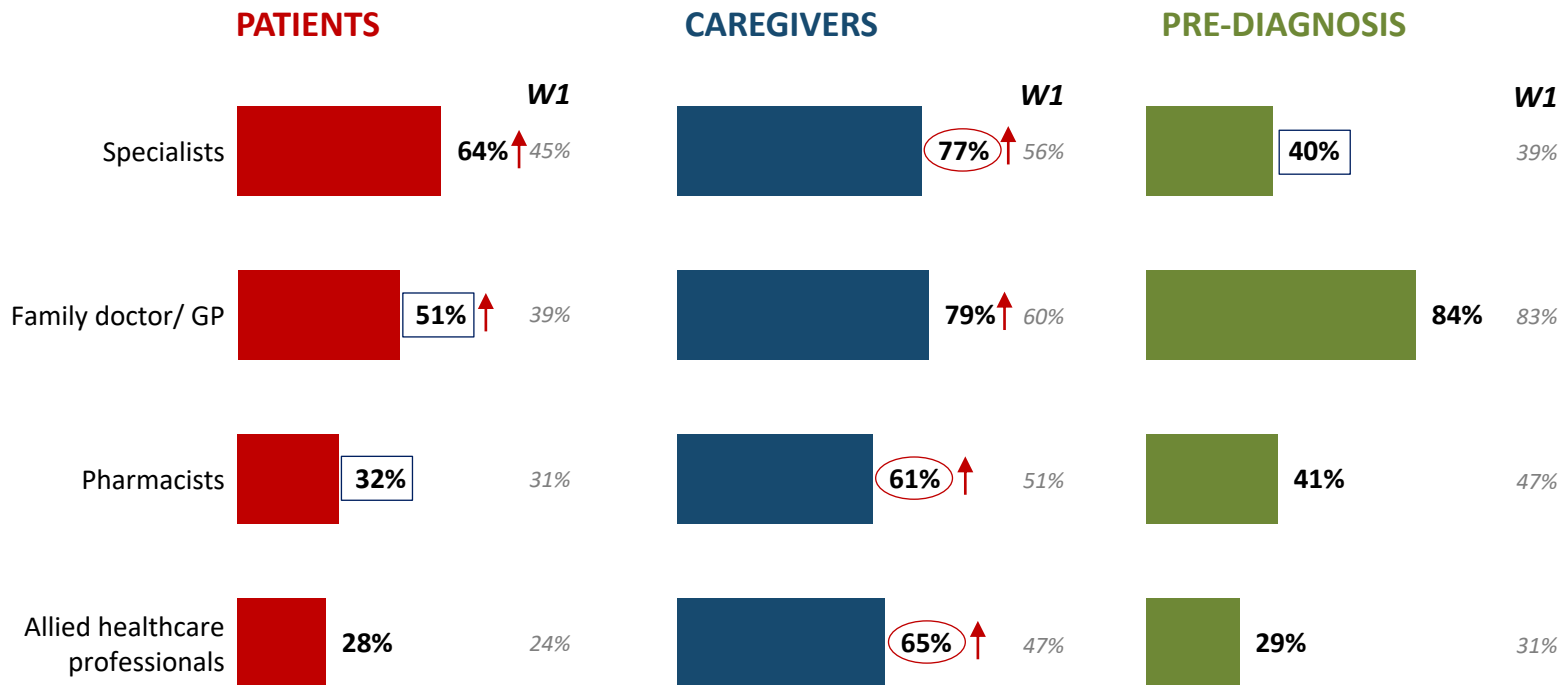
*Low base size

DETAILED FINDINGS

Interactions with HCPs during COVID-19

Increase in proportion of patients and caregivers who are likely to have interacted with a physician during COVID-19. Patients are more likely to have interacted with a specialist, while caregivers with all HCPs. No significant change in interaction of pre-diagnosis patients with HCPs.

HEALTHCARE PROVIDERS INTERACTED WITH DURING COVID-19



Base: Total patients (n=1198) / Total caregivers (n=248) / Total pre-diagnosis patients (n=192)

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		
		MALE	FEMALE	BC	AB	SK	MB	ON	QC	ATL	REMISSION	STAGE 1	STAGE 2	STAGE 3	STAGE 4	<2 YRS	2-5 YRS	6+ YRS
HCPs interacted with	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
(NET) Specialists*	64	66	61	56	51	37	41	64	82	53	54	63	69	76	85	83	69	33
Hematologist/ oncologist	36	34	37	26	25	21	20	39	48	22	28	27	46	48	74	47	39	15
Surgeon	27	25	29	25	26	13	15	26	32	29	20	29	34	40	31	46	24	11
Urologist	17	28	5	12	8	8	23	16	22	16	15	19	13	16	16	20	18	10
Radiation Oncologist	16	18	15	13	10	11	14	18	21	13	10	13	22	27	40	25	16	8
Family doctor/ GP	51	49	52	58	58	42	50	50	47	47	42	55	60	61	54	63	50	38
(NET) Pharmacists	32	28	35	26	33	16	21	30	42	23	23	26	48	44	62	48	31	13
Local pharmacist (community)	29	26	32	20	28	11	20	28	41	22	21	23	46	42	54	43	29	12
Hospital pharmacist	9	8	10	13	14	11	5	8	9	3	4	7	13	15	33	19	6	3
(NET) Allied healthcare professionals	28	27	28	21	26	26	20	27	35	22	20	22	33	41	63	46	25	12
Oncology nurse	22	22	22	13	21	21	17	23	27	16	15	15	27	32	58	38	20	8
Dietician/ nutritionist	5	6	4	4	6	3	6	4	7	5	4	5	4	11	13	11	4	1
Psychologist/ Psychiatrist	5	4	7	5	7	5	3	4	8	1	5	4	6	9	11	8	6	2
Oncology social worker	4	3	4	2	4	-	8	3	5	3	1	2	6	8	14	8	2	2
Base: Total patients	1198	590	606	149	127	38	66	370	346	99	458	276	126	93	97	343	556	299

*Other specialists mentioned (<3%):
Dermatologists, Endocrinologists, ENT,
Pneumologist, Gynecologist

HEALTHCARE PROVIDERS INTERACTED WITH DURING COVID-19

AMONG CAREGIVERS – in detail

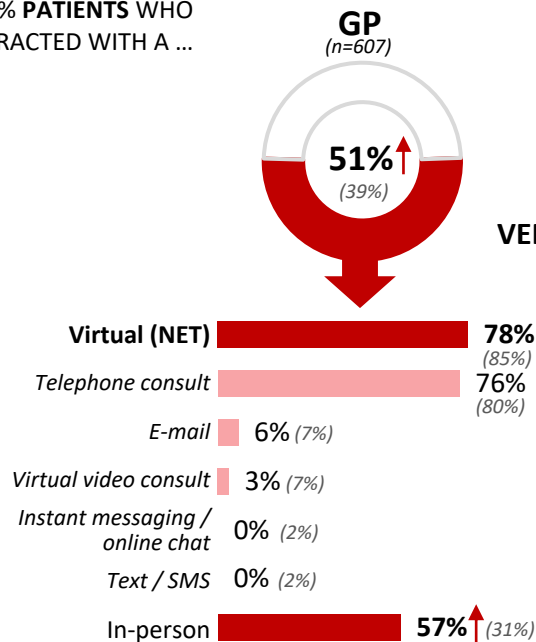
	TOTAL	GENDER		REGION							CANCER STAGE					YEARS SINCE DIAGNOSIS		
		MALE	FEMALE	BC	AB	SK	MB	ON	QC	ATL	REMISSION	STAGE 1	STAGE 2	STAGE 3	STAGE 4	<2 YRS	2-5 YRS	6+ YRS
HCPs interacted with	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Family doctor/ GP	79	76	80	87	90	74	68	88	70	73	74	86	84	87	68	81	78	57
(NET) Specialists	77	76	77	77	80	79	64	74	80	81	66	77	88	81	72	81	76	36
Hematologist/ oncologist	58	54	60	60	50	47	50	54	64	69	54	51	51	68	61	58	62	29
Surgeon	40	39	40	37	40	47	18	42	45	38	30	43	57	42	35	48	31	7
Radiation Oncologist	34	40	29	40	45	37	27	29	32	38	22	20	41	35	42	41	27	7
Urologist	21	18	22	33	15	26	-	18	26	19	18	17	31	23	16	24	16	14
(NET) Allied healthcare professionals	65	66	64	67	70	68	59	65	61	73	50	57	73	94	70	70	60	36
Oncology nurse	55	56	54	53	65	63	55	55	47	62	44	51	49	81	63	59	51	36
Dietician/ nutritionist	26	29	23	27	35	21	18	26	21	38	20	14	39	45	28	31	21	-
Oncology social worker	23	24	21	33	15	11	14	23	21	35	12	14	33	39	28	26	17	14
Psychologist/ Psychiatrist	13	11	13	17	15	5	5	15	17	4	12	11	18	13	14	14	14	-
(NET) Pharmacists	61	60	62	60	65	58	50	58	62	77	56	51	69	74	65	68	52	43
Local pharmacist (community)	54	53	54	53	60	53	50	51	55	62	54	46	55	55	61	59	47	43
Hospital pharmacist	27	31	23	27	25	21	14	28	27	38	18	17	35	39	33	31	21	14
Base: Total caregivers	248	90	156	30	20*	19*	22*	65	66	26*	50	35	49	31	57	148	86	14*

*Low base size

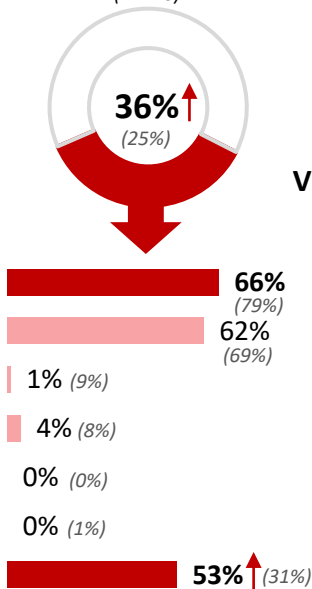
Patients report significant increase in in-person interactions with physicians, but virtual interactions, especially telephone consults, continue to be the primary mode of interaction

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

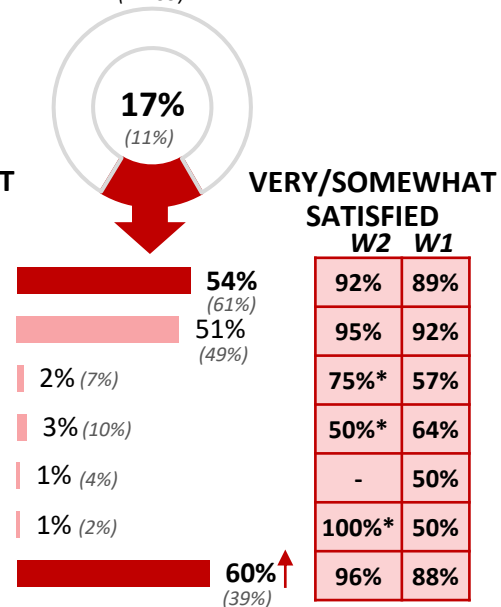
% PATIENTS WHO INTERACTED WITH A ...



HEMATOLOGIST / ONCOLOGIST
(n=426)



UROLOGIST
(n=199)



Base: Patients who interacted with GP (n=607) / HEMATOLOGIST/ ONCOLOGIST (n=426) / UROLOGIST (n=199) 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?

