

Report

IMPACT OF COVID-19 CRISIS ON CANCER PATIENTS AND THEIR ABILITY TO RECEIVE TREATMENT – 3rd Survey

QUANTITATIVE MARKET RESEARCH



DATE July 30, 2021

PROJECT NUMBER 82867-004



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 third wave of the study.

The first wave was conducted May 22nd to June 10th, 2020, and the second wave December 3rd to 29th, 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**?
- **COVID-19 vaccination** among patients and caregivers.



METHODOLOGY – SAMPLE SIZE AND COMPOSITION

18 MINUTES online survey conducted June 10th – July 4th 2021 with **1,159 Canadians diagnosed with cancer, 233 Caregivers and 110 Canadians pre-diagnosed with cancer**

REGIONAL ACHIEVEMENTS

	BC	AB	SK	MB	ON	QC	ATL	TOTAL
PATIENTS	133	150	30	61	371	346	68	1,159
CAREGIVERS	37	18	15	19	60	63	21	233
PRE-DIAGNOSIS PATIENTS	13	9	3	6	30	44	5	110
TOTAL	183	177	48	86	461	453	94	1,502

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:

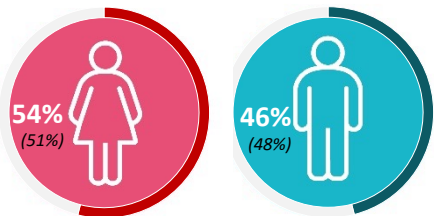
- 18 years or older and currently living in Canada
- **Respondents qualified as:**
 - ✓ A patient, if they were diagnosed with cancer
 - ✓ A caregiver, if a currently living family member / someone they care for was diagnosed with cancer
 - ✓ Pre-diagnosis, if they are in the process of trying to determine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



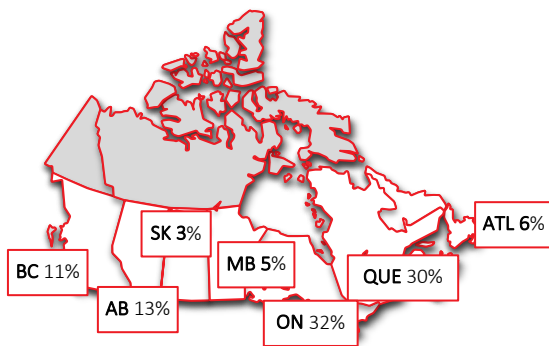


RESPONDENT PROFILE

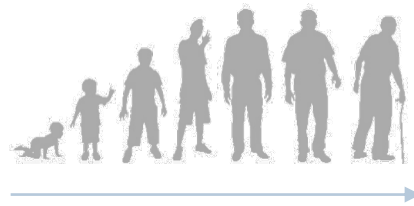
RESPONDENT PROFILE – PATIENTS



Even split by gender



Fairly regionally representative across Canada



Tend to skew older: 64 YEARS (66) on average



RURAL: 27% (27%)



TOWN/CITY: 52% (50%)



URBAN/METRO: 21% (22%)

Good mix of locations by population



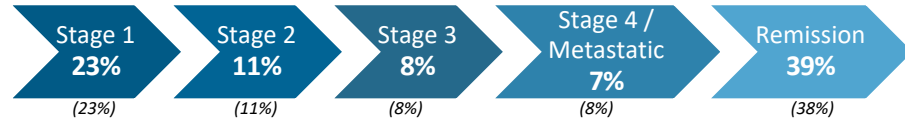
26% (23%)



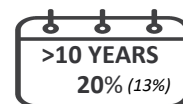
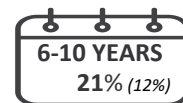
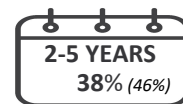
21% (20%)

BREAST (26%) and PROSTATE (21%) cancer account for about half.

Other cancers among ~1 in 10 patients include colon / rectal and melanoma.

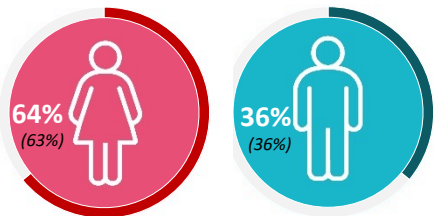


1 in 10 say they are unsure of their stage of cancer.

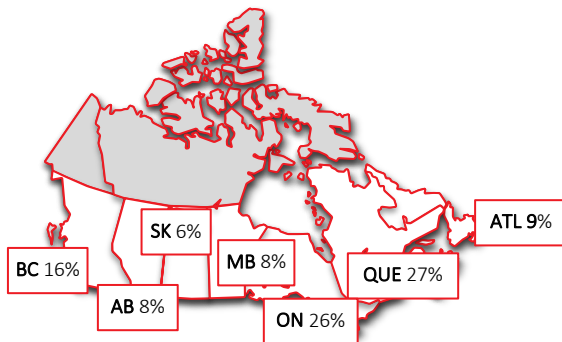


TIME SINCE DIAGNOSIS varies greatly among patients; a MAJORITY (3-in-5) were diagnosed in the PAST 5 YEARS.

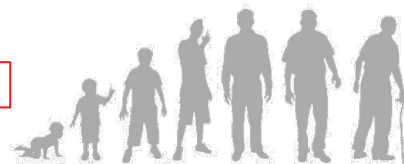
RESPONDENT PROFILE – CAREGIVERS



Skews towards females



Fairly regionally representative across Canada



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



RURAL: 21% (22%)



TOWN/CITY: 59% (55%)



URBAN/METRO: 19% (21%)

Good mix of locations by population

Most common cancer types of person being cared for

BREAST
CANCER: 32%



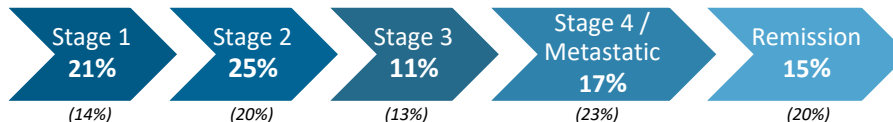
PROSTATE
CANCER: 15%



LUNG
CANCER: 11%



COLON / RECTAL
CANCER: 11%



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

RELATIONSHIP TO THE CANCER PATIENT



Spouse / partner
– 25%
(21%)



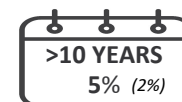
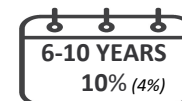
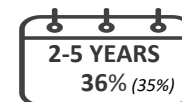
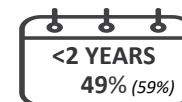
Daughter (in-law)
– 12%
(14%)



Mother (in-law) –
11%
(15%)



Father (in-law) –
6%
(8%)



TIME SINCE
DIAGNOSIS
varies but skews
towards more
recently diagnosed;

half were
diagnosed within
the last 2 years

RESPONDENT PROFILE – PRE-DIAGNOSIS



RURAL: 22% (20%)

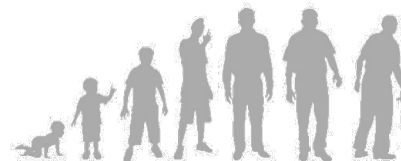


TOWN/CITY: 60% (47%)

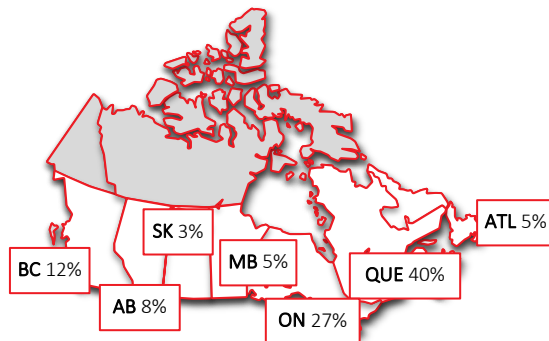


URBAN/METRO: 17% (33%)

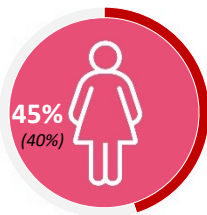
Tend to skew towards
town / city



Skews younger with more than half under 55 years
53 YEARS (46) on average



Majority from QC, followed by ON



Skews slightly towards males

*As they wait for a
possible cancer
diagnosis...*

45% (51%)
have discussed
signs and
symptoms
with GP

57% (47%) have
been referred
for further
investigative
tests

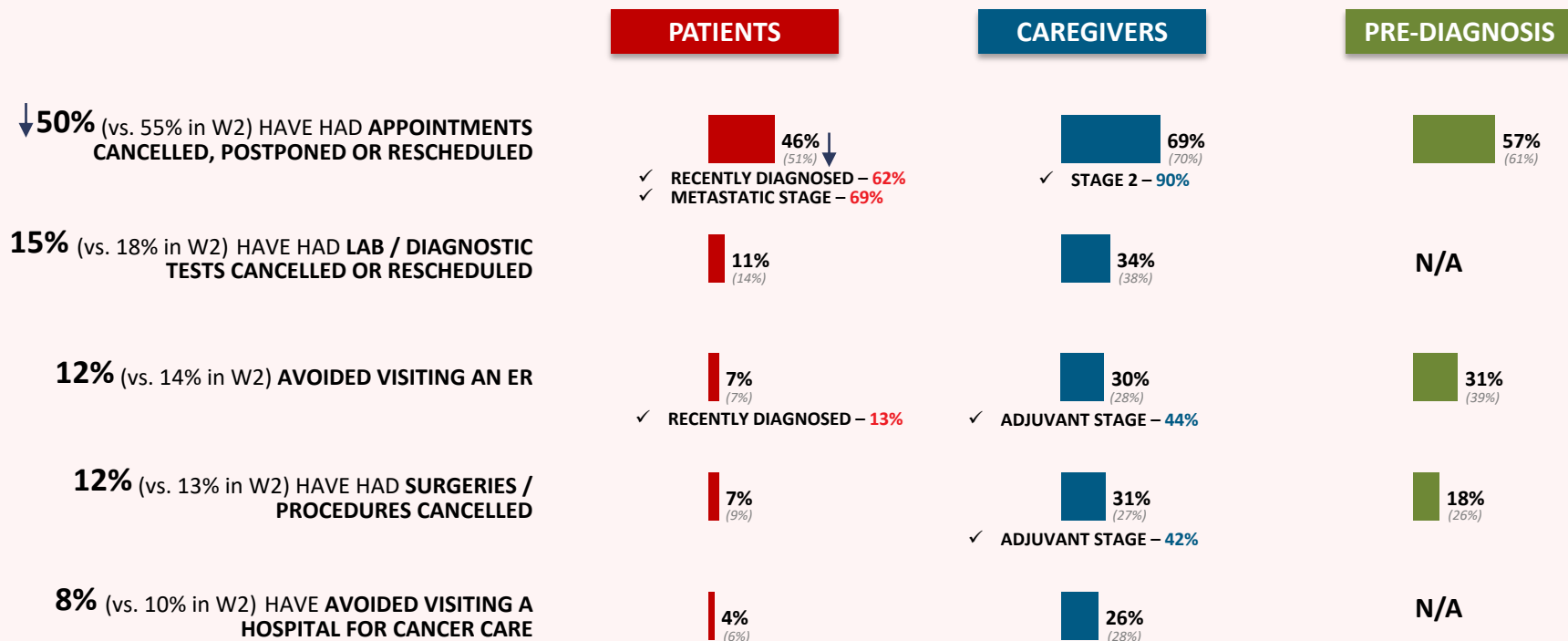
16% (14%) have
been referred
to a specialist
for further
investigation

A photograph of two women smiling. On the left is an older woman with short grey hair, wearing a green turban, glasses, and a white top. On the right is a younger woman with long brown hair, wearing a blue and white plaid shirt under a tan jacket. The younger woman has her hand on the older woman's shoulder. The background is a blurred indoor setting.

SUMMARY OF FINDINGS

Although slightly less than last wave, **HALF** continue to have their **APPOINTMENTS CANCELLED, POSTPONED** or **RESCHEDULED**, more so recently diagnosed patients and 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

(#) represents W2 data

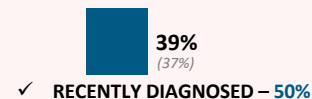
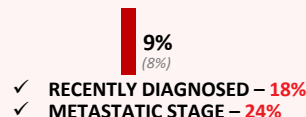
No significant change in proportion **EXPERIENCING DELAYS IN STARTING / CONTINUING TREATMENT.**
About 1-in-5 RECENTLY DIAGNOSED and **A QUARTER** of **METASTATIC** stage patients and **HALF** of **CAREGIVERS** report **CHANGE** in their **TREATMENT PROTOCOL.**

EXPERIENCE WITH **TREATMENT** DURING COVID-19

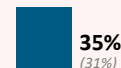
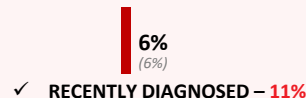
PATIENTS

CAREGIVERS

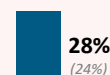
14% (vs. 13% in W2) HAVE HAD A **CHANGE MADE TO TREATMENT / MODE OF ADMINISTRATION OF TREATMENT**



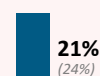
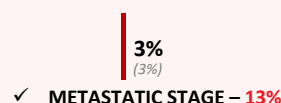
10% (vs. 10% in W2) HAVE BEEN **RECEIVING TREATMENT AT HOME** INSTEAD OF A HEALTHCARE FACILITY



7% (vs. 7% in W2) EXPERIENCED **DELAYS IN STARTING / CONTINUING TREATMENT**



6% (vs. 6% in W2) HAVE NOT BEEN ABLE TO FILL **PRESCRIPTION IN A TIMELY MANNER**



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

(#) represents W2 data

Slight decrease in number of days it takes to reschedule appointments; however, **A THIRD (33%)** still state that they are **YET TO HAVE APPOINTMENTS** and **PROCEDURES/SURGERIES RESCHEDULED**.