*Low base size
(#) represents W1 data

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

	TOTAL	GENDER		REGION							CANCER STAGE					YEARS SINCE DIAGNOSIS		
		MALE	FEMALE	BC	AB	SK	MB	ON	QC	ATL	REMISSION	STAGE 1	STAGE 2	STAGE 3	STAGE 4	<2 YRS	2-5 YRS	6+ YRS
GPs	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Virtual (NET)	78	78	79	83	73	75	64	82	78	77	80	79	66	88	79	78	80	74
Telephone consult	76	75	77	80	68	75	64	77	77	77	80	76	57	84	79	75	78	72
E-mail	6	7	6	2	8	-	-	10	6	9	4	6	9	9	4	9	5	4
Virtual video consult	3	4	3	5	5	-	3	4	2	-	2	7	5	4	-	5	3	2
In-person	57	54	60	60	80	50	91	46	51	62	56	54	64	53	62	58	56	58
Base: Those who interacted with GPs	607	292	313	87	74	16	33	185	163	47	193	151	76	57	52	217	277	113

HEMATOLOGISTS / ONCOLOGISTS	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Virtual (NET)	66	62	70	67	50	38	54	70	69	59	68	57	69	64	67	60	70	70
Telephone consult	62	58	64	62	47	38	46	61	67	59	65	53	59	60	63	57	64	65
Virtual video consult	4	3	5	3	-	-	8	10	1	-	3	3	9	4	4	3	6	2
E-mail	1	1	1	3	3	-	-	1	1	-	2	1	2	2	-	1	-	4
In-person	53	52	54	54	56	63	46	45	60	55	50	52	47	67	56	61	49	46
Base: Those who interacted with Hem Oncs	426	202	223	39	32	8*	13*	145	166	22*	128	75	58	45	72	162	218	46

UROLOGISTS	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
In-person	60	58	72	67	60	100	53	52	64	69	59	60	65	53	69	59	64	53
Virtual (NET)	54	55	50	56	50	33	47	59	53	56	52	58	59	73	31	60	53	47
Telephone consult	51	51	50	50	40	33	40	53	53	50	49	55	47	73	31	53	53	40
Virtual video consult	3	2	3	-	10	-	7	3	1	6	1	6	12	-	-	7	-	3
E-mail	2	2	-	6	-	-	-	2	1	6	3	-	6	-	-	3	1	3
Instant messaging / online chat	1	1	-	-	10	-	-	-	-	-	-	-	6	-	-	1	-	-
Text / SMS	1	1	-	-	-	-	-	2	-	-	1	-	-	-	-	-	-	3
Base: Those who interacted with Uros	199	165	32	18	10*	3*	15*	58	77	16*	69	53	17*	15*	16*	70	99	30

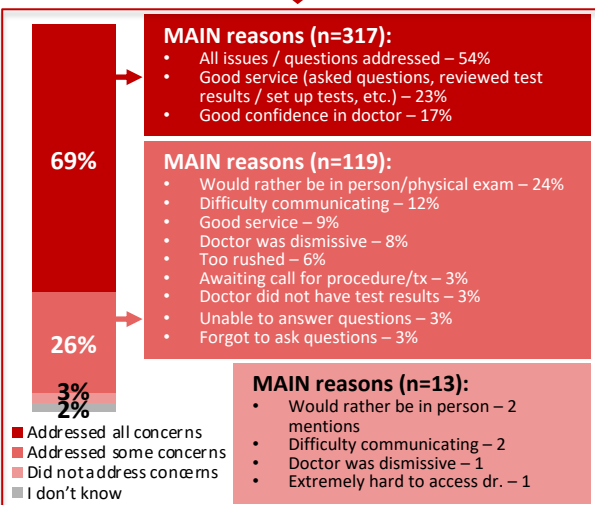
Q7a. How have you interacted with a ___ during the COVID-19 pandemic? Please select all that apply.

*Low base size

Among patients who had **telephone consult** with a physician, **majority** had **all their concerns addressed**. Those who **did not** have all their concerns addressed say they would rather **prefer an in-person / physical examination**. Many also found it **difficult communicating** with the physician and at times **too rushed**.

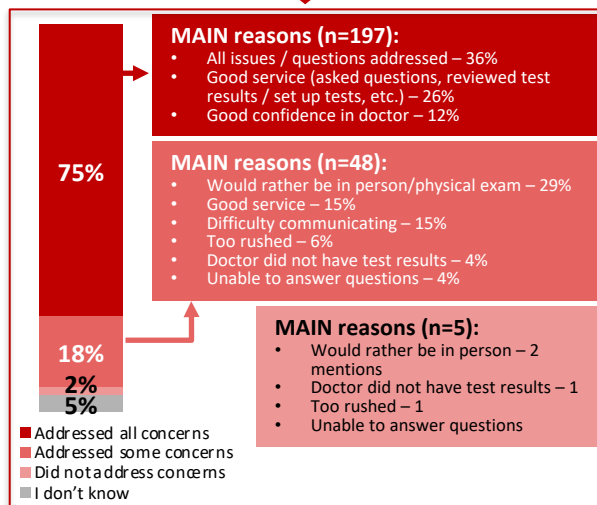
AMONG PATIENTS WHO HAD TELEPHONE CONSULT WITH THE FOLLOWING PHYSICIANS, % WHOSE CONCERNS WERE ADDRESSED

GP
% PATIENTS WHO
HAD TELEPHONE
CONSULT...
76%
(n=459)



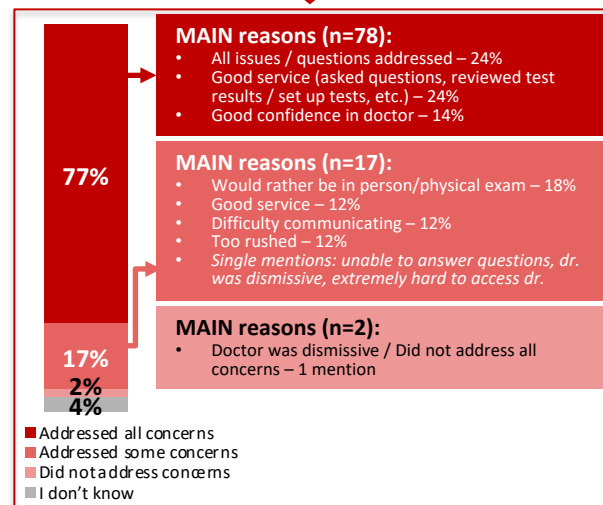
**HEMATOLOGIST /
ONCOLOGIST**

62%
(n=262)



UROLOGIST

51%
(n=101)



Base: Patients who had telephone consult with GP (n=459) / HEMATOLOGIST/ ONCOLOGIST (n=262) / UROLOGIST (n=101) during COVID-19

Q8c. To what extent did the telephone consult with your doctor during the COVID-19 pandemic address your concerns?

Q8d. Why do you say that?

AMONG PATIENTS WHO HAD TELEPHONE CONSULT WITH THE FOLLOWING PHYSICIANS, % WHOSE CONCERNS WERE ADDRESSED – *in detail*

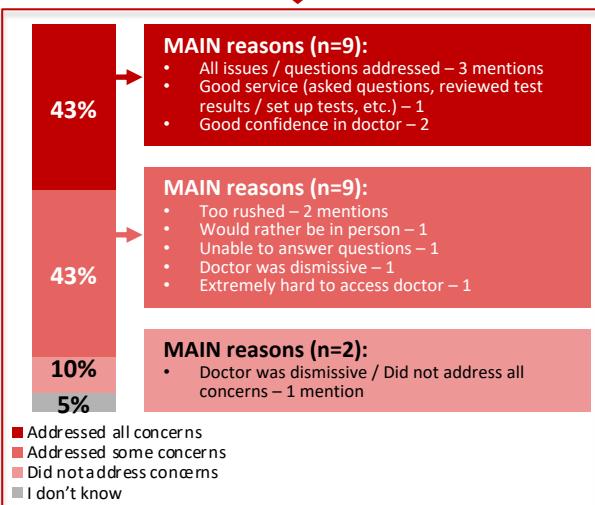
	TOTAL	GENDER		REGION							CANCER STAGE					YEARS SINCE DIAGNOSIS		
		MALE	FEMALE	BC	AB	SK	MB	ON	QC	ATL	REMI-SSION	STAGE 1	STAGE 2	STAGE 3	STAGE 4	<2 YRS	2-5 YRS	6+ YRS
GPs	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Addressed all concerns	69	73	65	69	68	58	71	72	68	64	78	64	51	71	73	67	68	75
Addressed some concerns	26	21	30	26	30	42	24	22	27	31	19	31	44	25	24	27	28	19
Did not address concerns at all	3	3	3	3	2	-	-	3	4	3	2	3	5	4	2	3	2	5
Don't know	2	3	2	3	-	-	5	4	1	3	1	2	-	-	-	2	2	1
Base: Those who had telephone with GPs	459	218	240	70	50	12*	21*	142	126	36	154	115	43	48	41	163	215	81

	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
HEMATOLOGISTS / ONCOLOGISTS	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Addressed all concerns	75	83	69	88	60	100	83	77	71	77	75	75	68	74	80	74	74	83
Addressed some concerns	18	12	24	4	33	-	17	16	22	15	17	23	21	15	20	18	19	17
Did not address concerns at all	2	2	2	-	7	-	-	1	2	8	4	-	3	4	-	3	1	-
Don't know	5	3	6	8	-	-	-	6	4	-	5	3	9	7	-	4	6	-
Base: Those who had telephone with Hem Oncs	262	118	143	24*	15*	3*	6*	88	112	13*	83	40	34	27*	45	92	140	30

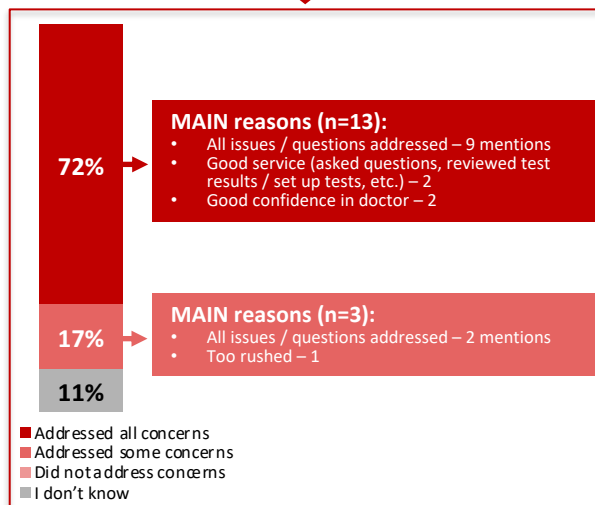
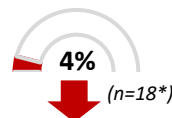
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
UROLOGISTS	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Addressed all concerns	77	80	63	67	50	100	83	81	80	63	82	72	75	82	80	70	81	83
Addressed some concerns	17	15	25	22	25	-	17	13	17	25	15	24	13	18	20	19	19	-
Did not address concerns at all	2	1	6	-	25	-	-	-	2	-	-	3	13	-	-	5	-	-
Don't know	4	4	6	11	-	-	-	6	-	13	3	-	-	-	-	5	-	17
Base: Those who had telephone with Uros	101	84	16*	9*	4*	1*	6*	31	41	8*	34	29	8*	11*	5*	37	52	12*

About half of those who had a **video consult** with a **GP** had **some** or **none** of their concerns addressed, mainly because they believe the appointment was **too rushed** and found **doctor** to be **dismissive**. On the contrary, **majority** of those who had a **video consult** with **Hematologist/Oncologist** had **all** concerns addressed.

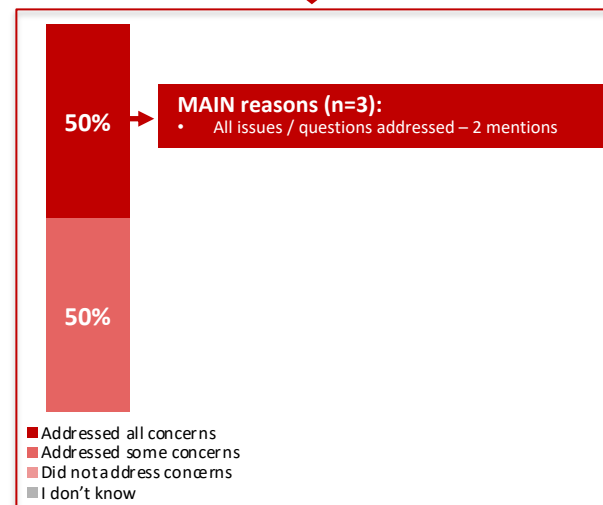
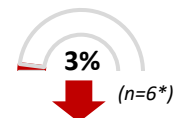
AMONG **PATIENTS** WHO HAD VIDEO CONSULT WITH THE FOLLOWING PHYSICIANS, % WHOSE CONCERNS WERE ADDRESSED



HEMATOLOGIST / ONCOLOGIST



UROLOGIST



Base: Patients who had video consult with GP (n=21*) / HEMATOLOGIST/ ONCOLOGIST (n=18*) / UROLOGIST (n=6*) during COVID-19

Q8e. To what extent did the virtual video consult with your doctor during the COVID-19 pandemic address your concerns?

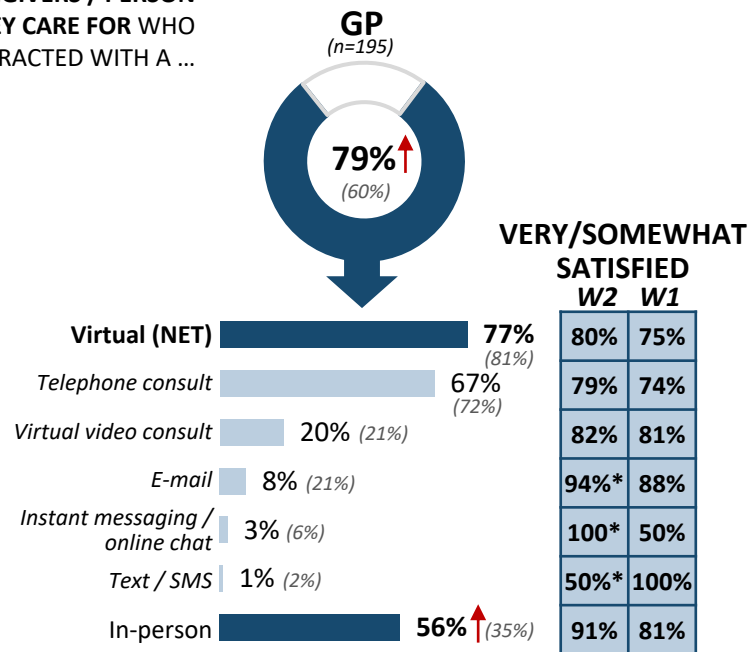
Q8f. Why do you say that?