AVERAGE TIME TAKEN TO RESCHEDULE APPOINTMENT

AMONG THOSE WHO HAD IN-PERSON APPOINTMENTS CANCELLED/ POSTPONED/ RESCHEDULED, IT TOOK ON AVERAGE 28 DAYS (vs. 34 in W2) **TO RESCHEDULE THE APPOINTMENT**

HOWEVER, 33% (vs. 36% in W2) SAY NO RESCHEDULED APPOINTMENT TIME YET

PATIENTS

(n=524)



34% (vs. 36% in W2)
said no rescheduled
appointment time yet

CAREGIVERS

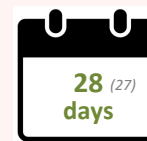
(n=154)



23% (vs. 33% in W2)
said no rescheduled
appointment time yet

PRE-DIAGNOSIS

(n=58)



48% (vs. 40% in W2)
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 44 DAYS (vs. 52 in W2) **TO RESCHEDULE IT**

HOWEVER, 31% (vs. 46% in W2) SAY NO RESCHEDULED APPOINTMENT TIME YET

PATIENTS

(n=86)



27% (vs. 39% in W2)
said no rescheduled
appointment time yet

CAREGIVERS

(n=73)



29% (vs. 45% in W2)
said no rescheduled
appointment time yet

PRE-DIAGNOSIS

(n=20*)



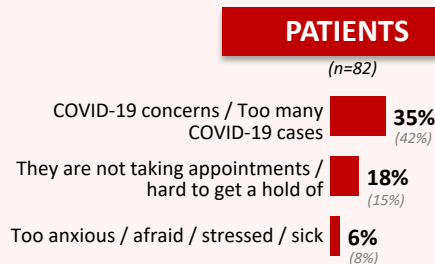
55% (vs. 61% in W2)
said no rescheduled
appointment time yet

**Low base size
(#) represents W2 data*

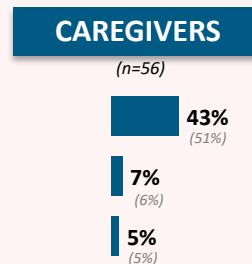
COVID-19 CONCERN continues to be the **MAIN BARRIER** for avoiding booking an appointment with a doctor. Cancelled and postponed appointments continue to affect all with **7-IN-10** of those who experienced **DELAYS** reporting a **MAJOR IMPACT** on their **MENTAL** and **EMOTIONAL** health.

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

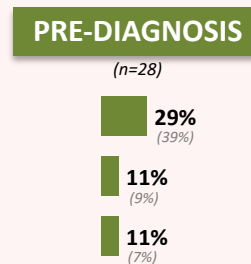
11% (vs. 13% in W2) OF THOSE SURVEYED SAID THEY **AVOIDED BOOKING AN APPOINTMENT WITH A DOCTOR** FOR THEIR **CANCER** EVEN IF THEY NEEDED ONE, MAINLY BECAUSE OF **FEAR OF COVID-19** AND **TOO MANY COVID-19 CASES**



"1. Fear of going into the hospital during COVID-19 2. My Dr. is only accepting virtual/phone appointments at this time"



"She did not realize it was a serious problem and getting an appointment is almost impossible."



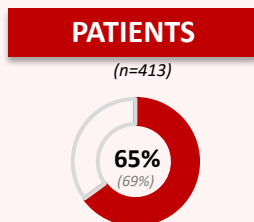
"Due to increasing number of COVID positive."

DELAYS IN APPOINTMENTS AND TREATMENT CONTINUE TO HAVE A **HUGE IMPACT** ON ALL WITH **69% (vs. 72% in W2)** REPORTING IT HAVING AN IMPACT ON THEIR HEALTH

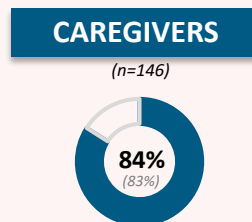
IMPACT OF HAVING APPOINTMENTS POSTPONED / TREATMENTS DELAYED (UNAIDED)

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

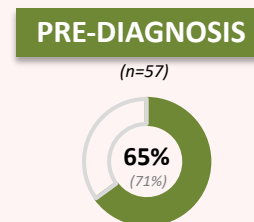
- ✓ Anxious
- ✓ Stressed
- ✓ Worried / concerned
- ✓ Life on hold (don't know status of cancer)



"Anxiety, stress, waiting and sleeplessness were difficult to cope with in addition to the isolation due to confinement. Morally a difficult time."



"It is very hard to take all this in ...as only child I don't have anyone to ask questions or support from... its difficult to maintain a proper work attitude ...constantly thinking of all this."

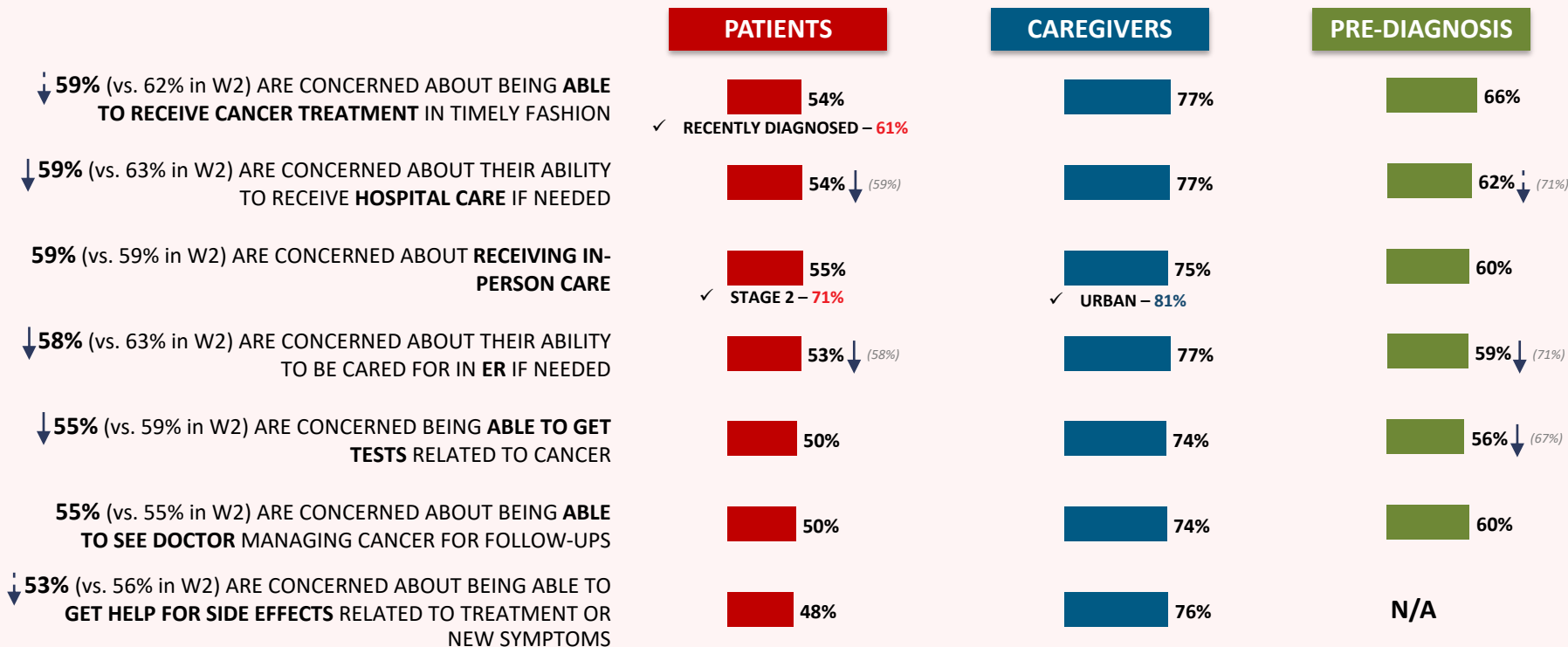


"Upset, looks no future."

(#) represents W2 data

Overall, **SLIGHTLY LOWER CONCERN** about **RECEIVING HEALTHCARE** this wave. **PATIENTS** and those **AWAITING DIAGNOSIS** are **SOMEWHAT LESS CONCERNED** about **RECEIVING CARE** in **HOSPITAL / ER** if needed.

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



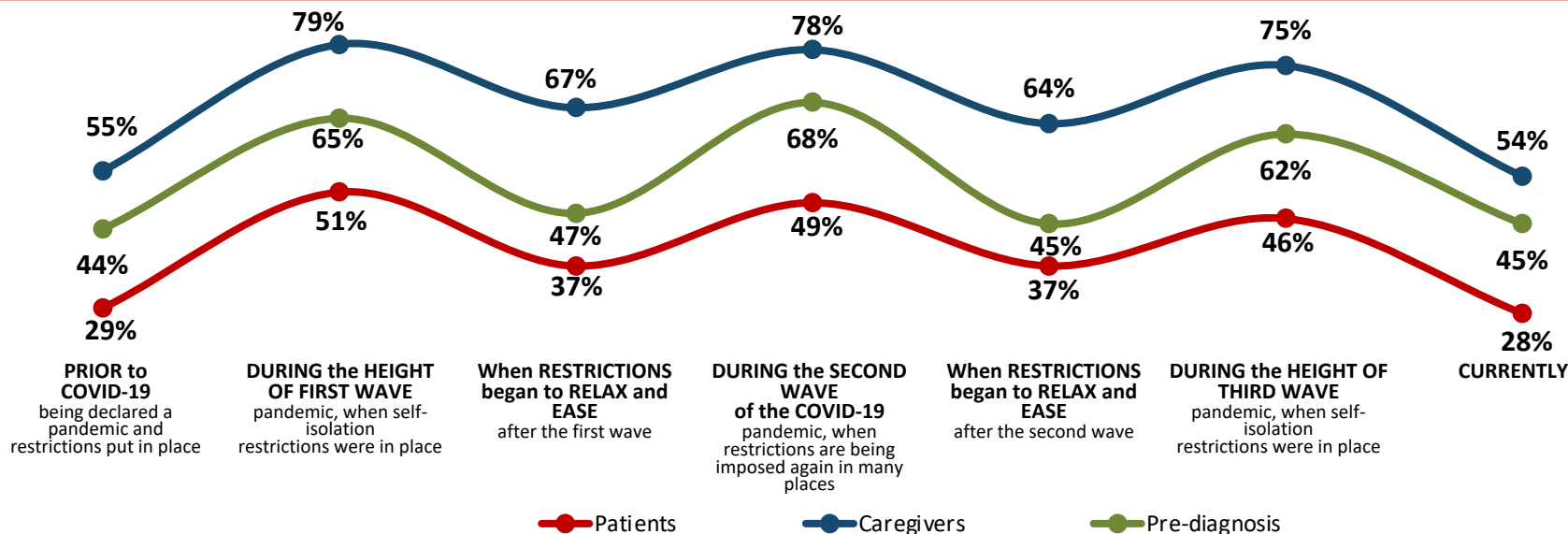
*VERY + SOMEWHAT CONCERNED

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

(#) represents W2 data

With increase in vaccinations and decrease in number of COVID-19 cases, **LEVEL OF ANXIETY** about receiving adequate cancer care is **BACK TO PRE-PANDEMIC LEVELS**

LEVEL OF ANXIETY* ABOUT RECEIVING ADEQUATE CANCER CARE



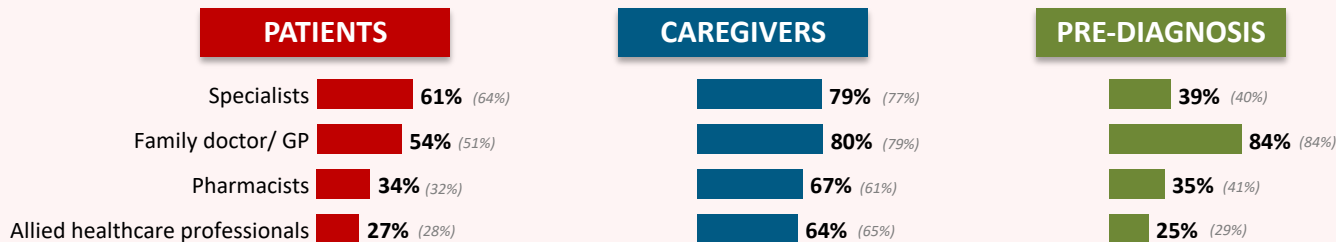
- ✓ **Female patients (32%)** report being more anxious than **male patients (24%)** about receiving adequate cancer care.
- ✓ **Caregivers in rural areas (62%)** say they are more are more anxious about the person they are for receiving adequate cancer care.

*VERY + SOMEWHAT CONCERNED

NO SIGNIFICANT CHANGE in proportion who are likely to have interacted with HCPs this wave. **SLIGHT INCREASE** reported in **IN-PERSON CONSULTATIONS**, however, **MAJORITY CONTINUE** to **INTERACT VIRTUALLY**, mostly via telephone

- ✓ **No significant change** in interactions with HCPs since last wave
- ✓ **Recently diagnosed patients** are more likely to say they have interacted with GPs (70%) and specialists (90%) during COVID-19
- ✓ **Most Metastatic stage patients (88%)** say they have interacted with a Specialist during COVID-19

HEALTHCARE PROVIDERS INTERACTED WITH DURING COVID-19



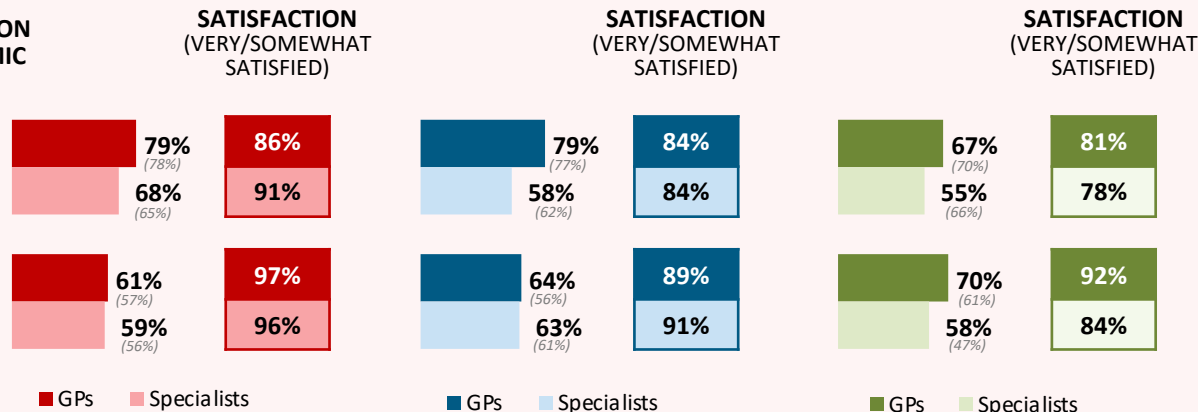
AMONG THOSE WHO INTERACTED WITH EACH PHYSICIAN DURING COVID-19

- ✓ Overall, physician interactions are as likely to be in-person as virtually in this wave. Interactions with GPs are somewhat more likely to be virtual
- ✓ Among all virtual modes of interactions, telephone consults continue to be used the most

MODES OF INTERACTION DURING THE PANDEMIC

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

In-person



- ✓ **MAJORITY PATIENTS WHO HAD TELEPHONE CONSULTATION WITH A PHYSICIAN SAY ALL OF THEIR CONCERNS WERE ADDRESSED**

(#) represents W2 data

Overall, **JUST OVER HALF** remain **VERY SATISFIED** with the **QUALITY OF CANCER CARE** received during the pandemic. **CONCERNS** around **ACCESS TO HEALTHCARE** continue to **DRIVE DISSATISFACTION** with quality of cancer care.

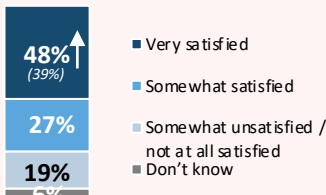
SATISFACTION WITH QUALITY OF CANCER CARE RECEIVED DURING COVID-19

- ✓ **OVERALL, 56%** (vs. 54% in W2) **ARE VERY SATISFIED** WITH THE **QUALITY OF CARE** RECEIVED DURING COVID-19
- ✓ **CAREGIVERS REPORT HIGHER SATISFACTION** WITH THE **QUALITY OF CARE** RECEIVED THIS WAVE
- ✓ **DELAYS IN GETTING CARE** CONTINUE TO BE A **BARRIER TO RECEIVING QUALITY CARE**

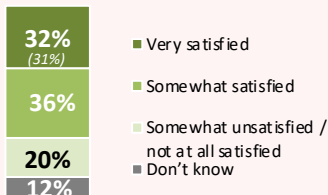
PATIENTS



CAREGIVERS



PRE-DIAGNOSIS



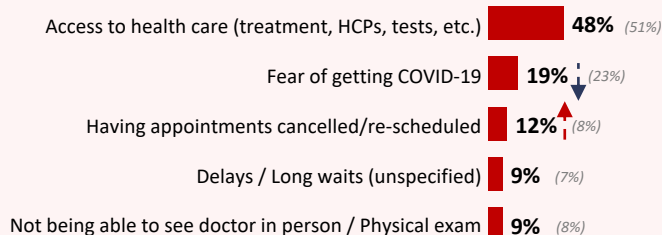
MAIN REASONS FOR BEING SOMEWHAT SATISFIED / SOMEWHAT UNSATISFIED / NOT AT ALL SATISFIED:

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

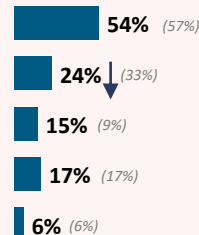
TOP CONCERNS ABOUT RECEIVING CARE DURING COVID-19 (UNAIDED)

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

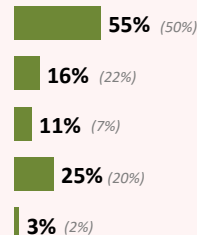
PATIENTS



CAREGIVERS



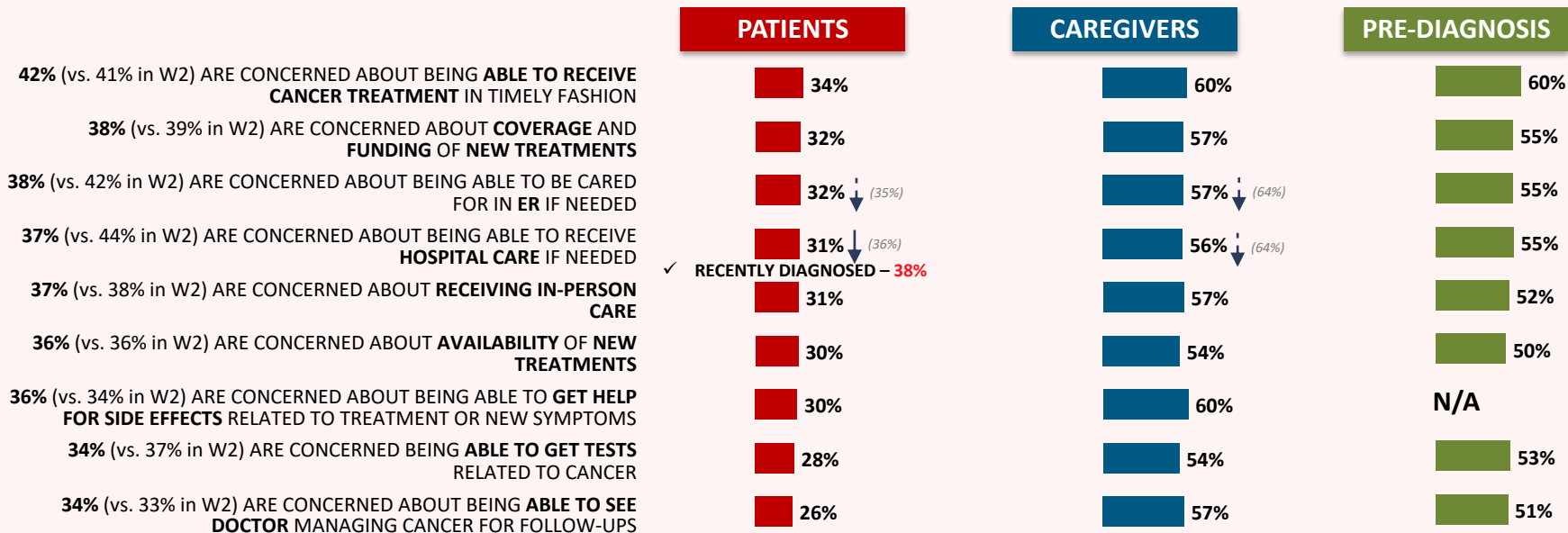
PRE-DIAGNOSIS



(#) represents W2 data

ABOUT 3-IN-5 continue to express concerns about **RECEIVING ADEQUATE HEALTH CARE**, even after all **COVID-19 RESTRICTIONS ARE LIFTED**; however, slight dip in concerns about receiving care in hospital or ER.

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



✓ **ABOUT HALF FEEL COMFORTABLE VISITING A HOSPITAL OR ER FOR CANCER CARE. THOSE WHO DO NOT FEEL COMFORTABLE SUGGEST VARIETY OF MEASURES THAT WOULD MAKE THEM FEEL COMFORATBLE, INCLUDING:**

- Staff/Patients strictly following COVID-19 safety guidelines
- Cleanliness / Sanitary measures in place
- Seen in a timely manner / no long wait time
- Knowledge that all hospital staff have been vaccinated

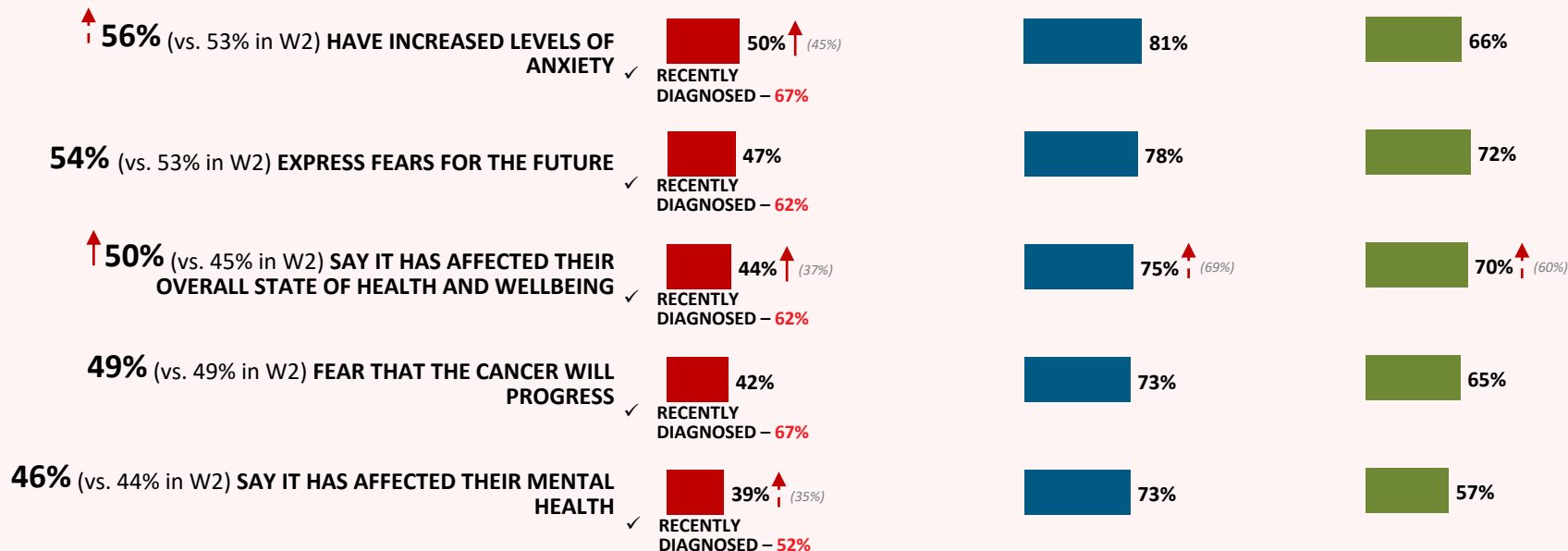
*VERY + SOMEWHAT CONCERNED

NOTE: RECENTLY DIAGNOSED = DIAGNOSED <2 YEARS AGO

COVID-19 CONTINUES TO AFFECT VARIOUS ASPECTS OF LIFE, especially among RECENTLY DIAGNOSED patients. ALL report INCREASED IMPACT on their OVERALL STATE OF HEALTH AND WELLBEING.

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

AFFECT OF COVID-19 ON THE FOLLOWING ASPECTS OF LIFE

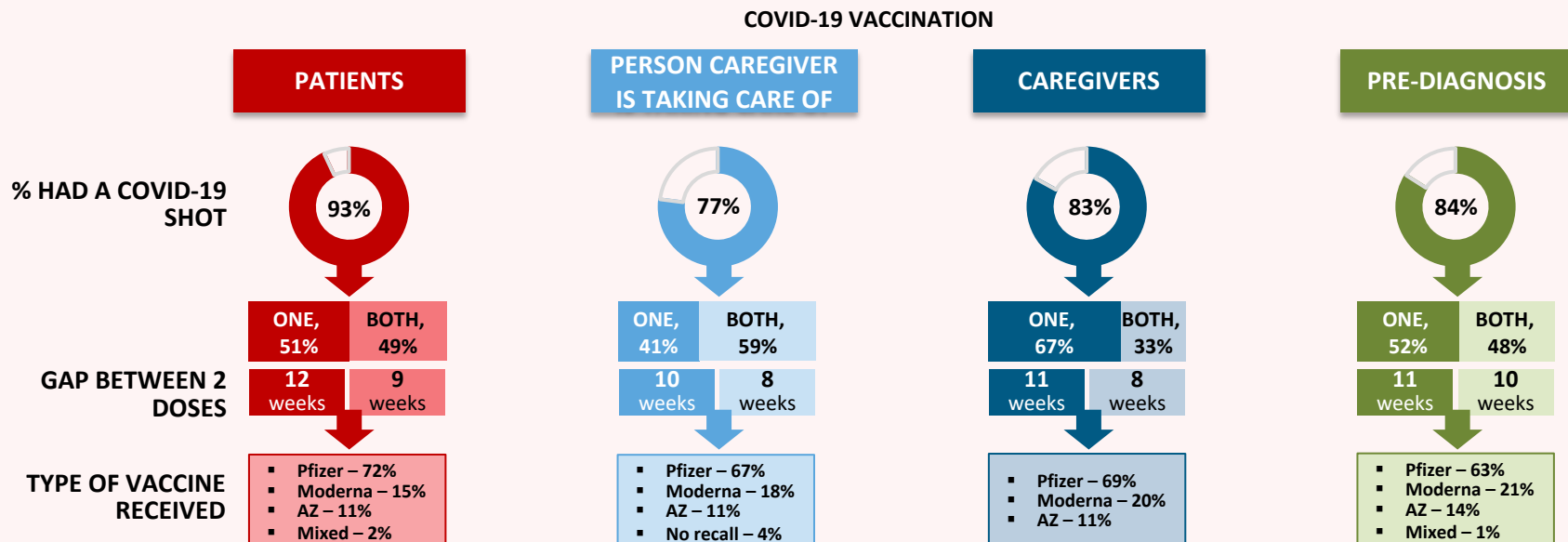


*SIGNIFICANT + SOME AFFECT

NOTE: RECENTLY DIAGNOSED = DIAGNOSED <2 YEARS AGO

(#) represents W2 data

HIGH VACCINATION RATES among those surveyed, with **NEARLY ALL** having **RECEIVED** a COVID-19 vaccine shot or **INTENDING TO RECEIVE IT**

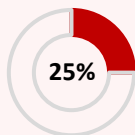


- ✓ 4-IN-5 WHO RECEIVED AT LEAST ONE SHOT CLAIM THEY DID NOT FACE ANY DIFFICULTY BOOKING AN APPOINTMENT
- ✓ OF THOSE WHO **HAVEN'T RECEIVED** A COVID-19 VACCINE SHOT YET **BUT INTEND TO**, **MAJORITY EXPECT TO RECEIVE IT BY AUGUST**; HOWEVER, 2-IN-5 PATIENTS ARE NOT SURE ABOUT THE TIMELINE. 2-IN-5 CAREGIVERS ALSO MENTIONED THAT THEY DON'T KNOW THE TIMELINE FOR THE PERSON THEY ARE TAKING CARE OF
- ✓ **6% DO NOT INTEND TO TAKE COVID-19 VACCINE**, MAINLY BECAUSE THEY FEEL THE VACCINES ARE **NOT TESTED ENOUGH**, THEY **DON'T TRUST** THE VACCINES AND ARE CONCERNED ABOUT **SIDE EFFECTS**

A QUARTER OF PATIENTS, HALF OF CAREGIVERS and OVER A THIRD OF THOSE PRE-DIAGNOSED claim that COVID-19 has IMPACTED them/person they care for FINANCIALLY

% WHO HAD ARE FINANCIALLY IMPACTED BY COVID-19

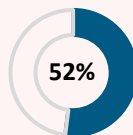
PATIENTS



IMPACT HAD:

- Reduced hours of work – 8%
- Unable to fulfill dietary needs – 5%

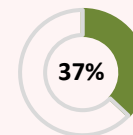
CAREGIVERS



IMPACT HAD:

- Reduced hours of work – 21%
- Unable to fulfill dietary needs – 15%
- Exhausted COVID-19 benefits – 14%
- Laid off from job – 12%

PRE-DIAGNOSIS

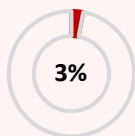


IMPACT HAD:

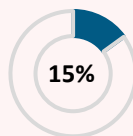
- Reduced hours of work – 15%
- Laid off from job – 10%
- Unable to fulfill dietary needs – 9%
- Exhausted employment insurance benefits – 8%

% EVER SKIPPED AN APPOINTMENT BECAUSE OF PARKING COST

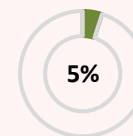
PATIENTS



CAREGIVERS



PRE-DIAGNOSIS



CONCLUSIONS

1

Good news from the third wave of this survey is that **LEVEL OF ANXIETY** about receiving adequate healthcare is **BACK TO PRE-PANDEMIC LEVELS**. This can be attributed to **HIGH VACCINATION RATE**, with **9-IN-10** having **RECEIVED** a COVID-19 vaccine shot or **INTENDING TO RECEIVE IT**.