*Low base size

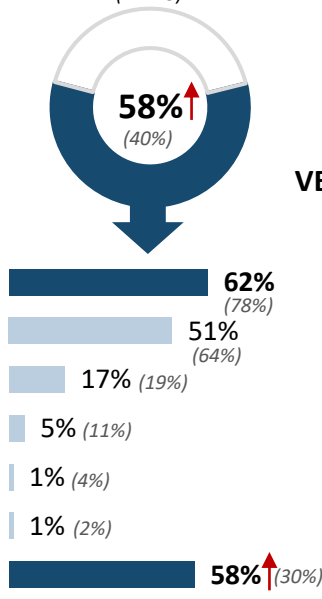
In line with patients, **caregivers** report **significant increase** in **in-person** interactions with physicians. While **GPs** continue to use **telephone** consults as **primary mode** of consult, **specialists** are now **more likely** see patients **in-person**.

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

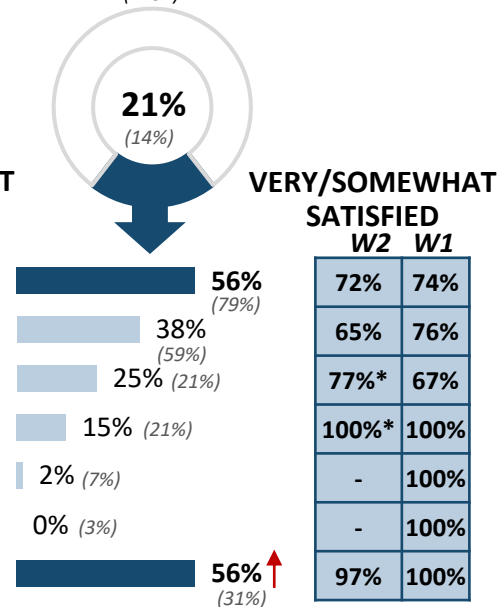
% CAREGIVERS / PERSON
THEY CARE FOR WHO
INTERACTED WITH A ...



**HEMATOLOGIST /
ONCOLOGIST**
(n=143)



UROLOGIST
(n=52)



Base: Caregivers/person they care for who interacted with GP (n=195) / HEMATOLOGIST/ ONCOLOGIST (n=143) / UROLOGIST (n=52) 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	GENDER		REGION							CANCER STAGE					YEARS SINCE DIAGNOSIS		
		MALE	FEMALE	BC	AB	SK	MB	ON	QC	ATL	REMI-SSION	STAGE 1	STAGE 2	STAGE 3	STAGE 4	<2 YRS	2-5 YRS	6+ YRS
GPs	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Virtual (NET)	77	76	78	85	78	71	87	75	70	89	76	83	80	78	69	79	78	50
Telephone consult	67	68	68	73	78	43	80	65	63	74	65	73	66	63	67	68	69	50
Virtual video consult	20	22	18	35	22	29	7	21	7	32	16	20	29	22	15	22	19	-
E-mail	8	7	8	12	6	-	-	11	7	16	3	7	12	15	8	12	3	-
Instant messaging / online chat	3	4	2	4	6	-	-	2	2	5	-	3	5	4	3	3	1	-
Text / SMS	1	-	2	-	-	-	-	2	-	5	-	-	2	-	3	1	1	-
In-person	56	57	57	58	72	57	47	56	54	53	65	57	46	48	59	53	61	63
Base: Those who interacted with GPs	195	68	125	26	18*	14*	15*	57	46	19*	37	30	41	27	39	120	67	8*
HEMATOLOGISTS / ONCOLOGISTS	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Virtual (NET)	62	63	61	67	50	56	55	71	62	56	52	89	68	81	60	65	58	50
Telephone consult	51	57	47	50	50	44	36	66	50	39	41	72	52	67	51	53	47	50
Virtual video consult	17	16	18	22	10	11	18	17	17	22	19	28	28	14	14	16	21	-
E-mail	5	8	3	11	10	-	9	6	2	-	-	11	-	10	9	6	4	-
Instant messaging / online chat	1	2	1	-	-	-	-	6	-	-	-	-	-	10	-	2	-	-
Text / SMS	1	-	2	-	-	-	-	6	-	-	-	-	4	5	-	1	2	-
In-person	58	55	60	56	70	44	64	49	67	56	52	50	52	52	63	59	57	50
Base: Those who interacted with Hem Oncs	143	49	93	18*	10*	9*	11*	35	42	18*	27	18*	25	21	35	86	53	4*
UROLOGISTS	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
In-person	56	50	59	40	67	40	-	58	71	40	67	83	47	43	33	64	43	-
Virtual (NET)	56	69	50	60	67	60	-	67	41	60	33	33	80	71	67	47	71	100
Telephone consult	38	63	29	60	33	40	-	42	35	-	22	17	47	43	67	31	50	100
Virtual video consult	25	31	21	10	-	20	-	42	18	60	22	-	47	29	22	25	29	-
E-mail	15	25	12	10	33	-	-	17	18	20	-	17	27	29	11	17	14	-
Instant messaging / online chat	2	6	-	-	-	-	-	-	6	-	-	-	7	-	-	3	-	-
Base: Those who interacted with Uros	52	16*	34	10*	3*	5*	-	12*	17*	5*	9*	6*	15*	7*	9*	36	14*	2*

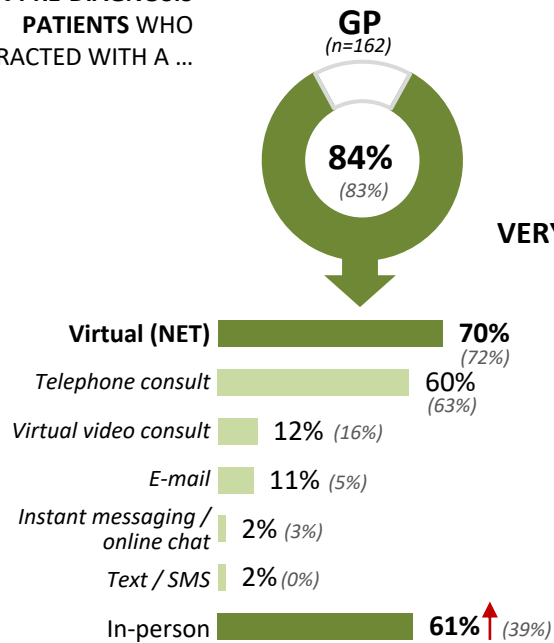
Q7b. How have you or the person you care for interacted with a _____ during the COVID-19 pandemic? Please select all that apply.

*Low base size

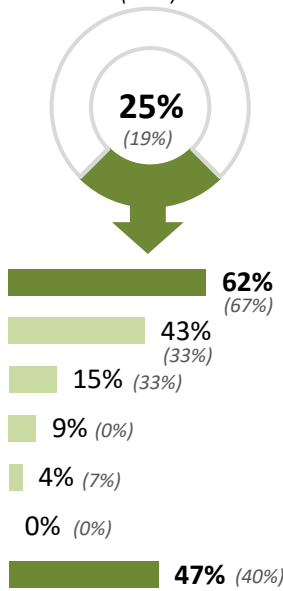
In line with what patients and caregivers mentioned, **pre-diagnosis patients** are increasingly consulting GPs and Hematologists/Oncologists in-person

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

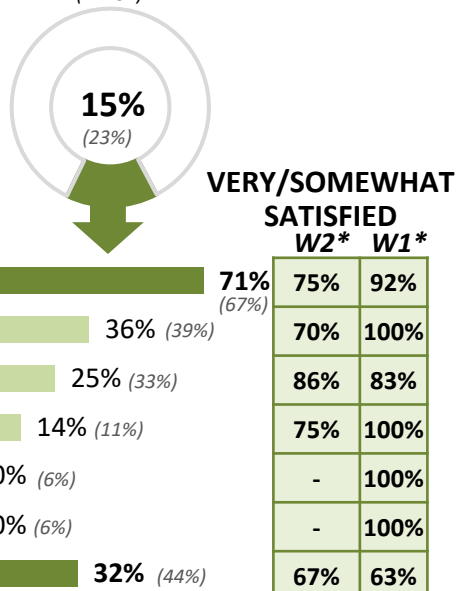
% PRE-DIAGNOSIS
PATIENTS WHO
INTERACTED WITH A ...



**HEMATOLOGIST /
ONCOLOGIST**
(n=47)



UROLOGIST
(n=28*)



Base: Pre-diagnosis patients who interacted with GP (n=162) / HEMATOLOGIST/ ONCOLOGIST (n=47) / UROLOGIST (n=28*) during COVID-19

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

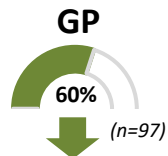
Q8c. Please indicate your level of satisfaction with each of the following types of interaction you've had with a ___ during the COVID-19 pandemic?

*Low base size

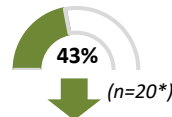
Half of the **pre-diagnosis** patients who had **telephone consult** with a **GP** and **2-in-5** with a **specialist** had **some or none** of their **concerns addressed**, mainly because **prefer an in-person consult**, found doctor to be **dismissive** at times, had **difficulty communicating** or appointments were **too rushed**

AMONG PRE-DIAGNOSIS PATIENTS WHO HAD TELEPHONE CONSULT WITH THE FOLLOWING PHYSICIANS, % WHOSE CONCERNS WERE ADDRESSED

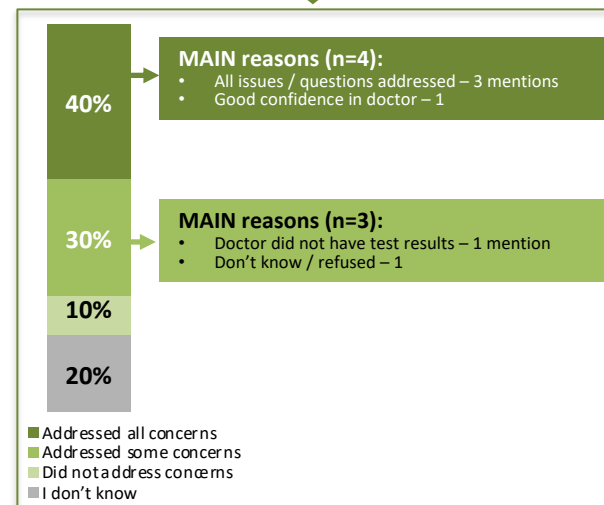
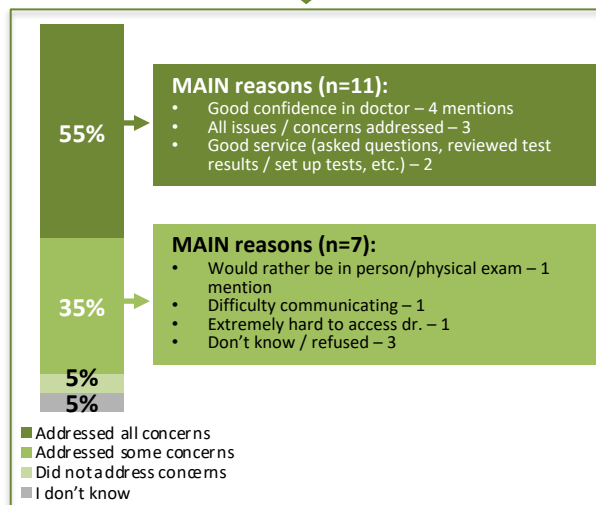
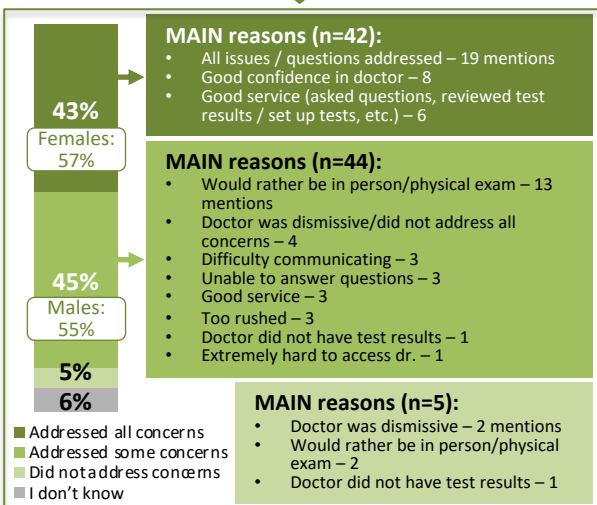
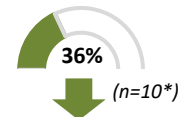
% PRE-DIAGNOSIS
PATIENTS WHO
HAD TELEPHONE
CONSULT...



**HEMATOLOGIST /
ONCOLOGIST**



UROLOGIST



Base: Pre-diagnosis patients who had telephone consult with GP (n=97) / HEMATOLOGIST/ ONCOLOGIST (n=20) / UROLOGIST (n=10) during COVID-19

Q8c. To what extent did the telephone consult with your doctor during the COVID-19 pandemic address your concerns?

Q8d. Why do you say that?

*Low base size

Although on a **low base**, pre-diagnosis patients who had a **video consult** with a physician are **more likely to say** that **some or none** of their **concerns were addressed**

AMONG PRE-DIAGNOSIS PATIENTS WHO HAD VIDEO CONSULT WITH THE FOLLOWING PHYSICIANS, % WHOSE CONCERNS WERE ADDRESSED

% PRE-DIAGNOSIS
PATIENTS WHO
HAD VIDEO
CONSULT...

GP

12%

(n=20*)

Of the 20 pre-diagnosis, 6 had all concerns addressed, mainly because

- All issues / questions were addresses
- Good confidence in doctor

Of the 20 pre-diagnosis, 7 had some concerns addressed, mainly because

- They would rather be in person
- Good confidence in doctor

Of the 20 pre-diagnosis, 3 had no concerns addressed, mainly because

- Awaiting call for procedure / treatment

Of the 20 pre-diagnosis, 4 said don't know

**HEMATOLOGIST /
ONCOLOGIST**

15%

(n=7*)

Of the 7 pre-diagnosis, 3 had all concerns addressed, mainly because

- Good confidence in doctor
- All issues / questions were addresses

Of the 7 pre-diagnosis, 4 had some concerns addressed, mainly because

- Difficulty in communicating

UROLOGIST

25%

(n=7*)

Of the 7 pre-diagnosis, 2 had all concerns addressed, mainly because

- All issues / questions were addresses

Of the 7 pre-diagnosis, 4 had some concerns addressed, mainly because

- Difficulty in communicating

Of the 7 pre-diagnosis, 1 had no concerns addressed, mainly because

Base: Pre-diagnosis patients who had video consult with GP (n=20) / HEMATOLOGIST/ ONCOLOGIST (n=7) / UROLOGIST (n=10) during COVID-19

Q8e. To what extent did the video consult with your doctor during the COVID-19 pandemic address your concerns?

Q8f. Why do you say that?

*Low base size

DETAILED FINDINGS

Fears and concerns & impact on various aspects of life

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

*"My exposure to the COVID virus is heightened by being in contact with medical centers and my immune system is compromised due to the cancer and treatment. My age is a factor as well. **I could be looking at the end of my life.**"*

*"The most persistent concern for my own cancer is the fact that I can only get my medications monthly (it used to be 3 months worth). **I'm constantly afraid that I won't be able to get my medicine and** have already dealt with pharmacies being unable to fill prescriptions for cancer-related secondary illnesses like shingles. If I can't get my medications, I get symptoms in a matter of days and can become seriously ill within weeks. My life and quality of life depend on these medications that I must take daily."*

*"During Wave 1, everything was put on hold at the hospital. Since the summer, services have resumed. Since then, I have had good service even though everything is still slowing down. I guess cancer cases take priority. **My concern is that cases of Covid-19 are increasing in the region, and that services are declining.**"*

*"The stress of having to take tests and waiting for exams is very worrying, so the whole process brings fears and concerns: waiting for someone to contact us to schedule the appointments, waiting for the results, waiting for see the doctor, all this is even more intense with this pandemic, **we are always afraid that there is cancellation, postponement, fear of contracting COVID-19.**"*

"My immunity not being able to effectively fight a COVID infection if it was infected."

- 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*

"Exposure to COVID-19 infection, as a cancer patient, he is vulnerable and more susceptible to infection, especially given the amount of time he spends in and around healthcare facilities."

*"Just as she does experience complications due to her original surgery, and has had to have another one since, **I am afraid she won't mention when she has an issue.** My dad had a stroke during the pandemic and we weren't allowed to visit him, so I know if she has a problem **there is even more of a chance she will hide it as long as possible as she doesn't want to be alone in the hospital.** I am afraid that she will leave things too long just to avoid this, admittedly, huge inconvenience."*

*"Often times decision is hard to make ... when she really needs to send to medical facility to get a more proper care , **but I worry that once she's there, I won't be able to visit her nor give her the emotional support which makes things worsen.**"*

*"The greatest concern is that when things getting worse, **can we get the care we need on time during pandemic.**"*

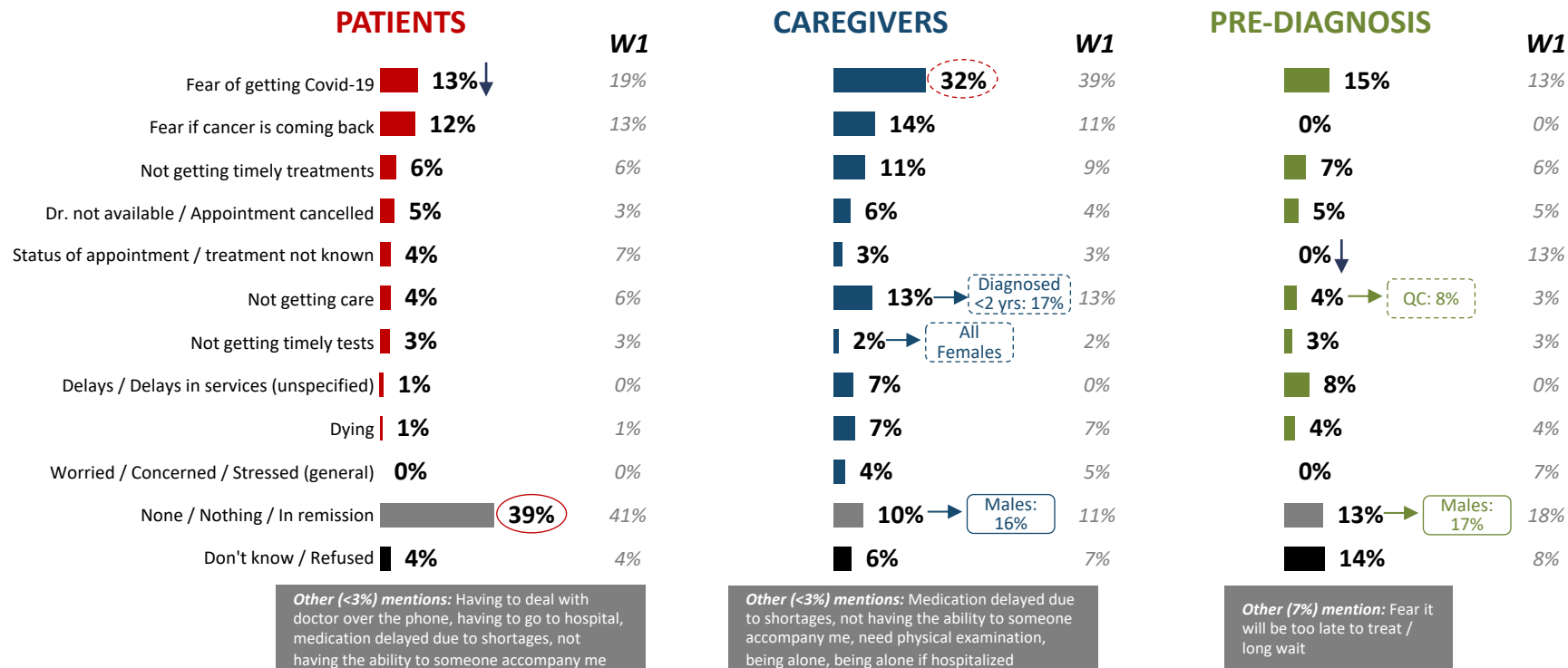
*"That **my father might get the virus and he won't survive** as his lungs are very tired."*

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.*



Fear of contracting COVID-19 and fear of relapse continue to be the main concerns for all during this crisis. Caregivers are also concerned about the person they care for not getting care or timely treatments.

CONCERNS / FEARS DURING COVID-19 (UNAIDED)



Base: Total patients (n=1198) / Total caregivers (n=248) / Total pre-diagnosis patients (n=192)

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		
		MALE	FEMALE	BC	AB	SK	MB	ON	QC	ATL	REMI-SSION	STAGE 1	STAGE 2	STAGE 3	STAGE 4	<2 YRS	2-5 YRS	6+ YRS
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Fear of getting Covid-19 (general, going in/out of hospital, going out, etc.)	13	11	15	19	13	8	9	13	14	4	9	14	16	15	22	18	11	10
Fear of cancer coming back / getting worse	12	11	13	9	10	5	17	16	11	7	14	13	11	13	5	13	14	8
Not getting timely treatments	6	6	5	4	3	11	9	7	4	7	3	8	7	6	9	10	4	3
Dr. not available / Appointment cancelled	5	5	5	3	4	-	3	3	8	7	5	5	6	4	3	6	6	2
Status of appointment / treatment not known	4	3	4	-	2	3	2	2	9	2	4	4	2	2	5	6	4	1
Not getting timely care	4	4	3	4	1	3	5	3	5	4	1	4	2	9	5	4	4	3
Not getting timely tests	3	2	5	3	3	3	5	3	4	2	3	4	3	2	3	3	4	2
None / Nothing / In remission	39	42	37	47	46	61	39	35	31	55	49	33	32	30	29	23	38	60
Don't know / Refused	4	4	3	4	6	3	5	5	1	3	3	6	3	1	3	2	4	5
Base: Total patients	1198	590	606	149	127	38	66	370	346	99	458	276	126	93	97	343	556	299

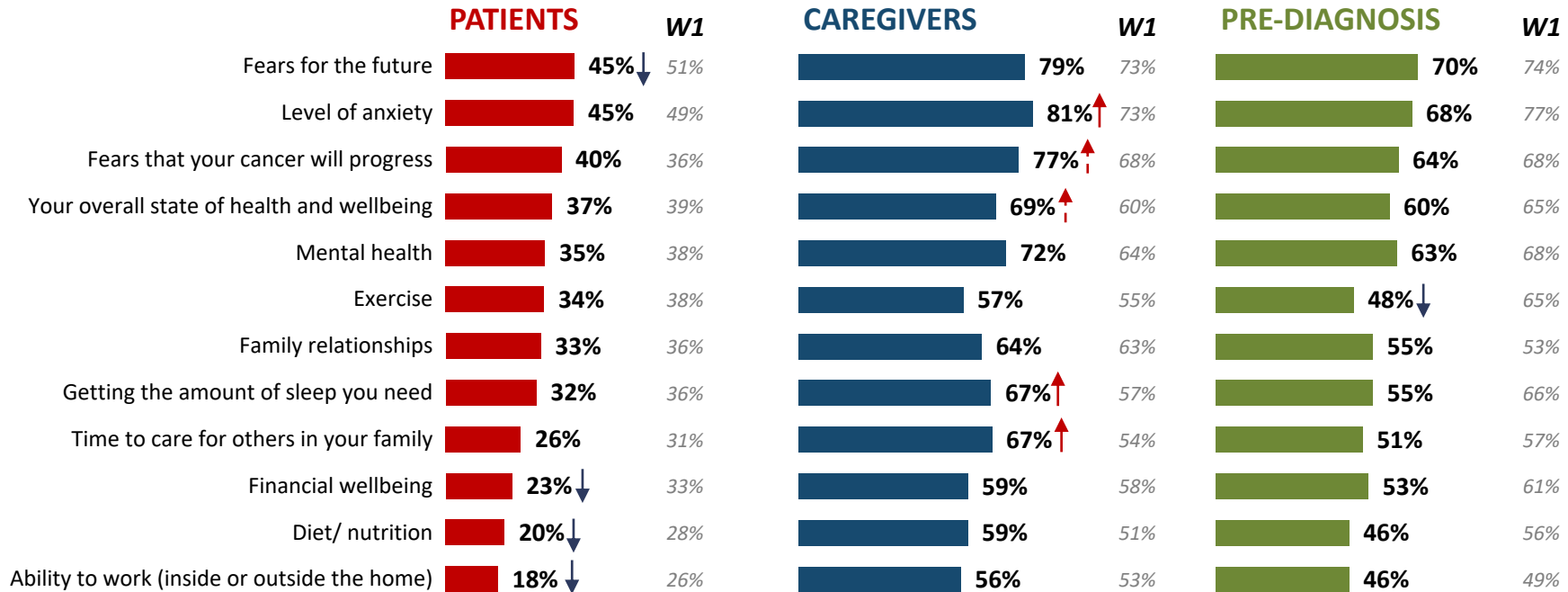
NOTE: Mentions <3% are not shown here

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

COVID-19 continues to affect most aspects of everyone's life, causing fears for the future & increased level of anxiety. 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 are significantly less likely to have most aspects affected vs. others*