2

However, challenges remain with regards to doctor appointments with **50%** (vs. 55% in W2) reporting **CANCER CARE APPOINTMENTS BEING CANCELLED, POSTPONED OR RESCHEDULED**.

- **SIX-IN-TEN RECENTLY DIAGNOSED** patients and **SEVEN-IN-TEN METASTATIC STAGE** patients report having appointments cancelled, postponed or rescheduled.

3

Although slight dip in number of days it took to reschedule an appointment for those who had in-person appointments and scheduled procedures/surgeries cancelled or postponed, it took on average **28 DAYS** (vs. 34 in W2) to **RESCHEDULE THE APPOINTMENT** and on average **44 DAYS** (vs. 52 in W2) to **RESCHEDULE THE PROCEDURE/SURGERY**.

- Moreover, about **A THIRD** continue to report that they don't have a rescheduled appointment time (33% vs. 36% in W2) or a rescheduled procedure/surgery time (31% vs. 46% in W2) yet.

4

Delays in appointments and treatment continue to have an impact on all, with **69%** (vs. 72% in W2) reporting the delays having a **MAJOR IMPACT** on their **MENTAL** and **EMOTIONAL HEALTH**.

- Concerns around COVID-19 continues to be a major barrier in avoiding booking an appointment with a doctor.

CONCLUSIONS

5

As seen in last wave, patients as well as caregivers **CONTINUE** to be able to **CONSULT HCPs**, with **SLIGHTLY MORE IN-PERSON INTERACTIONS** being reported this wave compared to last wave. Majority also continue to have virtual interactions – mostly telephone appointments.

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

6

JUST OVER HALF (56% vs. 54% in W2) continue to report **HIGH SATISFACTION WITH THE QUALITY OF CANCER CARE** they received during the pandemic. **CAREGIVERS** report being **MUCH MORE SATISFIED** this wave.

- **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 continue to **DRIVE DISSATISFACTION** with quality of cancer care.

7

PATIENTS and **CAREGIVERS** are **SLIGHTLY LESS CONCERNED** about **RECEIVING CARE** in **HOSPITAL** or **ER** after all COVID-19 restrictions are lifted, but challenges still exist, as **THREE-IN-FIVE** continue to express concerns about **RECEIVING ADEQUATE HEALTH CARE**.

- Impact on overall state of health and wellbeing has also gone up slightly this wave (50% vs. 45% in W2).

A photograph of two women smiling. The woman on the left is older, wearing a green headscarf and glasses, and has her hand on the shoulder of the younger woman on the right. The background is a blurred indoor setting.

DETAILED FINDINGS

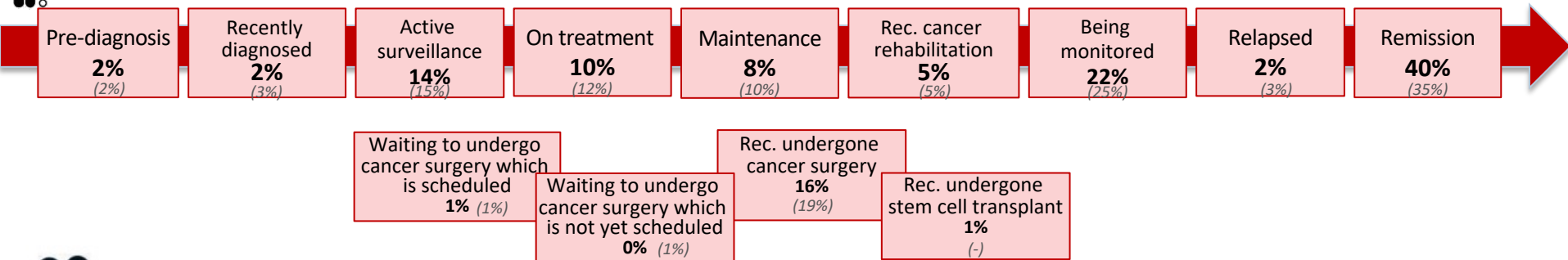
Overview of where patients are in their cancer journey

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

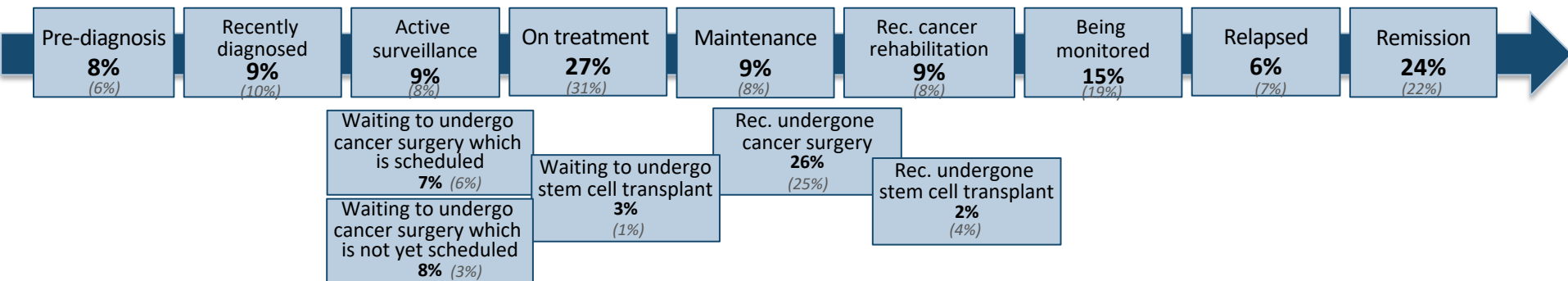


PATIENTS

STAGE OF CANCER JOURNEY



CAREGIVERS



Base: Total patients (n=1159) / Total caregivers (n=233)

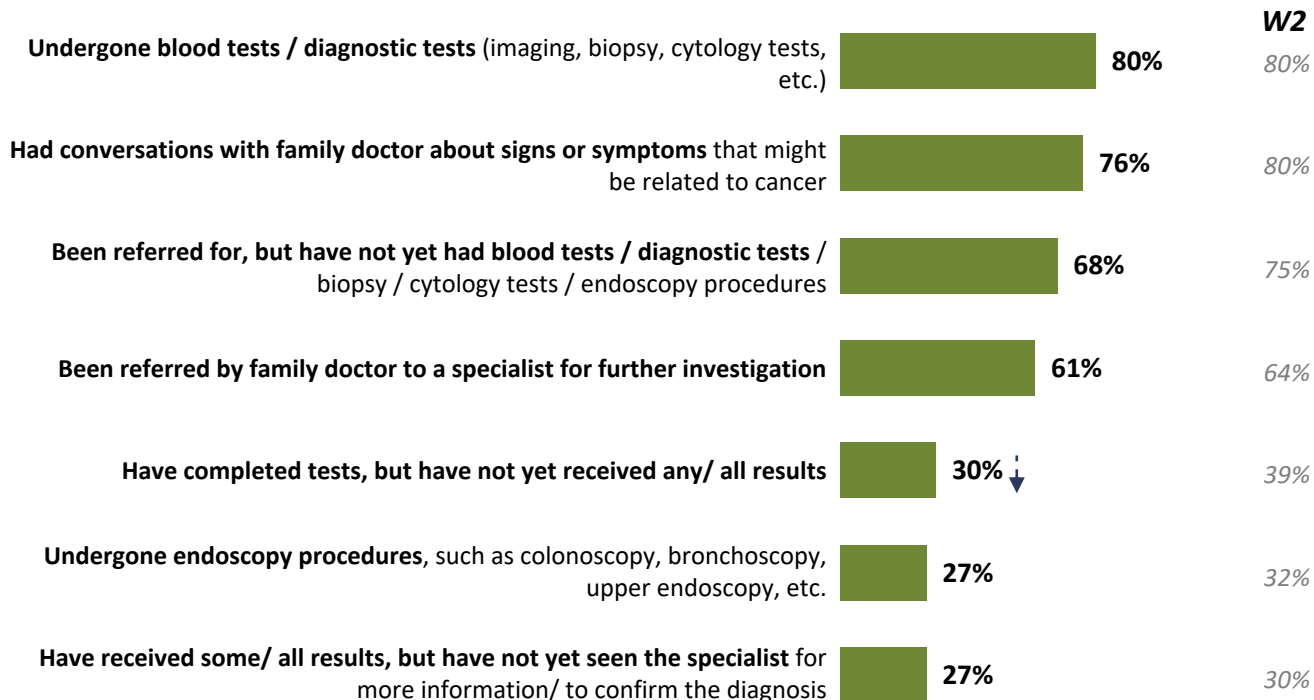
(#) represents W2 data

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 vs. W2, but **somewhat fewer** Canadians in pre-diagnosis indicate they have completed tests and are waiting for results



STATUS OF CANCER DIAGNOSIS AMONG ALL PRE-DIAGNOSIS PATIENTS



Base: Total pre-diagnosis patients (n=110)

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	%	%	%	%	%	%
Undergone blood tests / diagnostic tests (NET)	80	78	82	73	93	69
<i>Undergone blood tests</i>	59	58	60	63	68	44
<i>Undergone imaging tests, such as X Rays, CT scans, MRIs, Ultrasounds, Mammograms, etc.</i>	49	50	48	43	55	47
<i>Undergone biopsy and cytology tests, such as breast biopsy, etc.</i>	23	22	24	27	27	14
Had conversations with your family doctor about sign or symptoms that you or your doctor feel might be related to cancer	76	80	72	83	68	81
Been referred for, but have not yet had blood tests / diagnostic tests / biopsy / cytology tests / endoscopy procedures (NET)	68	62	76	60	82	58
<i>Been referred for, but have not yet had, imaging tests, such as X Rays, CT scans, MRIs, Ultrasounds, Mammograms, etc.</i>	38	37	40	37	41	36
<i>Been referred for, but not yet had, blood tests to assist in diagnosis</i>	36	40	32	33	41	33
<i>Been referred for, but have not yet had, endoscopy procedures, such as colonoscopy, bronchoscopy, upper endoscopy, etc.</i>	33	27	40	27	39	31
<i>Been referred for, but have not yet had, biopsy and cytology tests, such as breast biopsy, etc.</i>	25	20	32	33	25	19
Been referred by your family doctor to a specialist for further investigation	61	62	60	70	59	56
Have completed tests, but have not yet received any/ all results	30	27	34	30	27	33
Undergone endoscopy procedures, such as colonoscopy, bronchoscopy, upper endoscopy, etc.	27	30	24	23	30	28
Have received some/ all results, but have not yet seen the specialist who would manage my cancer for more information/ to confirm the diagnosis	27	23	32	13	32	33
Base: Total pre-diagnosis patients	110	60	50	30	44	36

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...