Base: Total patients (n=1198) / Total caregivers (n=248) / Total pre-diagnosis patients (n=192)

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		
		MALE	FEMALE	BC	AB	SK	MB	ON	QC	ATL	REMISSION	STAGE 1	STAGE 2	STAGE 3	STAGE 4	<2 YRS	2-5 YRS	6+ YRS
SIGNIFICANT / SOME EFFECT	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Fears for the future	45	41	48	40	43	37	38	44	52	39	34	47	54	55	64	61	42	31
Level of anxiety	45	37	51	42	41	26	41	46	52	33	35	46	56	59	62	62	42	29
Fears that your cancer will progress	40	36	44	32	31	21	30	41	53	29	27	46	50	53	67	58	40	20
Your overall state of health and wellbeing	37	31	43	33	39	26	30	39	40	29	29	37	46	47	54	54	34	23
Mental health	35	26	42	34	39	26	20	36	36	32	28	36	38	45	45	49	32	23
Exercise	34	30	38	34	35	21	35	36	38	18	29	34	40	45	46	46	31	26
Family relationships	33	29	37	32	35	21	27	33	39	21	27	30	37	51	51	46	31	22
Getting the amount of sleep you need	32	24	39	28	31	24	27	32	36	26	24	34	40	35	48	45	32	16
Time to care for others in your family	26	21	31	22	22	13	17	27	34	18	19	25	37	38	41	38	25	14
Financial wellbeing	23	18	28	20	29	13	17	25	22	23	20	21	29	31	30	33	23	12
Diet/ nutrition	20	16	25	19	25	13	12	21	21	20	17	20	25	29	26	29	20	12
Ability to work (inside or outside the home)	18	15	21	17	18	3	14	21	21	11	16	17	23	25	28	28	16	10
Base: Total patients	1198	590	606	149	127	38	66	370	346	99	458	276	126	93	97	343	556	299

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	SK	MB	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	81	77	85	87	90	63	82	78	82	88	72	91	88	74	86	85	78	64
Fears for the future	79	73	82	83	80	58	77	86	74	81	70	74	88	87	82	81	78	57
Fears that their cancer will progress	77	71	81	67	75	58	82	80	79	85	60	74	84	81	84	78	77	57
Mental health	72	58	80	77	80	63	73	72	67	81	60	74	78	84	72	73	74	50
Your overall state of health and wellbeing	69	58	75	70	75	53	68	75	58	85	60	69	78	71	72	71	67	50
Time to care for others in your family	67	64	69	70	75	32	73	69	64	85	52	74	84	81	65	70	66	43
Getting the amount of sleep you need	67	60	71	60	60	58	64	77	64	73	52	74	76	74	70	71	62	57
Family relationships	64	62	64	63	50	53	73	68	59	77	52	63	78	74	63	66	62	50
Financial wellbeing	59	52	62	57	75	53	55	65	52	62	50	57	84	68	51	60	58	50
Diet/ nutrition	59	53	62	57	50	47	68	62	53	77	46	63	63	74	63	60	58	50
Exercise	57	54	58	47	55	42	55	66	52	77	50	57	67	74	54	59	53	57
Ability to work (inside or outside the home)	56	56	56	63	55	47	41	68	48	62	38	69	69	74	56	60	53	36
Base: Total caregivers	248	90	156	30	20*	19*	22*	65	66	26*	50	35	49	31	57	148	86	14*

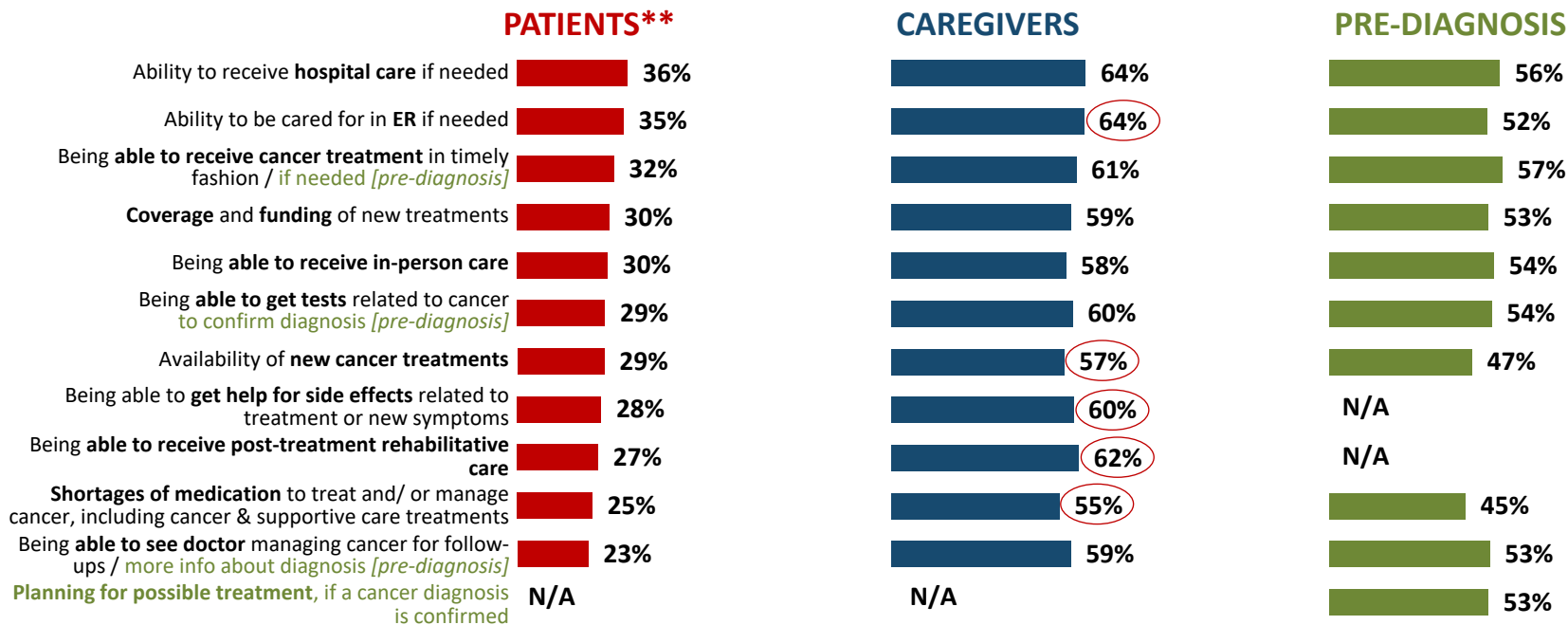
Q10. We would like to understand how the COVID-19 crisis has impacted you personally as a cancer patient. Please indicate the extent to which the crisis has affected the following aspects of your life....

*Low base size

Fairly high level of concern among all in terms of receiving adequate health care, even after COVID-19 restrictions are lifted. Patients are less likely to be concerned overall than caregivers and pre-diagnosis patients.

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

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



**Patients are significantly less concerned about each of the following after restrictions are lifted

*Excluding those who said not applicable at each option

Base: Total patients (n=1198) / Total caregivers (n=248) / Total pre-diagnosis patients (n=192)

Question updated this wave – no trending available

Q11. Once the COVID-19 restrictions begin to lift, how concerned would you be about each of the following?

CONCERNS AFTER COVID-19 RESTRICTIONS ARE LIFTED AMONG PATIENTS – in detail

	TOTAL	GENDER		REGION							CANCER STAGE					YEARS SINCE DIAGNOSIS		
		MALE	FEMALE	BC	AB	SK	MB	ON	QC	ATL	REMI-SSION	STAGE 1	STAGE 2	STAGE 3	STAGE 4	<2 YRS	2-5 YRS	6+ YRS
VERY / SOMEWHAT CONCERNED	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Ability to receive hospital care if needed	36	32	41	32	47	37	46	42	29	36	30	40	43	42	45	38	34	38
Ability to be cared for in ER if needed	35	31	40	37	44	44	40	39	27	36	30	37	37	39	50	35	34	39
Being able to receive cancer treatment in timely fashion	32	26	39	24	34	25	32	43	24	31	26	39	42	32	29	35	31	29
Coverage and funding of new treatments	30	23	38	25	38	20	30	38	23	30	21	32	39	35	44	34	29	28
Being able to receive in-person care	30	25	34	29	33	33	42	37	20	30	23	36	35	33	30	31	28	32
Being able to get tests related to cancer	29	24	34	26	31	32	43	36	21	27	21	37	37	30	32	32	27	27
Availability of new cancer treatments	29	24	34	22	36	25	38	34	22	35	18	31	38	36	40	33	26	29
Being able to get help for side effects related to treatment or new symptoms	28	22	33	26	30	38	35	36	18	27	21	34	33	35	28	32	24	29
Being able to receive post-treatment rehabilitative care	27	22	31	22	36	39	37	31	19	23	25	30	28	29	23	30	24	28
Shortages of medication to treat and/ or manage cancer, including cancer & supportive care treatments	25	20	30	18	29	24	33	32	16	35	19	29	28	28	23	28	22	25
Being able to see doctor managing cancer for follow-ups	23	20	26	21	26	29	33	31	15	18	16	30	29	31	22	29	21	20
Base: Patients to whom applicable	1198	590	606	149	127	38	66	370	346	99	458	276	126	93	97	343	556	299

Q11. Once the COVID-19 restrictions begin to lift, how concerned would you be about each of the following?

CONCERNS AFTER COVID-19 RESTRICTIONS ARE LIFTED AMONG CAREGIVERS – in detail

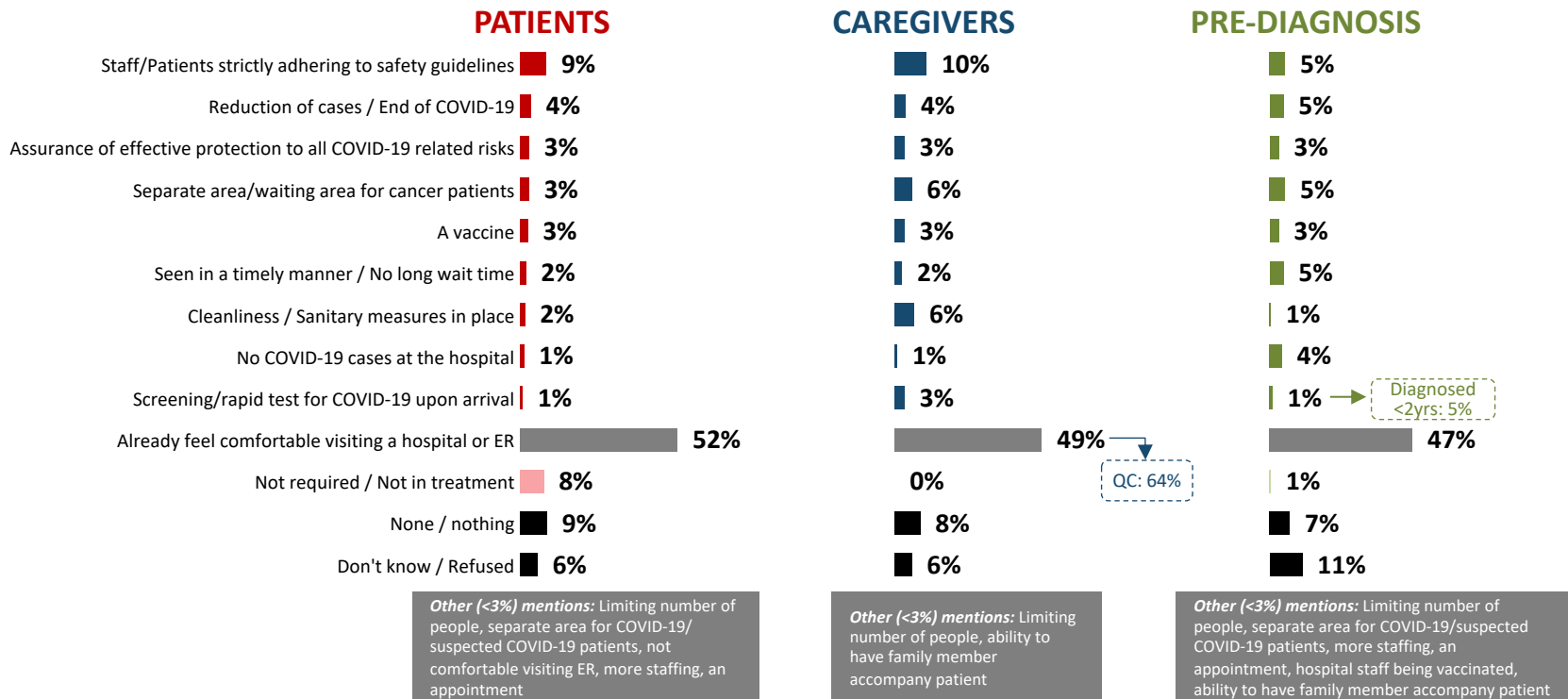
	TOTAL	GENDER		REGION							CANCER STAGE					YEARS SINCE DIAGNOSIS		
		MALE	FEMALE	BC	AB	SK	MB	ON	QC	ATL	REMI-SSION	STAGE 1	STAGE 2	STAGE 3	STAGE 4	<2 YRS	2-5 YRS	6+ YRS
VERY / SOMEWHAT CONCERNED	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Ability to receive hospital care if needed	64	58	68	76	72	50	71	70	50	67	49	65	73	55	78	65	67	33
Ability to be cared for in ER if needed	64	58	67	73	72	56	76	73	47	57	54	57	77	52	74	63	65	56
Being able to receive post-treatment rehabilitative care	62	61	62	69	65	60	72	70	47	57	55	58	69	59	70	61	64	57
Being able to receive cancer treatment in timely fashion	61	53	66	59	67	54	72	72	46	62	53	59	64	65	65	62	64	25
Being able to get help for side effects related to treatment or new symptoms	60	53	64	69	58	57	72	67	48	54	49	59	71	63	66	60	62	38
Being able to get tests related to cancer	60	54	63	62	67	69	71	66	46	55	52	56	65	59	71	61	59	44
Being able to see doctor managing cancer for follow-ups	59	56	61	70	63	56	67	69	41	59	51	61	76	48	62	60	59	44
Coverage and funding of new treatments	59	56	61	50	67	47	74	63	53	64	50	48	72	56	65	61	55	63
Being able to receive in-person care	58	59	57	68	56	60	52	66	48	52	43	65	69	52	68	57	59	50
Availability of new cancer treatments	57	57	58	63	59	47	68	65	44	59	37	59	60	57	70	61	50	50
Shortages of medication to treat and/ or manage cancer, including cancer & supportive care treatments	55	54	56	65	61	43	57	64	41	61	34	52	68	61	69	58	56	20
Base: Caregivers to whom applicable	248	90	156	30	20*	19*	22*	65	66	26*	50	35	49	31	57	148	86	14*

Q11. Once the COVID-19 restrictions begin to lift, how concerned would you be about each of the following?

*Low base size 86

Nearly half say they feel comfortable visiting a hospital or ER during COVID-19. Those who don't feel comfortable suggest different ways to make them feel comfortable, including strictly following safety guidelines, assurance of protection against COVID-19 risks, and separate area for cancer patients.

MEASURES SUGGESTED TO BE TAKEN TO FEEL COMFORTABLE VISITING A HOSPITAL OR ER DURING COVID-19 (UNAIDED)



Base: Total patients (n=1198) / Total caregivers (n=248) / Total pre-diagnosis patients (n=192)

Q11b. What would make you feel comfortable visiting a hospital or an emergency room at a hospital for your cancer care during the COVID-19 pandemic?

MEASURES SUGGESTED TO BE TAKEN TO FEEL COMFORTABLE VISITING A HOSPITAL OR ER DURING COVID-19 (UNAIDED) AMONG PATIENTS – in detail

	TOTAL	GENDER		REGION							CANCER STAGE					YEARS SINCE DIAGNOSIS		
		MALE	FEMALE	BC	AB	SK	MB	ON	QC	ATL	REMISSION	STAGE 1	STAGE 2	STAGE 3	STAGE 4	<2 YRS	2-5 YRS	6+ YRS
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Staff/Patients strictly adhering to safety guidelines	9	9	8	14	8	8	9	9	5	14	8	11	10	12	3	10	6	12
Reduction of cases / End of COVID-19	4	3	4	1	5	-	6	3	5	1	3	5	2	2	7	4	5	1
Assurance that I will be fully and effectively protected to all COVID-19 related risks	3	3	3	5	2	3	5	3	3	-	2	4	5	1	4	3	3	3
Separate area/waiting area for cancer patients	3	2	4	5	6	5	2	3	1	2	2	4	2	8	5	3	3	2
A vaccine	3	3	2	2	4	3	3	1	4	-	2	4	2	1	4	3	3	1
Seen in a timely manner / No long wait time	2	2	2	3	1	3	2	2	2	3	2	1	3	3	1	3	1	1
Limiting amount of people	2	2	2	1	2	3	-	4	1	2	1	3	2	4	1	3	1	2
Cleanliness / Sanitary measures in place	2	1	2	3	1	5	-	1	1	3	1	1	2	3	2	1	2	2
No COVID-19 cases at the hospital	1	2	1	-	2	3	2	-	3	-	1	2	1	-	1	1	1	1
Already feel comfortable visiting a hospital or ER	52	56	49	46	43	45	33	54	61	53	52	46	56	53	58	55	56	41
Not required / Not in treatment	8	6	10	12	9	18	14	6	4	13	11	8	3	2	4	2	6	17
None / Nothing	9	8	10	8	17	5	11	10	5	8	10	9	7	10	7	9	8	10
Don't know / Refused	6	6	6	7	4	8	14	6	3	6	6	7	8	3	1	4	4	10
Base: Total patients	1198	590	606	149	127	38	66	370	346	99	458	276	126	93	97	343	556	299

NOTE: Mentions <1% are not shown here

Q11b. What would make you feel comfortable visiting a hospital or an emergency room at a hospital for your cancer care during the COVID-19 pandemic?

DETAILED FINDINGS

Healthcare coverage

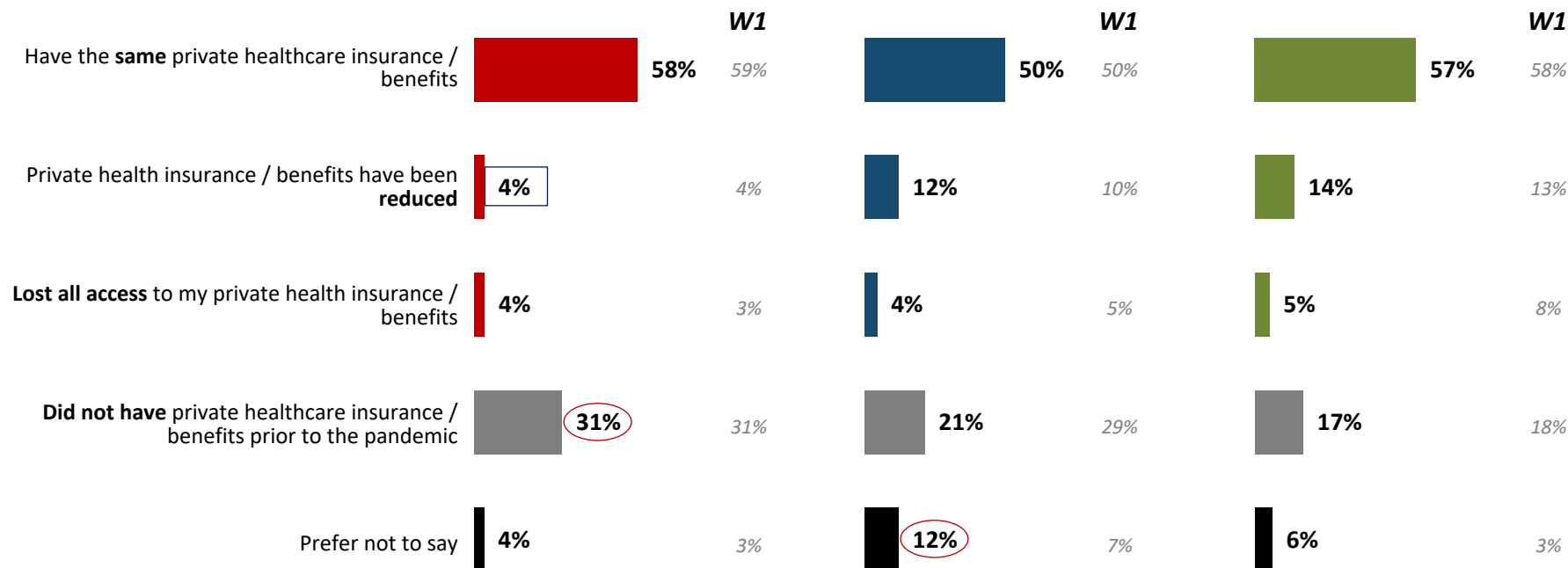
No major change in status of **private insurance benefits** since last wave for most. **Few** say the benefits have been **reduced or lost altogether**.

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

PATIENTS

CAREGIVERS

PRE-DIAGNOSIS



Base: Total patients (n=1198) / Total caregivers (n=248) / Total pre-diagnosis patients (n=192)

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		
		MALE	FEMALE	BC	AB	SK	MB	ON	QC	ATL	REMI-SSION	STAGE 1	STAGE 2	STAGE 3	STAGE 4	<2 YRS	2-5 YRS	6+ YRS
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
I still have the same private healthcare insurance / benefits	58	59	56	58	59	79	64	62	46	72	60	61	60	59	43	56	56	64
My private health insurance / benefits have been reduced	31	31	31	36	28	11	26	29	38	23	30	29	28	30	41	31	34	27
I have lost all access to my private health insurance / benefits	4	3	4	1	2	-	6	5	5	-	3	4	6	4	4	6	3	3
I did not have private healthcare insurance / benefits prior to the pandemic	4	3	4	3	8	8	3	2	5	1	3	4	4	5	6	5	3	2
I prefer not to say	4	3	4	2	3	3	2	2	6	4	5	2	3	1	5	3	4	4
Base: Total patients	1198	590	606	149	127	38	66	370	346	99	458	276	126	93	97	343	556	299

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 CAREGIVERS – in detail

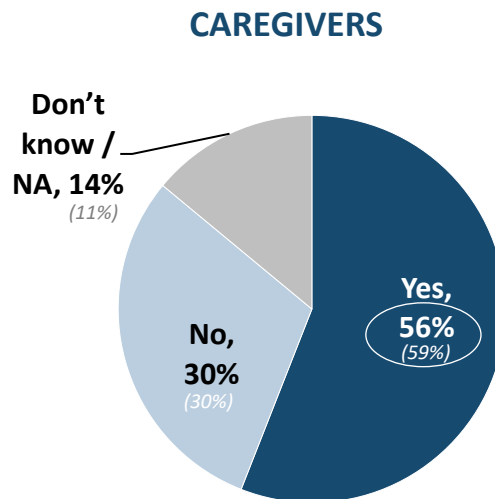
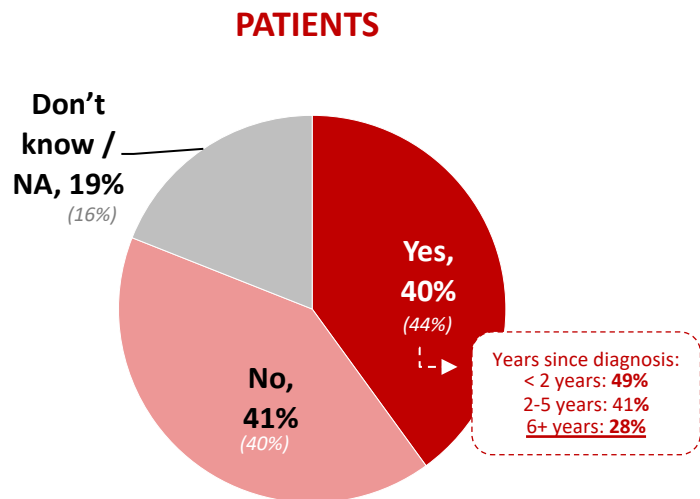
	TOTAL	GENDER		REGION							CANCER STAGE					YEARS SINCE DIAGNOSIS		
		MALE	FEMALE	BC	AB	SK	MB	ON	QC	ATL	REMI-SSION	STAGE 1	STAGE 2	STAGE 3	STAGE 4	<2 YRS	2-5 YRS	6+ YRS
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
I still have the same private healthcare insurance / benefits	50	57	46	47	50	63	64	51	39	58	50	51	39	45	61	49	51	57
My private health insurance / benefits have been reduced	21	18	24	23	10	-	27	26	29	8	26	14	18	32	18	20	24	14
I have lost all access to my private health insurance / benefits	12	19	8	10	15	21	9	12	11	12	10	11	31	10	5	15	8	7
I did not have private healthcare insurance / benefits prior to the pandemic	4	1	6	13	-	-	-	8	2	4	2	6	10	6	2	6	2	-
I prefer not to say	12	6	16	7	25	16	-	3	20	19	12	17	2	6	14	10	14	21
Base: Total caregivers	248	90	156	30	20*	19*	22*	65	66	26*	50	35	49	31	57	148	86	14*