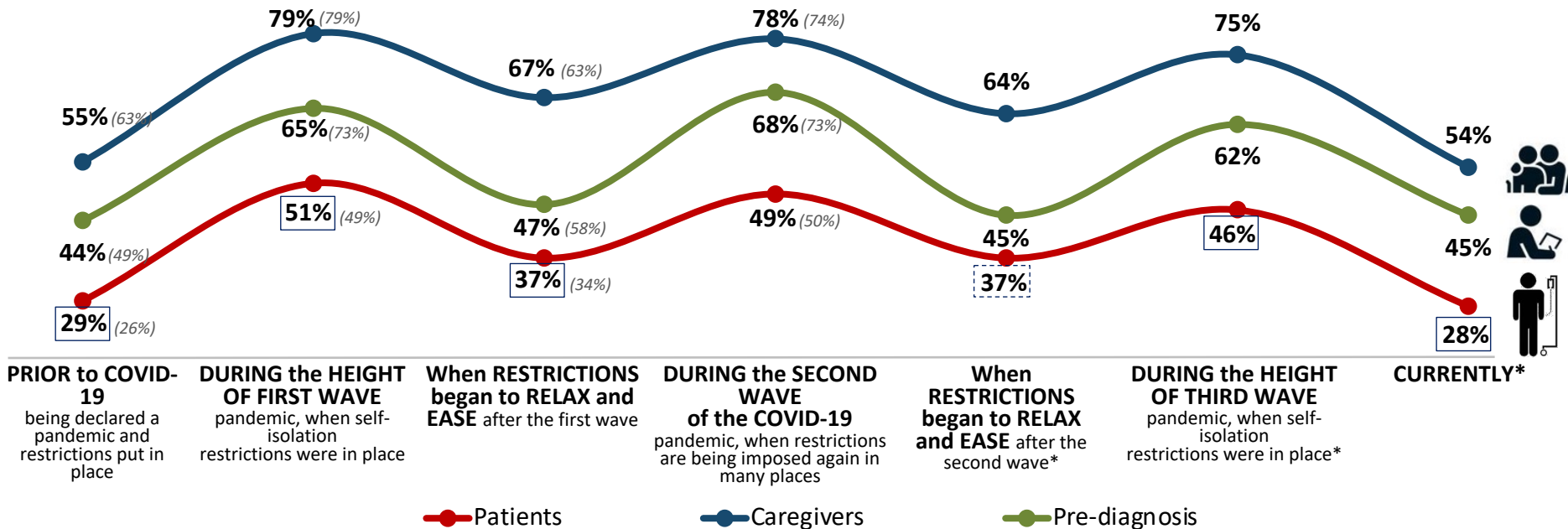
DETAILED FINDINGS

Level of anxiety about receiving adequate cancer care

After the third wave subsided, overall **anxiety levels** about receiving adequate cancer care are **back to pre-pandemic levels**

LEVEL OF ANXIETY ABOUT RECEIVING ADEQUATE CANCER CARE

% - TOP 2 (VERY ANXIOUS / SOMEWHAT ANXIOUS)



Base: Total patients (n=1159) / Total caregivers (n=233) / Total pre-diagnosis patients (n=110)

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 W2 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	REMISSION	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	29	23	33	33	32	33	34	31	24	21	21	33	40	38	32	40	29	23
During the height of the COVID-19 pandemic, when self-isolation restrictions were in place	51	43	58	50	51	33	56	56	48	49	41	55	73	61	61	68	51	42
When restrictions began to relax and ease after the first wave	37	30	42	41	37	27	43	44	28	32	29	39	50	46	46	51	37	30
During the second wave of the COVID-19 pandemic, when restrictions are being imposed again in many places	49	43	54	52	45	37	54	54	45	46	39	53	67	60	60	66	49	40
When restrictions began to relax and ease after the second wave	37	30	43	43	36	37	43	43	28	38	30	40	53	44	40	50	37	30
During the third wave of the COVID-19 pandemic, when restrictions are being imposed again in many places	46	41	50	49	45	43	52	51	40	43	35	51	63	55	58	62	45	38
Currently	28	24	32	30	23	27	48	35	20	25	21	34	35	33	39	34	31	22
Base: Total patients	1159	537	621	133	150	30	61	371	346	68	456	266	125	95	85	253	435	471

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

LEVEL OF ANXIETY ABOUT RECEIVING ADEQUATE CANCER CARE AMONG 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
VERY / SOMEWHAT ANXIOUS	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Prior to COVID-19 being declared a pandemic and restrictions put in place	55	58	54	49	67	60	68	67	33	71	59	47	48	56	67	62	52	39
During the height of the COVID-19 pandemic, when self-isolation restrictions were in place	79	72	83	76	67	67	89	87	75	86	76	69	79	80	85	81	77	78
When restrictions began to relax and ease after the first wave	67	58	72	70	56	60	79	72	59	71	59	55	72	64	77	71	64	58
During the second wave of the COVID-19 pandemic, when restrictions are being imposed again in many places	78	73	81	73	94	80	84	82	73	71	71	69	79	92	79	81	77	72
When restrictions began to relax and ease after the second wave	64	61	65	59	72	60	68	67	59	67	65	51	67	64	72	64	67	56
During the third wave of the COVID-19 pandemic, when restrictions are being imposed again in many places	75	73	77	73	89	73	84	80	67	71	74	63	76	80	79	79	75	64
Currently	54	52	55	46	61	53	68	62	37	76	56	39	52	64	64	58	50	50
Base: Total caregivers	233	83	149	37	18*	15*	19*	60	63	21*	34	49	58	25*	39	113	84	36

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

*Low base size

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

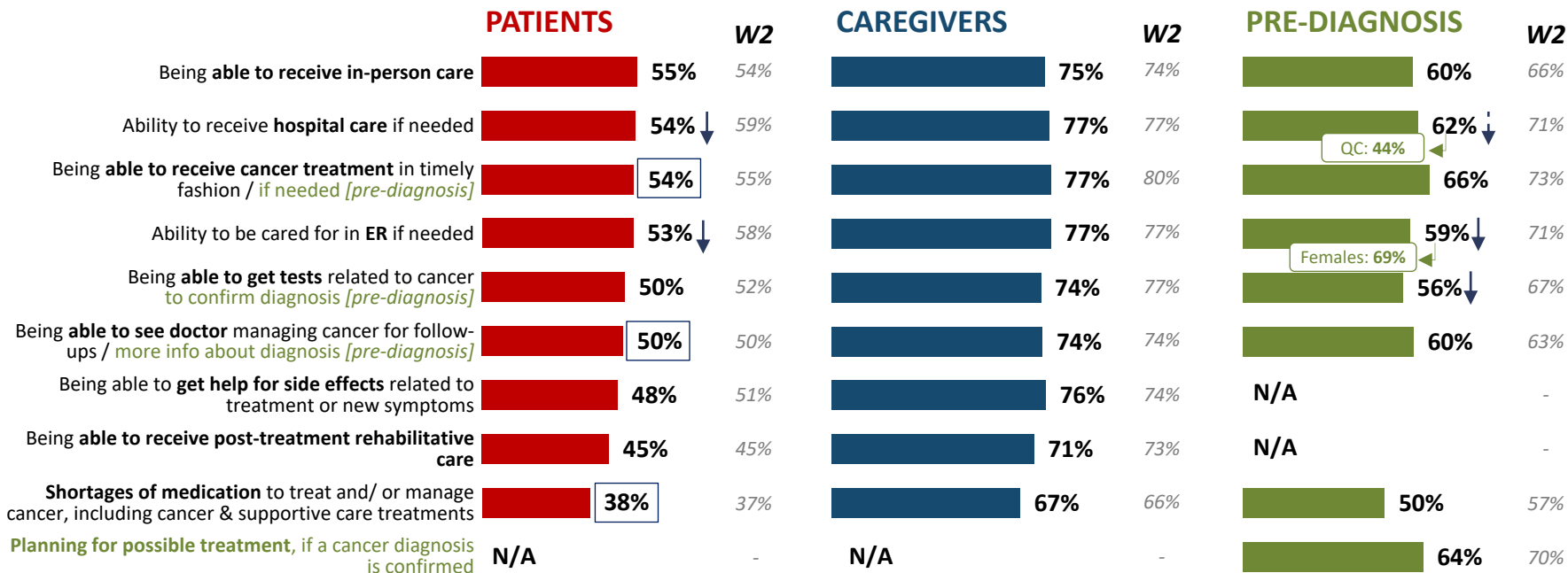
	TOTAL	GENDER		REGION					
		MALE	FEMALE	BC	AB	SK/ MB	ON	QC	ATL
VERY / SOMEWHAT ANXIOUS	%	%	%	%	%	%	%	%	%
Prior to COVID-19 being declared a pandemic and restrictions put in place	44	45	42	38	44	67	53	32	60
During the height of the COVID-19 pandemic, when self-isolation restrictions were in place	65	65	66	54	67	89	67	59	100
When restrictions began to relax and ease after the first wave	47	45	50	46	78	56	50	34	80
During the second wave of the COVID-19 pandemic, when restrictions are being imposed again in many places	68	68	68	62	89	89	67	59	100
When restrictions began to relax and ease after the second wave	45	43	48	46	67	44	47	36	80
During the third wave of the COVID-19 pandemic, when restrictions are being imposed again in many places	62	58	66	54	67	78	60	57	100
Currently	45	43	48	46	67	67	40	34	100
Base: Total pre-diagnosis patients	110	60	50	13*	9*	9*	30	44	5*

*Low base size

Concerns remain about getting required health care during COVID-19, more so among caregivers; However, this wave, Patients and those pre-diagnosed with cancer are somewhat less concerned about receiving hospital / ER care if needed.

CONCERNS DURING COVID-19

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



****Caregivers are significantly more likely to be concerned vs. others**

**Excluding those who said not applicable at each option*

Base: Total patients (n=1159) / Total caregivers (n=233) / Total pre-diagnosis patients (n=110)

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	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Being able to receive in-person care	55	48	61	57	50	48	63	63	46	58	50	53	71	56	59	59	55	52
Ability to receive hospital care if needed	54	50	58	52	57	58	65	62	45	51	49	55	66	62	54	58	51	55
Being able to receive cancer treatment in timely fashion	54	47	60	49	51	50	54	61	51	50	52	54	65	62	47	61	49	53
Ability to be cared for in ER if needed	53	49	58	52	54	50	65	61	46	47	46	58	69	57	52	58	53	51
Being able to get tests related to cancer	50	43	57	46	54	40	55	56	44	57	48	51	54	55	53	56	48	49
Being able to see doctor managing cancer for follow-ups	50	44	55	51	50	56	40	59	39	56	43	48	62	60	55	53	52	44
Being able to get help for side effects related to treatment or new symptoms	48	42	53	44	50	39	48	56	40	56	45	46	61	55	46	54	43	49
Being able to receive post-treatment rehabilitative care	45	38	51	45	45	33	51	56	33	48	43	42	57	47	46	49	45	42
Shortages of medication to treat and/ or manage cancer, including cancer & supportive care treatments	38	30	46	34	47	32	38	43	30	48	37	35	45	44	38	39	37	39
Base: Patients to whom applicable	1159	537	621	133	150	30	61	371	346	68	456	266	125	95	85	253	435	471

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

	TOTAL	GENDER		REGION							LOCATION	
		MALE	FEMALE	BC	AB	SK	MB	ON	QC	ATL	RURAL	URBAN
VERY / SOMEWHAT CONCERNED	%	%	%	%	%	%	%	%	%	%	%	%
Being able to receive cancer treatment in timely fashion	77	68	83	74	94	67	75	84	68	85	75	79
Ability to be cared for in ER if needed	77	69	83	78	94	73	89	86	63	71	73	81
Ability to receive hospital care if needed	77	71	81	76	88	67	83	86	66	76	74	79
Being able to get help for side effects related to treatment or new symptoms	76	70	79	75	100	73	72	85	63	71	69	81
Being able to receive in-person care	75	69	79	78	88	73	76	88	60	70	68	81
Being able to see doctor managing cancer for follow-ups	74	71	77	78	82	80	82	86	55	76	72	76
Being able to get tests related to cancer	74	69	77	78	82	73	63	85	59	81	77	71
Being able to receive post-treatment rehabilitative care	71	70	73	78	82	46	71	78	64	68	68	75
Shortages of medication to treat and/ or manage cancer, including cancer & supportive care treatments	67	63	68	65	88	60	71	75	51	71	62	71
Base: Caregivers to whom applicable	233	83	149	37	18*	15*	19*	60	63	21*	109	124

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

*Low base size 37

Similar to last wave, **6-in-10 patients** are **very satisfied** with the **quality of cancer care** received during COVID-19. **Delays in receiving care, doctor not available / appointments cancelled, prefer an in-person consult & virtual consult** are the **main reasons** for lack of satisfaction.

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

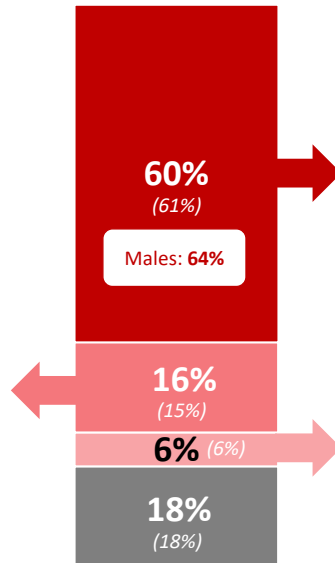
REASONS FOR BEING **SOMEWHAT** SATISFIED

(n=190)

W2

Delays in getting care	13%	19%
Would rather be in person / physical exam	12%	10%
Check-up/Appointment was virtual/telephone	11%	15%
Able to be treated / have surgery / get tests	8%↓	17%
Satisfied (general)	6%	5%
Dr. not available / Appointment cancelled	6%	5%
All appointments were kept	5%↓	12%
Doctor is accessible/available anytime	4%	3%
Good confidence in HCPs (experienced, sympathetic, knowledgeable, thorough, etc.)	4%	8%
Good service / support (general)	4%	3%
In remission / refused	5%	9%

Other (<3%) mentions: They are doing the best they can, doctors/nurses are too focused on COVID-19 to care about others needs, not sure when will I get an appointment/follow up, routine follow up, not having the ability to have someone accompany me, good COVID-19 precautions, fast/rapid/quick services, fear of getting COVID-19, unprofessional (losing files, forgetting appointments, not faxing prescriptions, errors, etc.), having to deal with doctor over the phone



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

REASONS FOR BEING **VERY** SATISFIED

(n=690)

W2

Good confidence in HCPs (experienced, sympathetic, etc.)	21%	29%
Able to be treated / have surgery / get tests	20%	34%
All appointments were kept	15%	15%
Satisfied (general)	15%	9%
Fast/Rapid/Quick services	12%	-
Doctor is accessible/available anytime	7%	4%
Check-up/Appointment was virtual/telephone	6%	9%
Good COVID-19 precautions	6%	7%
Good service / support (general)	4%	5%
Routine follow up	2%	4%
In remission / refused	9%	13%

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

(n=74)

W2

Delays in getting care	26%	34%
Dr. not available / Appointment cancelled	23%	24%
Would rather be in person / physical exam	12%	9%
Status of appointment/treatment unknown	11%	20%
Doctors/Nurses are too focused on COVID-19	9%	7%
Check-up/Appointment was virtual/telephone	8%	3%
Unprofessional (losing files, forgetting appointments, etc.)	4%	5%
Fear of getting Covid-19	3%	3%
Not having ability to have someone accompany me	3%	-
Having to deal with doctor over the phone	3%	11%
In remission / refused	5%	4%

Base: Total patients (n=1159)

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

A2b. Why do you say that?