*Low base size

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, **4-in-10 of patients** and **6-in-10 caregivers** continue to depend 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



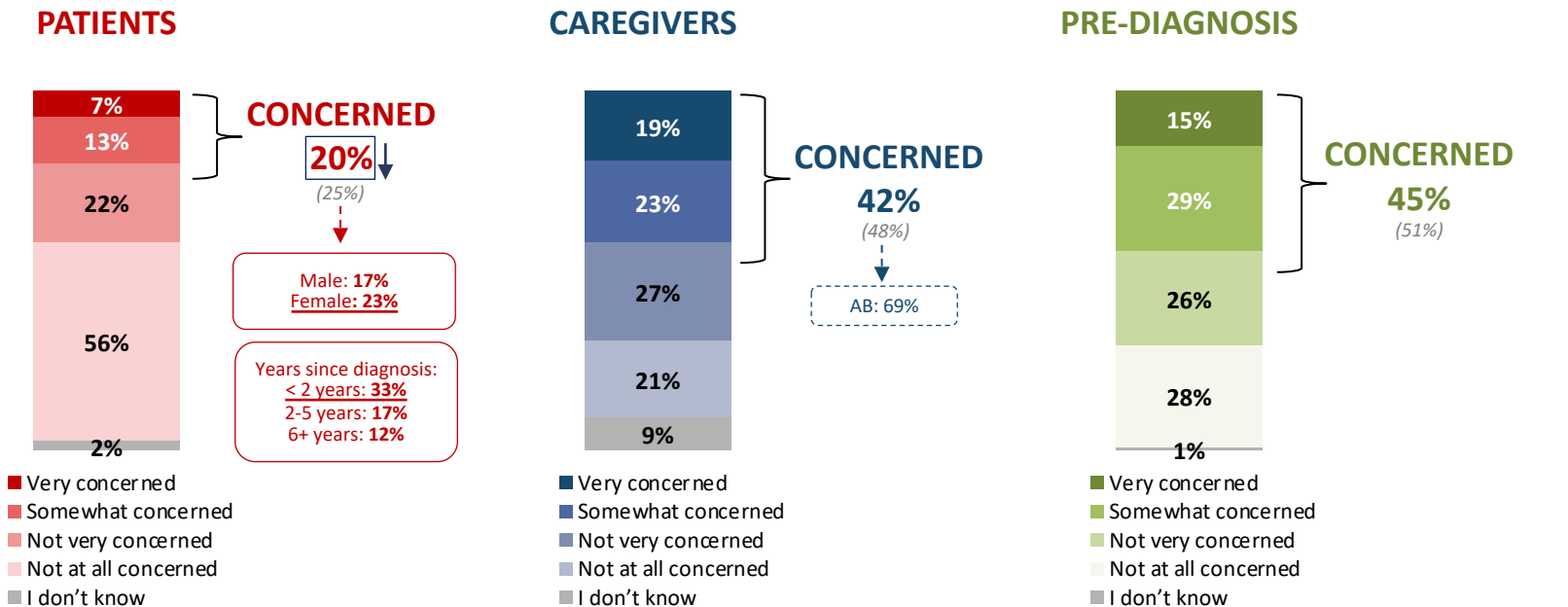
Base: Patients (n=738) / Person being cared for (n=154) who still have partial or full private insurance

(#) represents W1 data

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, **4-in-10 caregivers** and **pre-diagnosis** patients remain **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



(#) represents W1 data

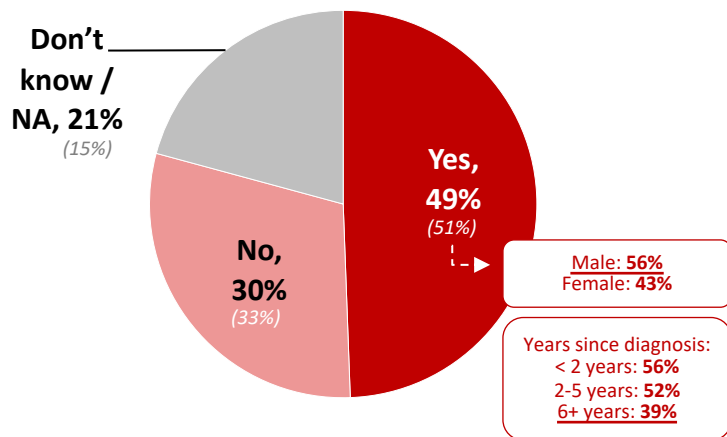
Base: Patients (n=738) / Person being cared for (n=154) / pre-diagnosis patients (n=137) who still have partial or full private insurance

Q13ai/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?

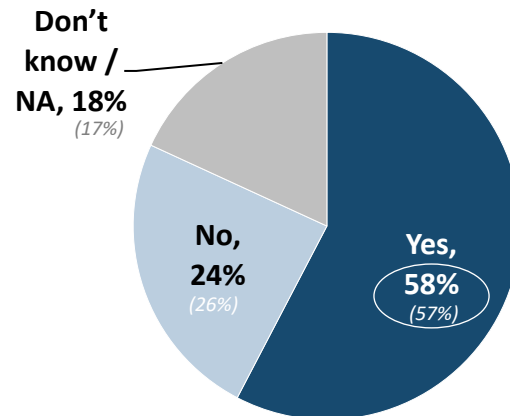
In line with last wave, **about half of patients** and **6-in-10 caregivers** say they are **dependent** on **public / government coverage** for any cancer treatment / supportive care received outside of hospital

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

PATIENTS



CAREGIVERS



(#) represents W1 data

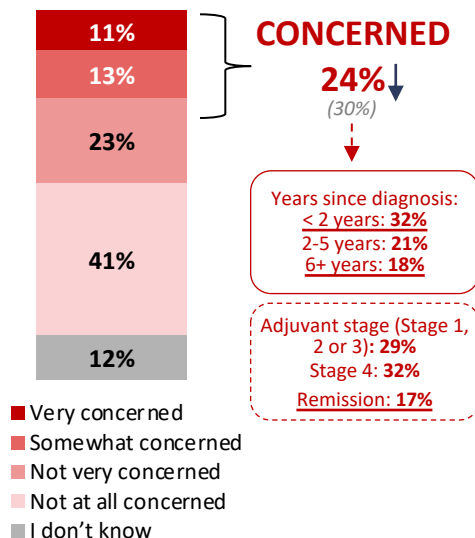
Base: Total patients (n=1198) / Total caregivers (n=248)

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?

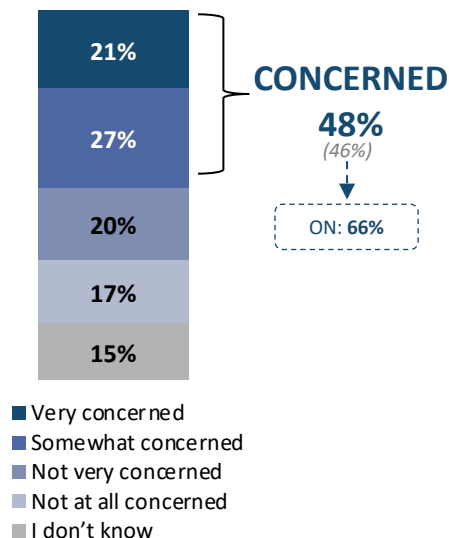
Nearly **half of caregivers** and a **quarter of patients** indicate they are **concerned** about losing **public / government coverage** due to COVID-19 for any cancer treatment / supportive care received outside of hospital

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

PATIENTS



CAREGIVERS



(#) represents W1 data

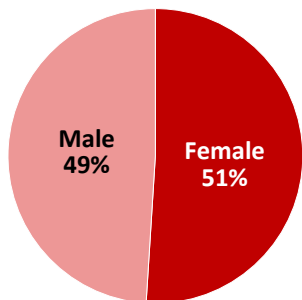
Base: Total patients (n=1198) / Total caregivers (n=248)

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?

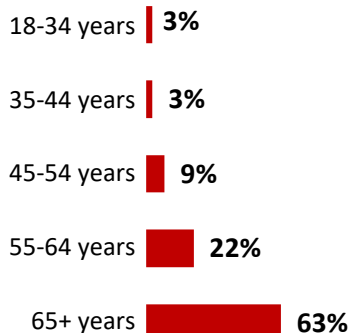
APPENDIX

RESPONDENT PROFILE – PATIENTS (1/2)

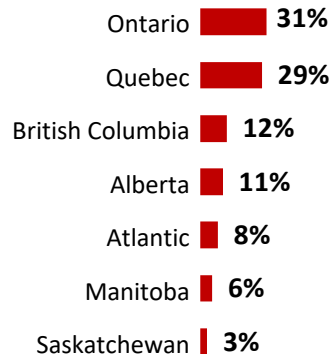
GENDER



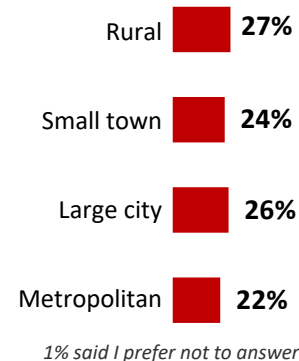
AGE



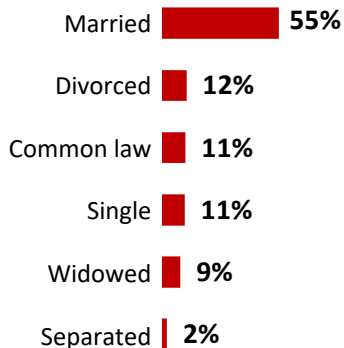
PROVINCE



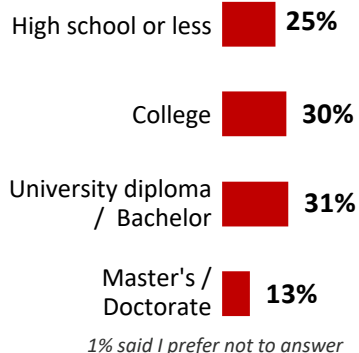
REGION



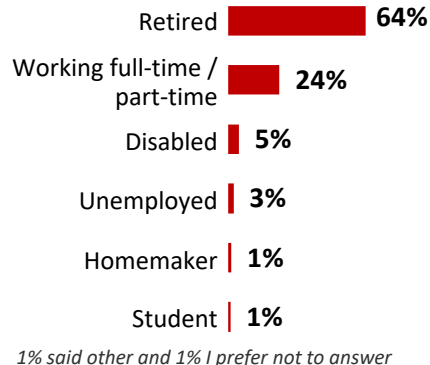
MARITAL STATUS



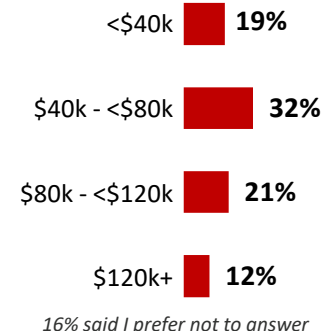
EDUCATION



EMPLOYMENT

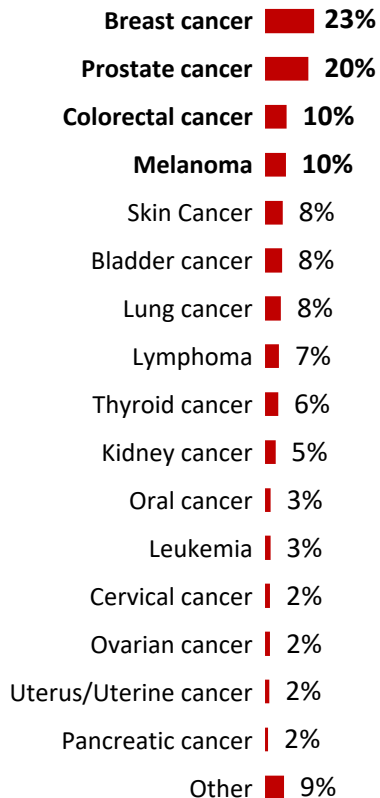


ANNUAL HOUSEHOLD INCOME

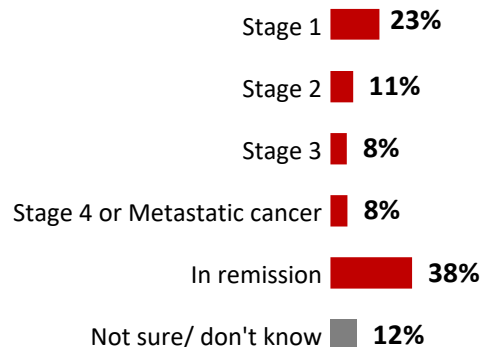


RESPONDENT PROFILE – PATIENTS (2/2)

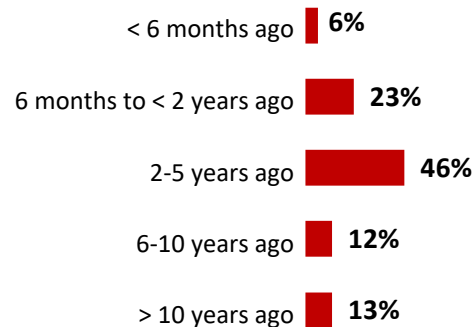
CANCER TYPE



STAGE OF CANCER

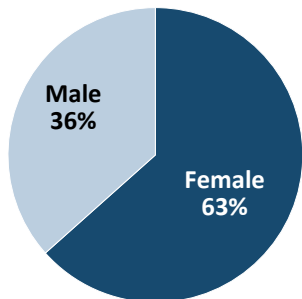


YEARS SINCE DIAGNOSIS



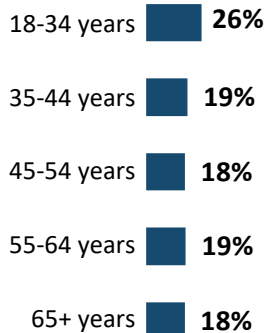
RESPONDENT PROFILE – CAREGIVERS (1/2)

GENDER

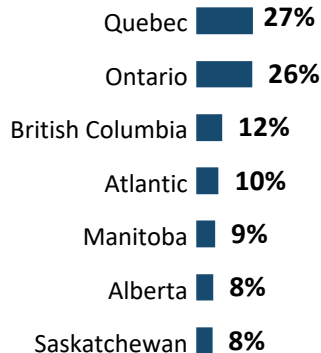


1% said other

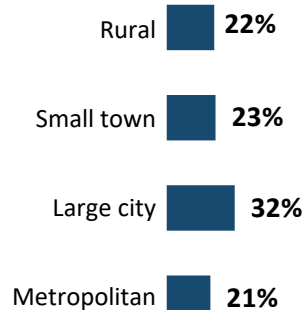
AGE



PROVINCE

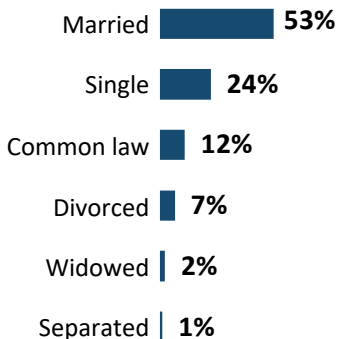


REGION



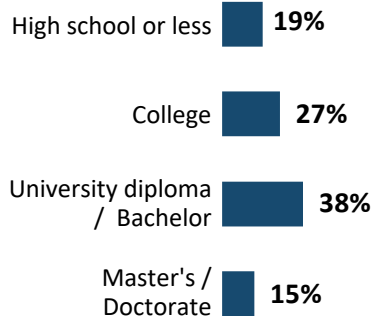
2% said I prefer not to answer

MARITAL STATUS



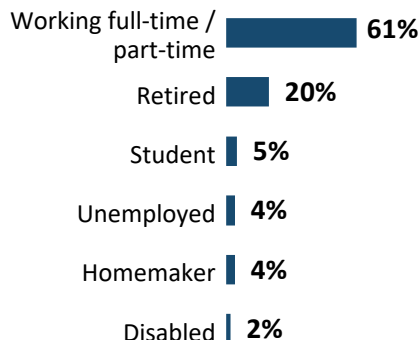
1% said I prefer not to answer

EDUCATION



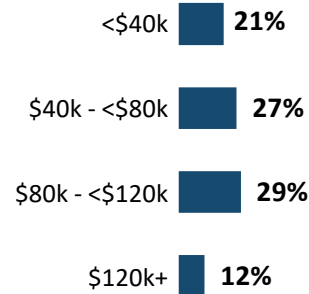
1% said I prefer not to answer

EMPLOYMENT



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

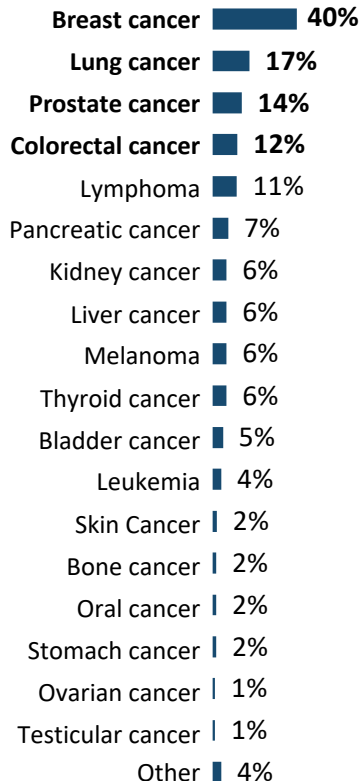
ANNUAL HOUSEHOLD INCOME



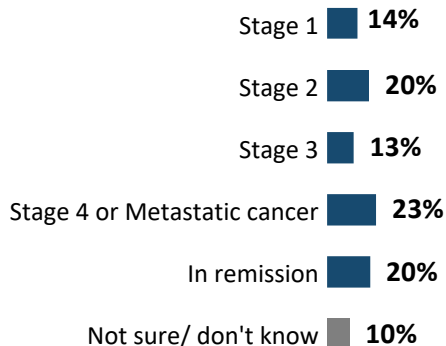
11% said I prefer not to answer

RESPONDENT PROFILE – CAREGIVERS (2/2)

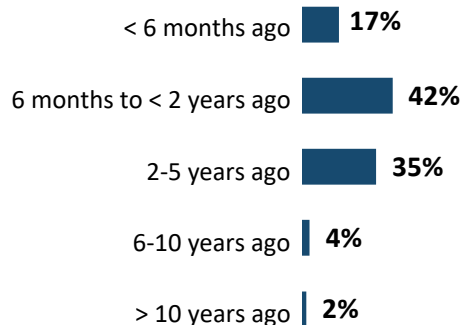
CANCER TYPE OF PERSON BEING CARED FOR



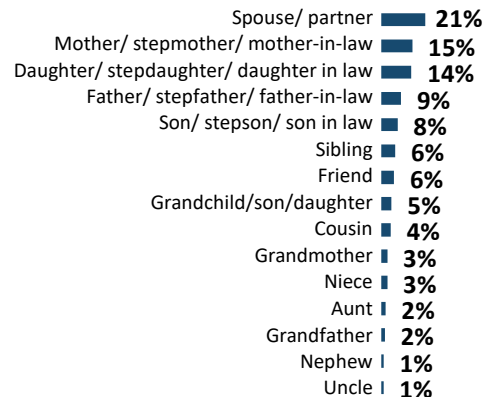
STAGE OF CANCER



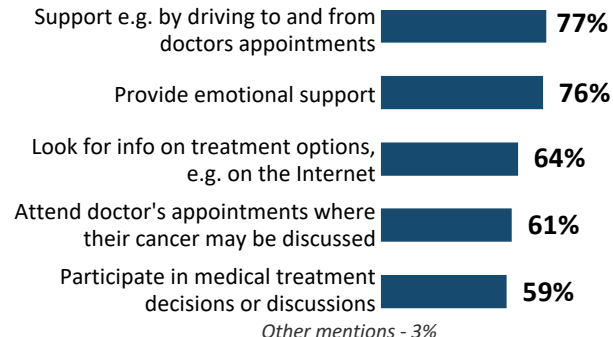
YEARS SINCE DIAGNOSIS



RELATIONSHIP TO THE PERSON BEING CARED FOR

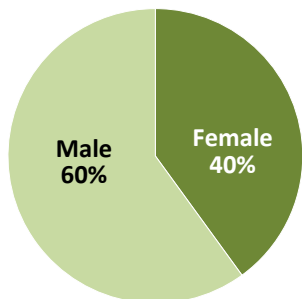


ROLE OF CAREGIVER

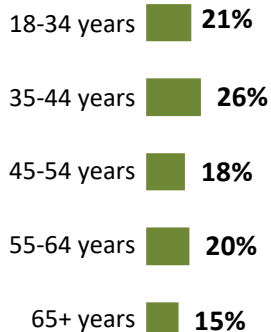


RESPONDENT PROFILE – PRE-DIAGNOSIS (1/2)

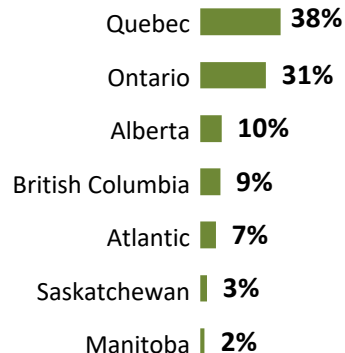
GENDER



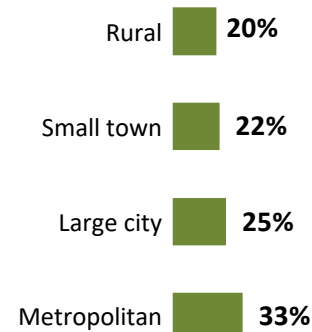
AGE



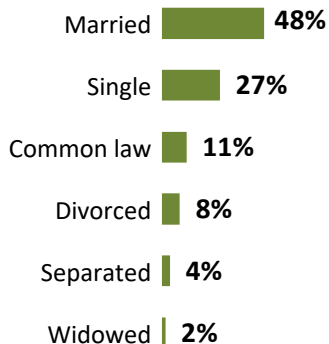
PROVINCE



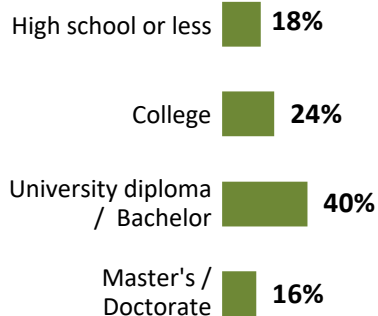
REGION



MARITAL STATUS

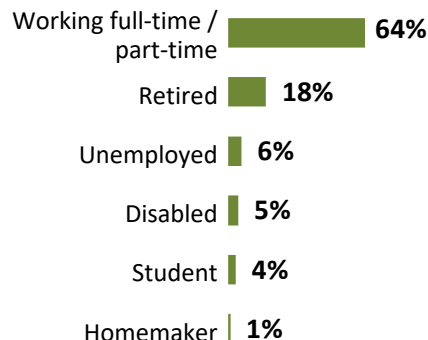


EDUCATION



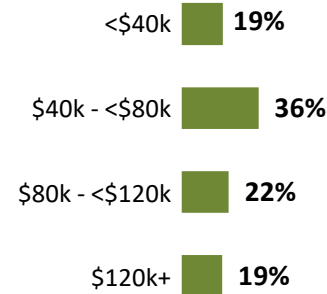
2% said I prefer not to answer

EMPLOYMENT



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

ANNUAL HOUSEHOLD INCOME



4% said I prefer not to answer

RESPONDENT PROFILE – PRE-DIAGNOSIS (2/2)

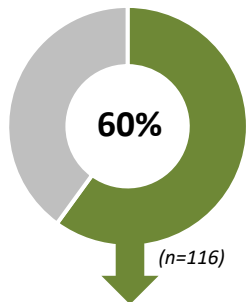
STATUS OF CANCER DIAGNOSIS

My family doctor and I have **discussed signs and symptoms** that may be cancer related **51%**

My family doctor has **sent me for tests** to investigate whether I might have cancer **47%**

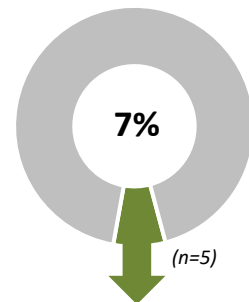
My family doctor has **referred me to an oncologist or hematologist** for further investigation **14%**

AWARE OF THE CANCER BEING INVESTIGATED



Colorectal cancer	21%
Prostate cancer	12%
Breast cancer	11%
Liver cancer	9%
Bladder cancer	8%
Leukemia	8%
Melanoma	8%
Lung cancer	7%
Skin cancer	5%
Thyroid cancer	4%
Lymphoma	3%
Kidney cancer	3%
Pancreatic cancer	3%
Brain cancer	2%
Other cancer	9%

DIAGNOSED WITH CANCER IN THE PAST



- Breast cancer
- Liver cancer
- Lymphoma
- Thyroid cancer
- Other



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