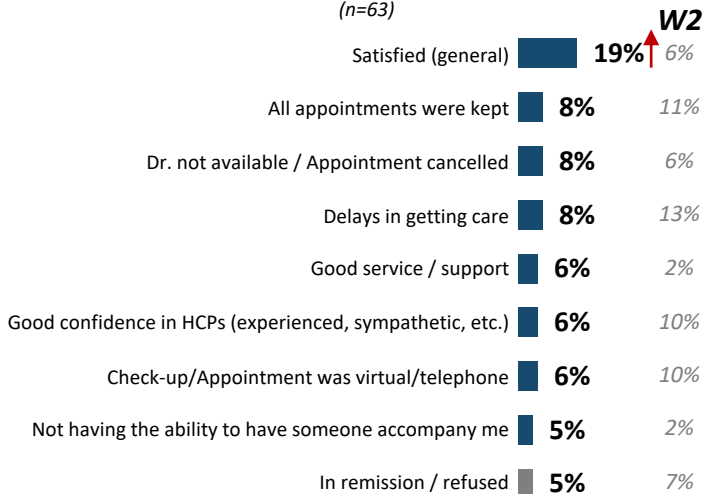
(#) represents W2 data

Nearly half of caregivers (significantly higher than last wave) report being **very satisfied** with the **quality of cancer care** in this wave. Those **not satisfied** indicate **delays in getting care** as the **main reason**, followed by **doctor not available / appointments cancelled**.

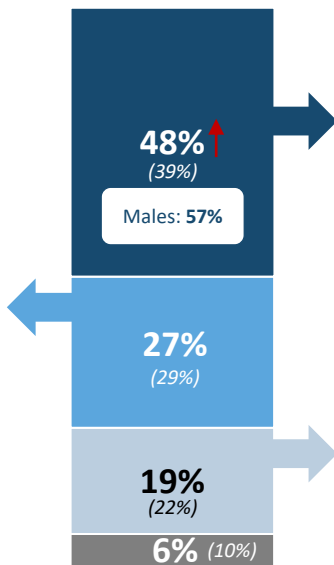
SATISFACTION WITH QUALITY OF CANCER CARE RECEIVED DURING COVID-19 AMONG CAREGIVERS

REASONS FOR BEING **SOMEWHAT** SATISFIED

(n=63)



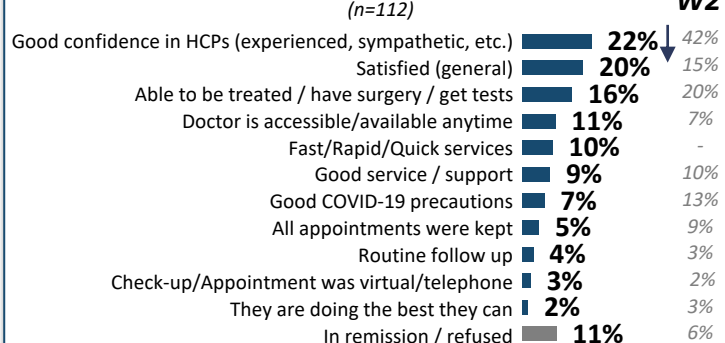
Other (<5%) mentions: Doctor is accessible/available anytime / able to answer any questions, was still able to be treated / start treatment / have surgery / tests, would rather be in person / physical exam, they are doing the best they can, good COVID-19 precautions, routine follow up, fear of getting Covid-19, doctors/Nurses are too focused on COVID-19 to care about others needs



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

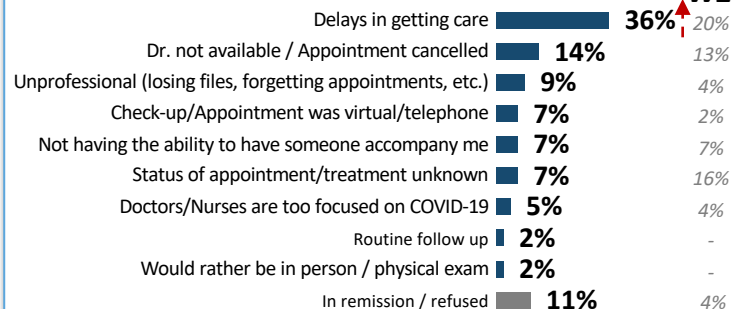
REASONS FOR BEING **VERY** SATISFIED

(n=112)



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

(n=44)



Base: Total caregivers (n=233)

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

(#) represents W2 data

More than half of those pre-diagnosed with cancer remain only somewhat satisfied or unsatisfied 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

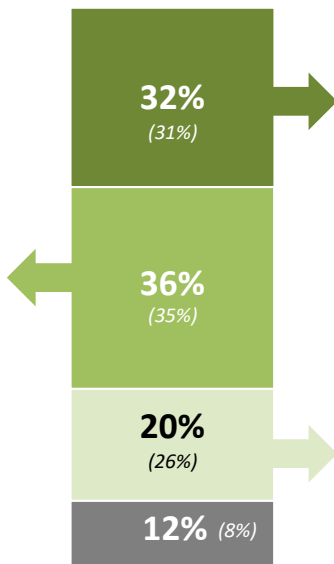
REASONS FOR BEING **SOMEWHAT** SATISFIED

(n=40)

W2

Satisfied (general)	23%	9%
Able to be treated / have surgery / get tests	13%	4%
Delays in getting care	13%	19%
Doctor is accessible/available anytime	8%	1%
Dr. not available / Appointment cancelled	8%	9%
Good service / support	5%	6%
All appointments were kept	5%	9%
In remission / refused	10%	16%

Other (3%) mentions: Good confidence in HCPs (experienced, sympathetic, etc.), good COVID-19 precautions, routine follow up, check-up/Appointment was virtual/telephone



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

REASONS FOR BEING **VERY** SATISFIED

(n=35)

W2

Satisfied (general)	23%	12%
Able to be treated / have surgery / get tests	17%	8%
Good service / support	14%	15%
Good confidence in HCPs (experienced, sympathetic, etc.)	11%	14%
Fast/Rapid/Quick services	11%	-
All appointments were kept	9%	8%
Doctor is accessible/available anytime	3%	8%
Routine follow up	3%	2%
They are doing the best they can	3%	3%
In remission / refused	9%	22%

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

(n=22)

W2

Delays in getting care	36%	35%
Dr. not available / Appointment cancelled	18%	12%
Doctors/Nurses are too focused on COVID-19	9%	2%
Would rather be in person / physical exam	5%	2%
Having to deal with doctor over the phone	5%	6%
Unprofessional (losing files, forgetting appointments, etc.)	5%	4%
Status of appointment/treatment unknown	5%	14%
In remission / refused	9%	10%

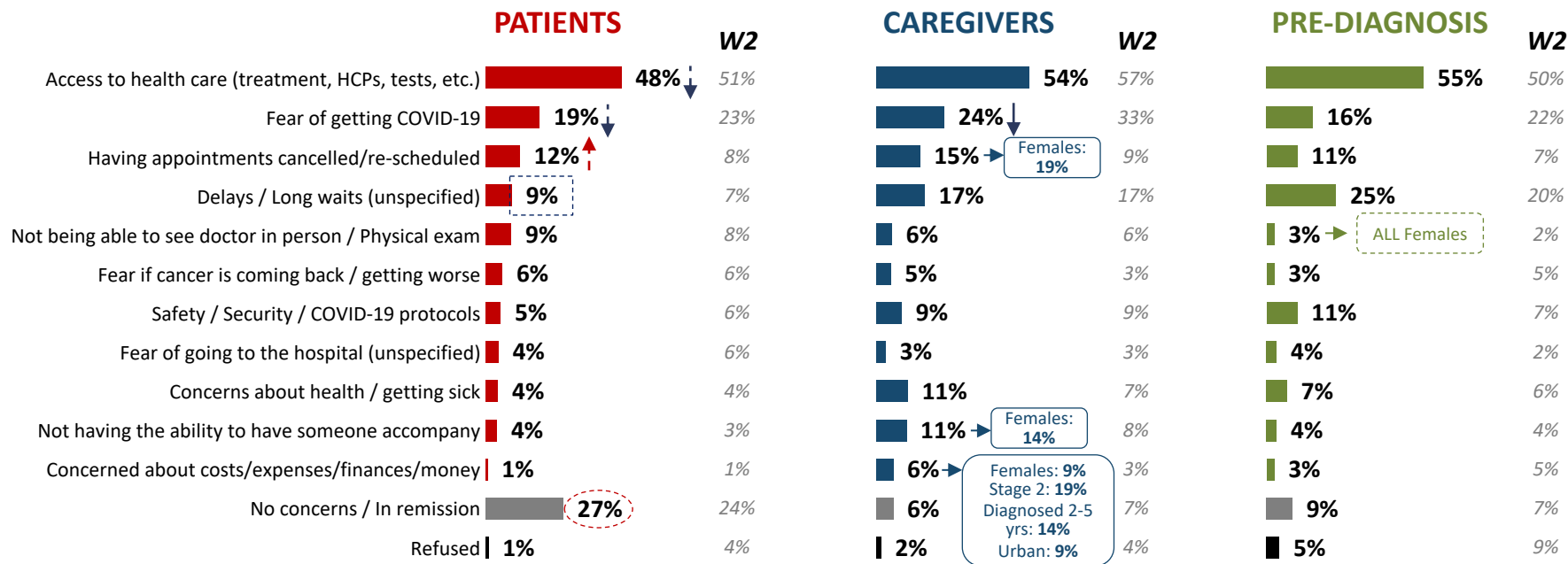
Base: Total pre-diagnosis patients (n=110)

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

(#) represents W2 data

Access to health care, especially to treatment, HCPs and tests, continues to be the **leading concern** among all when it comes to receiving care during COVID-19, **followed by fear of contracting COVID-19** (although down from last wave)

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



Other (<3%) 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, cleanliness / sanitation

Base: Total patients (n=1159) / Total caregivers (n=233) / Total pre-diagnosis patients (n=110)

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)	48	43	52	46	37	40	46	51	52	41	46	52	55	40	53	57	47	44
Access to treatment/surgery / timely treatment/surgery	24	22	25	25	19	30	25	27	21	21	22	26	27	18	31	33	22	20
Access to tests / timely tests	11	10	13	8	7	10	13	12	14	15	11	13	11	9	12	11	12	12
Accessibility/Availability of doctors/nurses/staff	11	9	12	11	11	13	5	10	12	7	8	14	17	9	8	10	12	10
Access to care / timely care / quality care	10	10	11	8	7	3	5	12	14	6	11	11	10	7	11	10	10	11
Fear of getting COVID-19	19	17	21	23	27	13	16	20	16	13	16	20	32	24	22	30	15	16
Having appointments cancelled/re-scheduled	12	10	14	8	7	3	15	10	18	16	11	16	13	11	15	13	15	8
Delays / Long waits (unspecified)	9	8	10	8	8	10	5	9	11	9	9	10	9	11	7	12	7	9
Not being able to see doctor in person / Physical exam	9	9	9	6	5	10	10	12	9	10	8	7	11	12	12	8	12	7
Fear if cancer is coming back / getting worse	6	6	5	6	7	-	3	5	7	7	6	6	7	3	4	8	6	5
Safety / Security / COVID-19 protocols	5	3	7	5	6	-	7	5	4	9	4	8	4	3	7	4	8	4
Fear of going to the hospital (unspecified)	4	4	5	5	4	3	7	4	4	4	5	2	5	3	9	6	4	4
Concerns about health / getting sick	4	4	4	5	5	13	2	5	3	4	4	5	7	4	6	6	5	3
Not having the ability to have someone accompany me	4	3	5	6	2	-	5	6	3	1	2	3	7	7	12	9	3	3
No concerns / In remission	27	32	23	29	34	40	36	21	25	38	34	21	15	27	16	15	27	34
Base: Total patients	1159	537	621	133	150	30	61	371	346	68	456	266	125	95	85	253	435	471

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

In their own words

"Delay in treatment increase chances of spread and lead to more difficult treatment and increase chance of dying." **PATIENT**

"Administrative slowness following government directives that delay urgent surgeries." **PATIENT**

"Exposure to viral infections and other pathogens when required to attend in public medical facilities." **PATIENT**

"The hospital being overcrowded and my uncle not receiving the time and care he deserves." **CAREGIVER**

"As a spouse was unable to visit in person in hospital. Just drop him off and picked him up a week later. Very heartbreaking and stressful." **CAREGIVER**

"I worried about him getting Covid because he can't have the vaccine until we are done with treatments." **CAREGIVER**

"If and when surgery was required would it be done in a timely fashion." **PRE-DIAGNOSED**

"Quick access to specialists. Weeks or months of waiting are unacceptable." **PRE-DIAGNOSED**

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



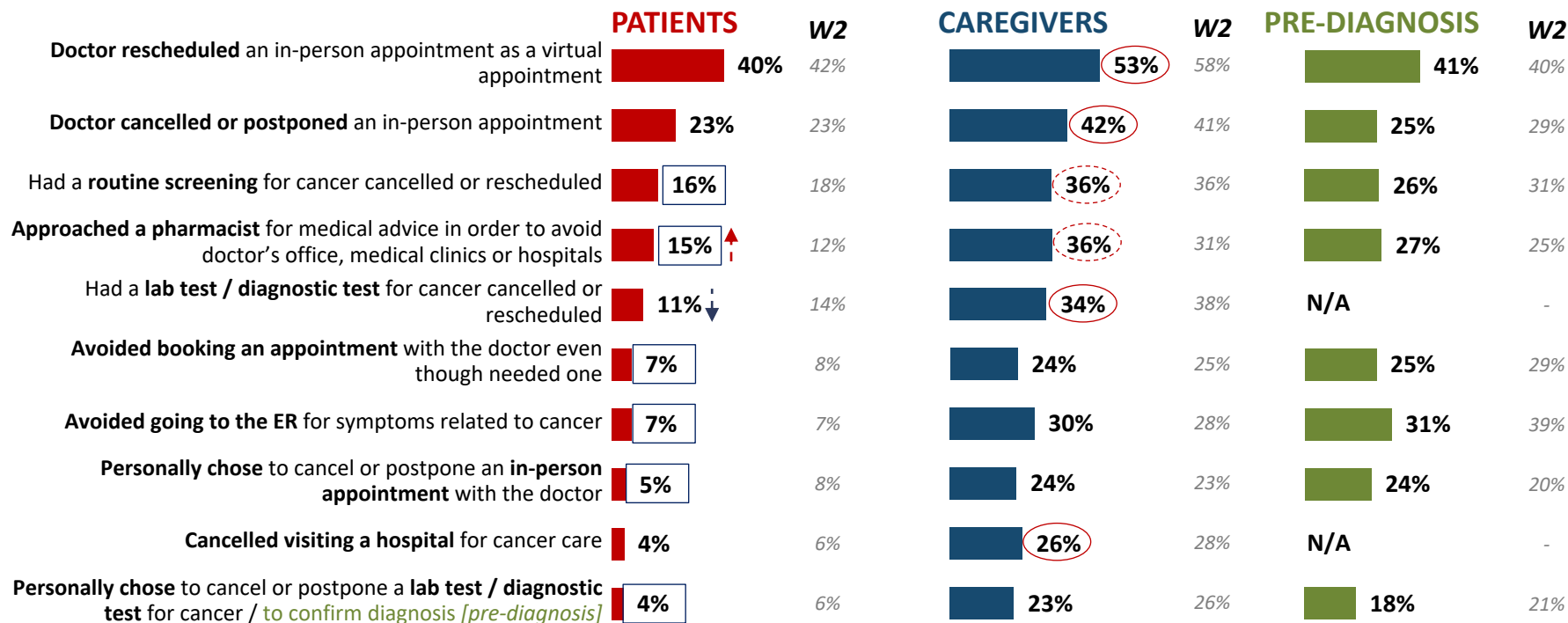
A photograph of two women smiling. On the left is an older woman with short grey hair, wearing a green turban and glasses, smiling warmly. On the right is a younger woman with long brown hair, wearing a blue and white plaid shirt under a tan jacket, smiling and placing her hand on the older woman's shoulder. The background is a blurred indoor setting.

DETAILED FINDINGS

Experiences with appointments & treatment during COVID-19

All three groups continue to experience changes to doctor appointments **with 4-in-10 patients** and those in **pre-diagnosis** and **half of caregivers** reporting that appointments were **rescheduled** as a **virtual consult**, and a **quarter of patients** and those in **pre-diagnosis** and **4-in-10 caregivers** reporting **cancellations/postponements**.

EXPERIENCE WITH APPOINTMENTS DURING COVID-19

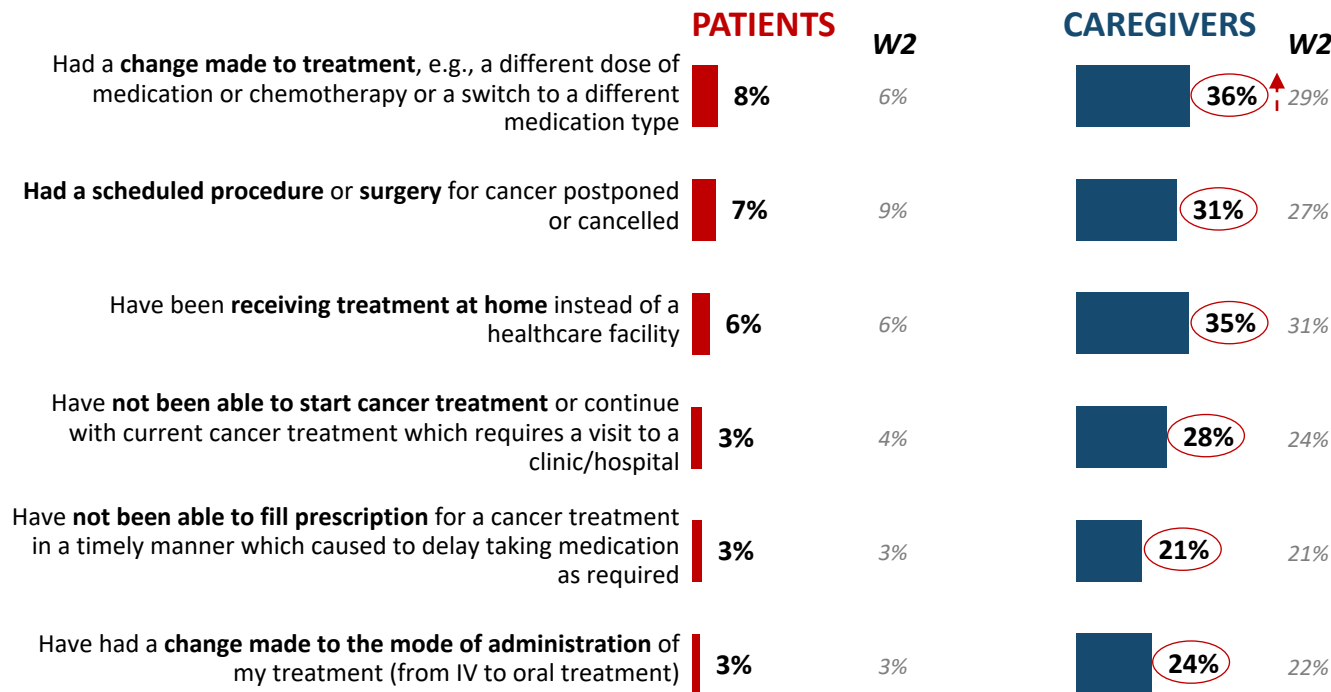


Base: Total patients (n=1159) / Total caregivers (n=233) / Total pre-diagnosis patients (n=110)

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

Caregivers continue to report that person they care for **experienced delays in treatment**. Over a third of caregivers say that a **change** was **made** to the **treatment** (slightly up since last wave). **Few patients** report having experienced **delays** in treatment.

EXPERIENCE WITH TREATMENT DURING COVID-19



18% (26% in W2) of pre-diagnosis patients had a **scheduled procedure** such as a biopsy or ultrasound to confirm cancer postponed or cancelled

Base: Total patients (n=1159) / Total caregivers (n=233) / Total pre-diagnosis patients (n=110)

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

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	REMI-SSION	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	40	41	39	32	29	50	38	49	40	29	32	40	50	55	62	56	46	26
Doctor cancelled or postponed an in-person appointment	23	22	24	15	15	20	21	30	22	19	19	22	32	31	33	29	28	14
Had a routine screening for cancer cancelled or rescheduled	16	12	20	15	18	10	11	18	15	22	16	17	20	23	20	15	20	14
Approached a pharmacist for medical advice in order to avoid doctor's office, medical clinics or hospitals	15	10	19	8	13	17	11	14	20	13	12	14	22	20	21	16	13	16
Had a lab test / diagnostic test for cancer cancelled or rescheduled	11	9	13	8	13	17	13	13	9	15	11	12	19	9	14	12	12	10
Avoided booking an appointment with the doctor even though needed one	7	5	9	6	8	7	7	9	5	3	6	6	11	9	9	10	6	6
Avoided going to the ER for symptoms related to cancer	7	6	8	5	7	7	7	8	6	9	4	8	12	5	11	13	6	5
Personally chose to cancel or postpone an in-person appointment with the doctor	5	4	6	3	5	10	5	6	4	3	4	4	8	11	6	6	5	4
Cancelled visiting a hospital for cancer care	4	4	5	3	6	3	3	7	2	3	2	4	9	6	11	8	3	4
Personally chose to cancel or postpone a lab test / diagnostic test for cancer	4	3	5	2	7	7	2	5	4	3	4	2	7	4	6	5	3	4
Base: Total patients	1159	537	621	133	150	30	61	371	346	68	456	266	125	95	85	253	435	471

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 change made to treatment , e.g., a different dose of medication or chemotherapy or a switch to a different medication type	8	8	8	9	11	10	5	7	8	9	5	5	14	11	21	16	7	4
Had a scheduled procedure or surgery for cancer postponed or cancelled	7	6	9	5	9	10	5	10	5	9	5	6	12	13	14	17	6	4
Have been receiving treatment at home instead of a healthcare facility	6	7	4	7	7	13	7	7	3	1	2	6	9	7	15	11	5	3
Have not been able to start cancer treatment or continue with current cancer treatment which requires a visit to a clinic/hospital	3	4	3	4	2	7	5	4	2	3	1	5	6	3	5	7	2	2
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	3	2	5	10	2	4	1	4	2	3	3	3	13	4	3	2
Have had a change made to the mode of administration of my treatment (from IV to oral treatment)	3	3	2	1	3	7	2	4	1	4	1	3	5	4	6	6	2	1
Base: Total patients	1159	537	621	133	150	30	61	371	346	68	456	266	125	95	85	253	435	471

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	53	37	62	62	33	60	68	58	43	52	35	43	67	64	56	57	55	39
Your family member/ person you care for has had the doctor cancel or postpone an in-person appointment	42	34	46	41	44	60	53	45	27	52	26	39	62	48	31	46	42	28
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	36	35	37	32	33	40	21	38	44	29	32	31	62	28	23	42	26	44
Your family member/ person you care for has had a routine screening for cancer cancelled or rescheduled	36	34	38	46	39	60	32	37	24	38	15	35	62	40	26	44	35	14
Your family member/ person you care for have had a lab test / diagnostic test cancelled or rescheduled	34	25	40	46	33	53	42	33	22	33	24	29	53	32	33	43	27	22
Your family member/ person you care for has avoided going to the hospital ER for symptoms related to cancer	30	30	30	32	11	47	37	35	22	33	12	37	47	52	18	37	30	8
Your family member/ person you care for have cancelled visiting a hospital for their cancer care	26	24	27	38	17	47	42	30	11	14	12	31	45	28	21	28	30	8
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	24	23	25	32	22	33	26	28	16	14	6	24	40	44	15	26	27	11
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	24	22	25	27	11	40	37	23	21	14	-	24	45	36	15	26	29	6
Your family member/ person you care for have personally chosen to cancel or postpone a lab test / diagnostic test for their cancer	23	20	24	24	11	33	26	23	19	29	-	31	34	36	15	24	25	14
Base: Total caregivers	233	83	149	37	18*	15*	19*	60	63	21*	34	49	58	25*	39	113	84	36

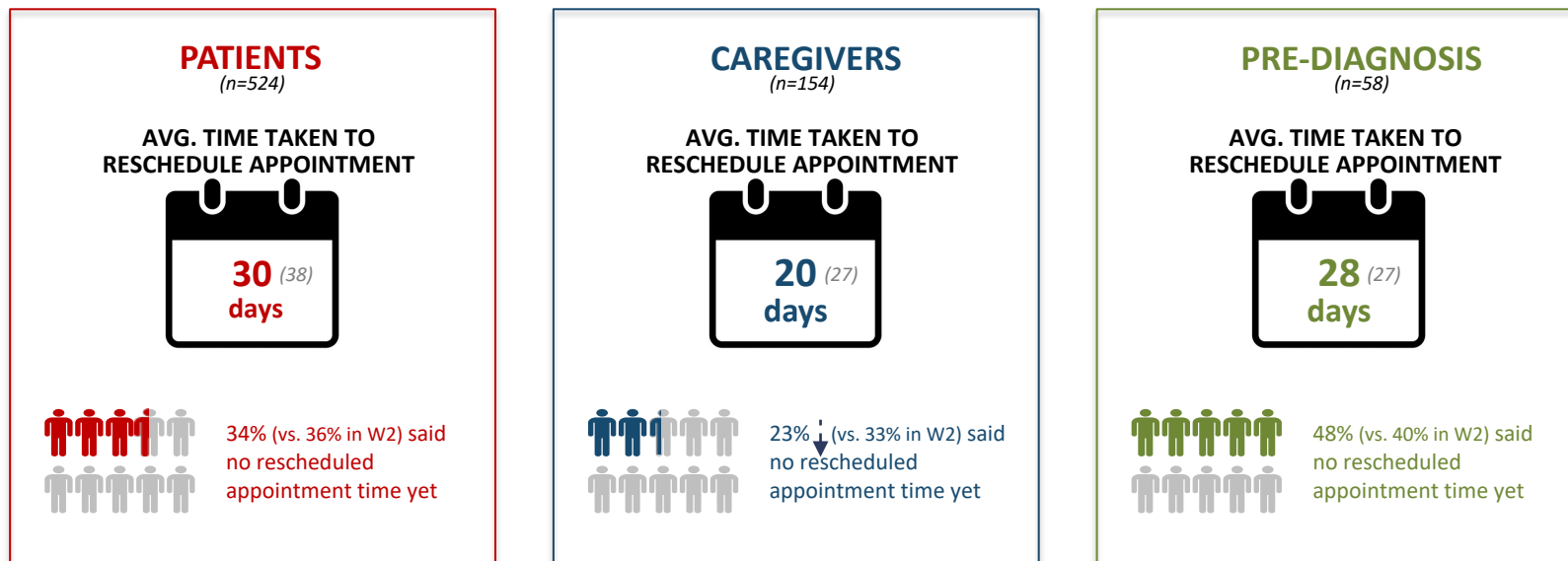
Q3. Since the beginning of the COVID-19 pandemic in Canada....

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 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	36	37	35	41	33	73	37	32	25	43	15	29	50	40	49	46	32	11
Your family member/ person you care for have been receiving treatment at home instead of a healthcare facility	35	36	34	54	28	60	32	33	24	33	9	31	43	48	46	42	33	19
Your family member/ person you care for has had a scheduled procedure or surgery for their cancer postponed or cancelled	31	29	33	32	22	67	42	33	17	38	9	27	57	36	23	39	32	6
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	28	29	28	38	28	33	32	25	24	29	15	24	47	32	28	34	31	6
Your family member/ person you care for had a change made to the mode of administration of treatment (from IV to oral treatment)	24	24	23	24	22	40	16	25	17	33	6	31	36	32	23	26	27	8
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	18	21	24	17	27	21	27	14	14	6	18	38	32	15	19	27	8
Base: Total caregivers	233	83	149	37	18*	15*	19*	60	63	21*	34	49	58	25*	39	113	84	36

Among patients and caregivers who had **in-person appointments cancelled/postponed/rescheduled**, time **taken** to reschedule is **down** this wave. However, about **a third** of **patients**, **a quarter** of **caregivers** (down since last wave) and **half** of those **in pre-diagnosis** continue to wait for an **appointment**.

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



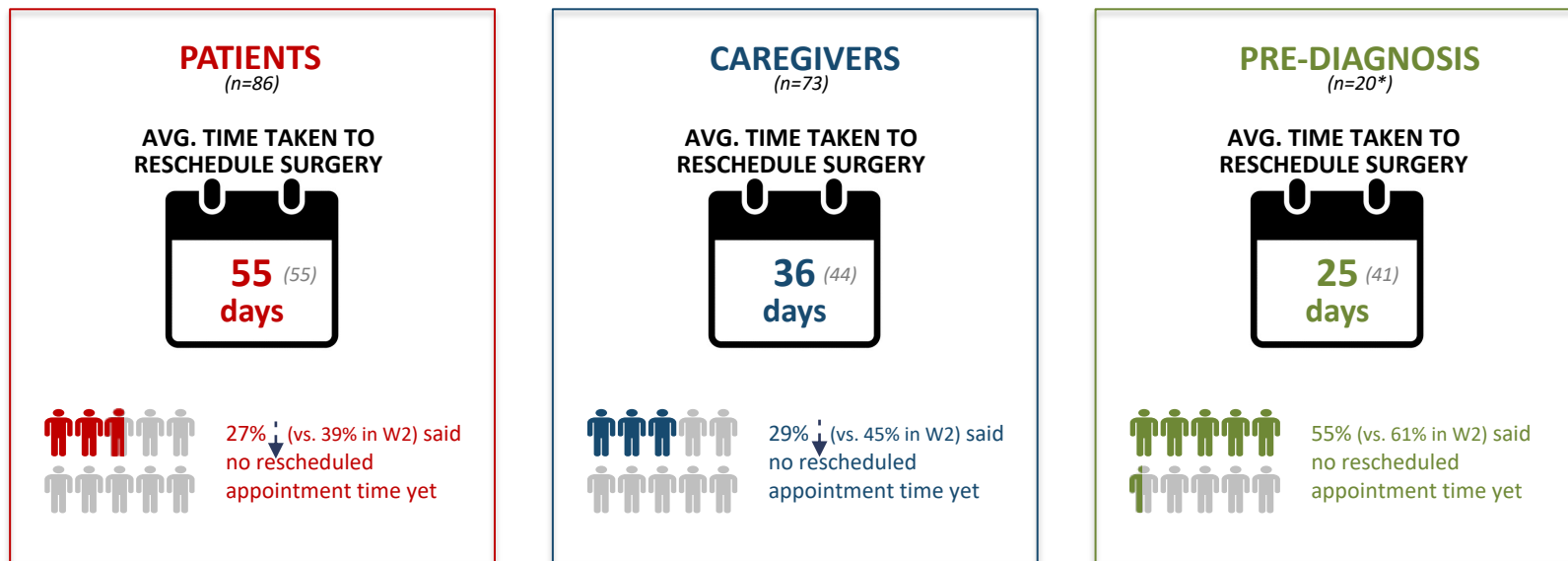
(#) represents W2 data

Base: Patients (n=524) / Caregivers (n=154) / Pre-diagnosis patients (n=58) 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?

Patients and **caregivers** who had a scheduled **procedure/ surgery** cancelled are **somewhat less likely** to say (vs. W2) that they still **waiting** for a date. For those it was **rescheduled**, it took on average **2 months** for **patients** and **about a month** 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



(#) represents W2 data

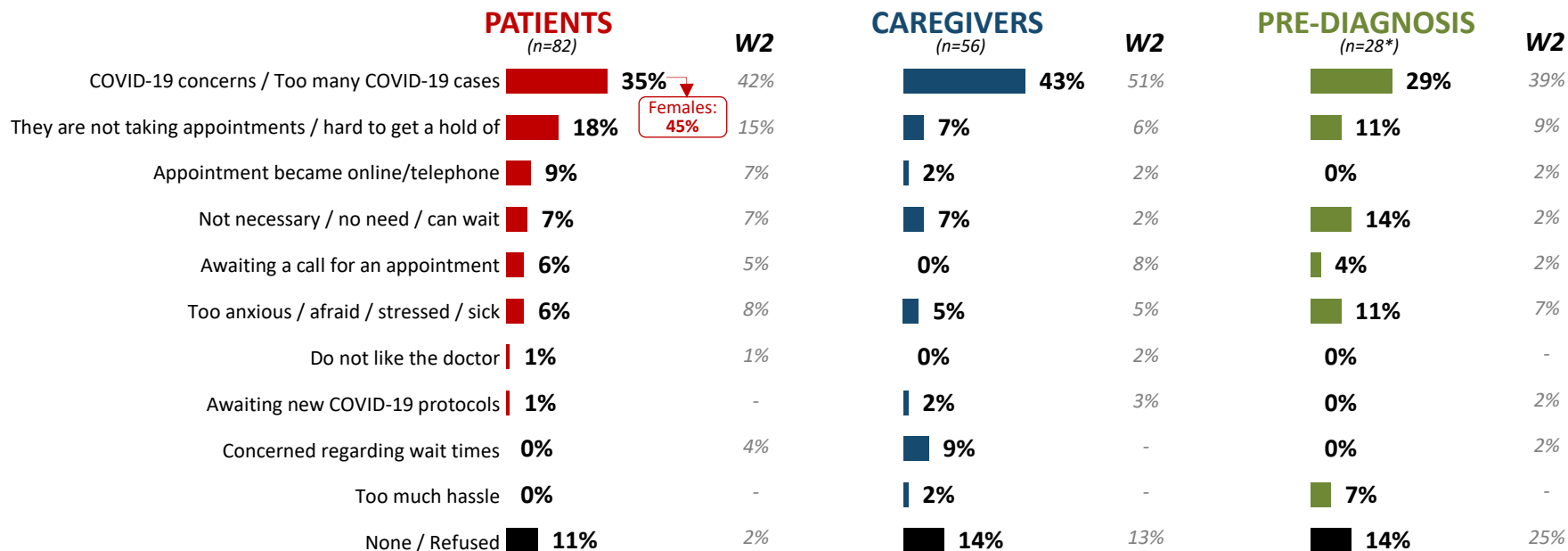
*Low base size

Base: Patients (n=86) / Caregivers (n=73) / Pre-diagnosis patients (n=20*) 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 continues to be a major 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)

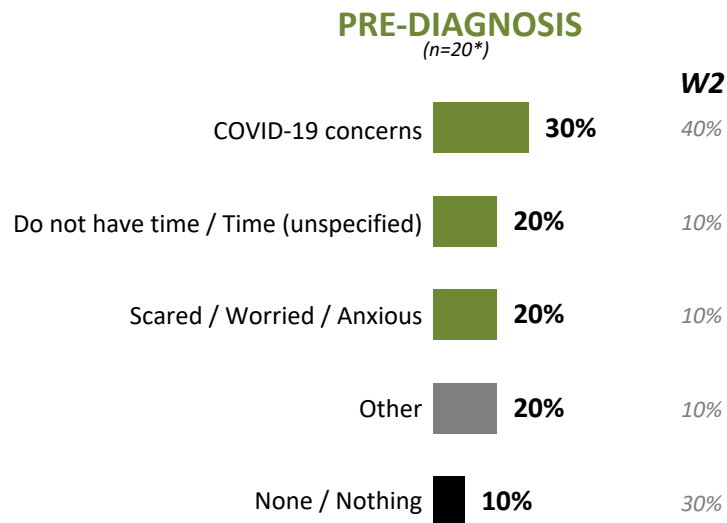


*Low base size

Base: Patients (n=82) / Caregivers (n=56) / Pre-diagnosis patients (n=28*) 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** remains the **main concern**

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

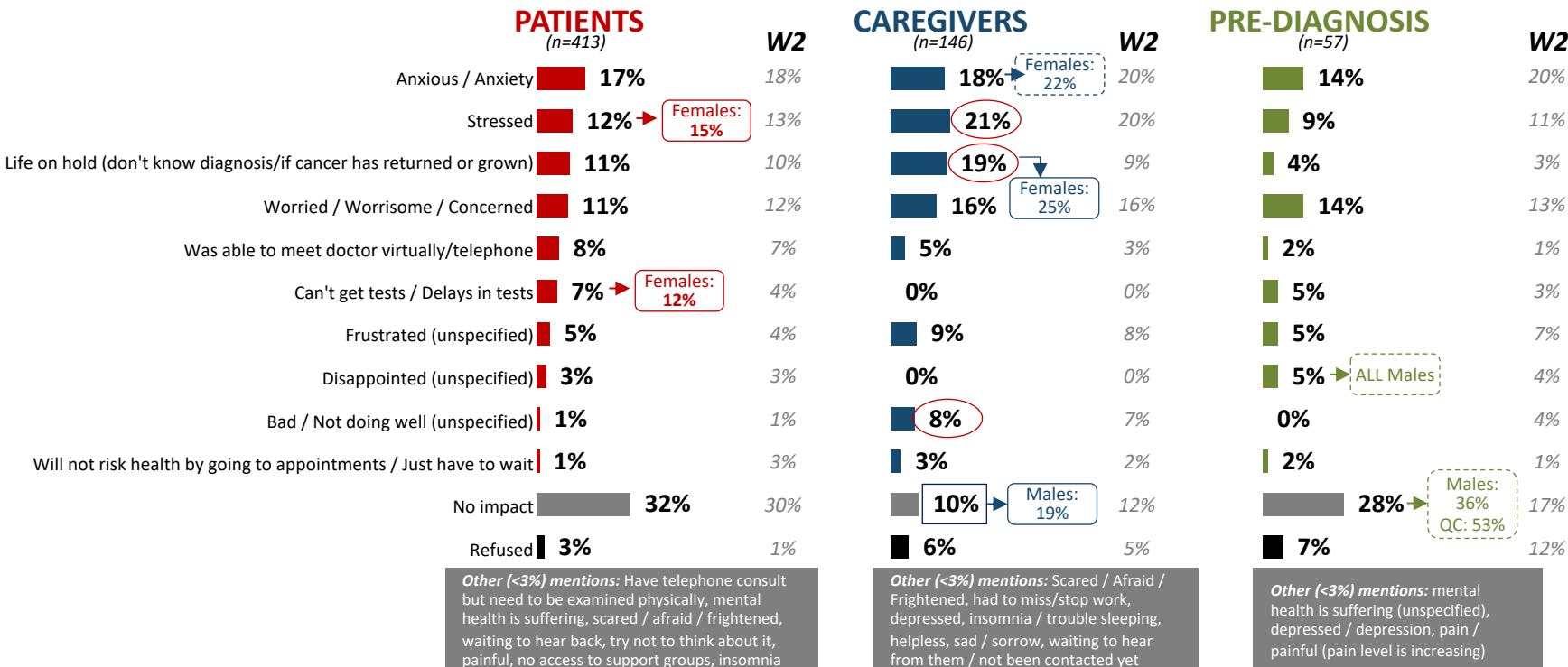


**Low base size*

Base: Pre-diagnosis patients (n=20*) 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, more so on caregivers

IMPACT OF HAVING APPOINTMENTS POSTPONED / TREATMENTS DELAYED (UNAIDED)



Base: Patients (n=413) / Caregivers (n=146) / Pre-diagnosis patients (n=57) 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

*"I am concerned that the decisions the **medical community are making about my health are based on a pandemic timeline** as opposed to a 'normal' one. I feel that these decisions may not be taking my health as seriously as they would otherwise."*

*"It makes you very nervous with the **unknown** because tests are the only thing that's going to tell you what's going on with your body. And if you can't do in person, makes it hard. **Also, doctors switching to help each other out is hard as you don't want to fall through the cracks.**"*

*"**Treatments postponed causes a delay** in the overall length of my treatments which will cause a delay on my future procedures in my cancer care (radiation)."*

*"**Added stress to mental health.** Think and worry about effects of cancer and added stress of my own and my immediate families staying healthy in covid situations."*

*"**Anxiety, stress, waiting** and **sleeplessness** were difficult to cope with in addition to the isolation due to confinement. Morally a difficult time."*

*"**This is my second diagnosis of breast cancer** with the first one being for a very aggressive cancer. Therefore, I am very concerned about this one and **each postponement or delay adds to my anxiety.**"*

*"I originally just wanted to take a little bit more time to process the fact that I might need treatment for cancer that would affect my health temporarily but now **I lost all confidence in medicine and I prefer to suffer alone at home than having to suffer in the hospital** without anyone actually caring for me. At least at home my parents actually care for me."*

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



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

In their own words

"It is very stressful caring for a loved one with cancer.** When you cannot access the experts, you are left feeling helpless. Then, when your loved one starts having unusual symptoms or side effects, you are again helpless. **I have lost weight since the pandemic, and I believe it is primarily due to the stress of this during a time when medical help and treatments have been compromised."

***"It is difficult to find time to be able to accompany or bring this family member to appointments because of work. Frequent cancellations means that we have to keep taking time off from work in order to help.** She does not have any other family and so she relies on her friends a lot. She also deals with a lot of anxiety surrounding her treatment and cancellations increase that anxiety."*


"This has made me feel very stressed** because I want my brother to get the care he needs in a timely manner to prevent further spread of the cancer. **Time is of the essence when dealing with cancer."

"Being anxious for the person you care about and seeing the extra stress it put on them. it takes a toll mentally and physically. There are a lot of what if questions... if they got in sooner would it have been as bad? would have been able to stop it sooner? The mental impact is huge."

"My hubbys newly diagnosed metastasized melanoma was at start of COVID19....no one had any idea what we were in for. As sick people came into hospital my doctor said he was at high risk of getting the virus so postponed his initial treatment for 2 months. In that time my hubbys melanoma that had spread from a mole on the back taken out 5 years ago the cancer had spread into his lung in an inoperable spot. Only way to kill the cancer was through immunotherapy. In the 2 months we waited to start the cancer spot TRIPLED in size!! He had no choice but to go into the war zone in hospital and start his treatment ASAP!! He's still with us by the grace of God I'd say.."

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



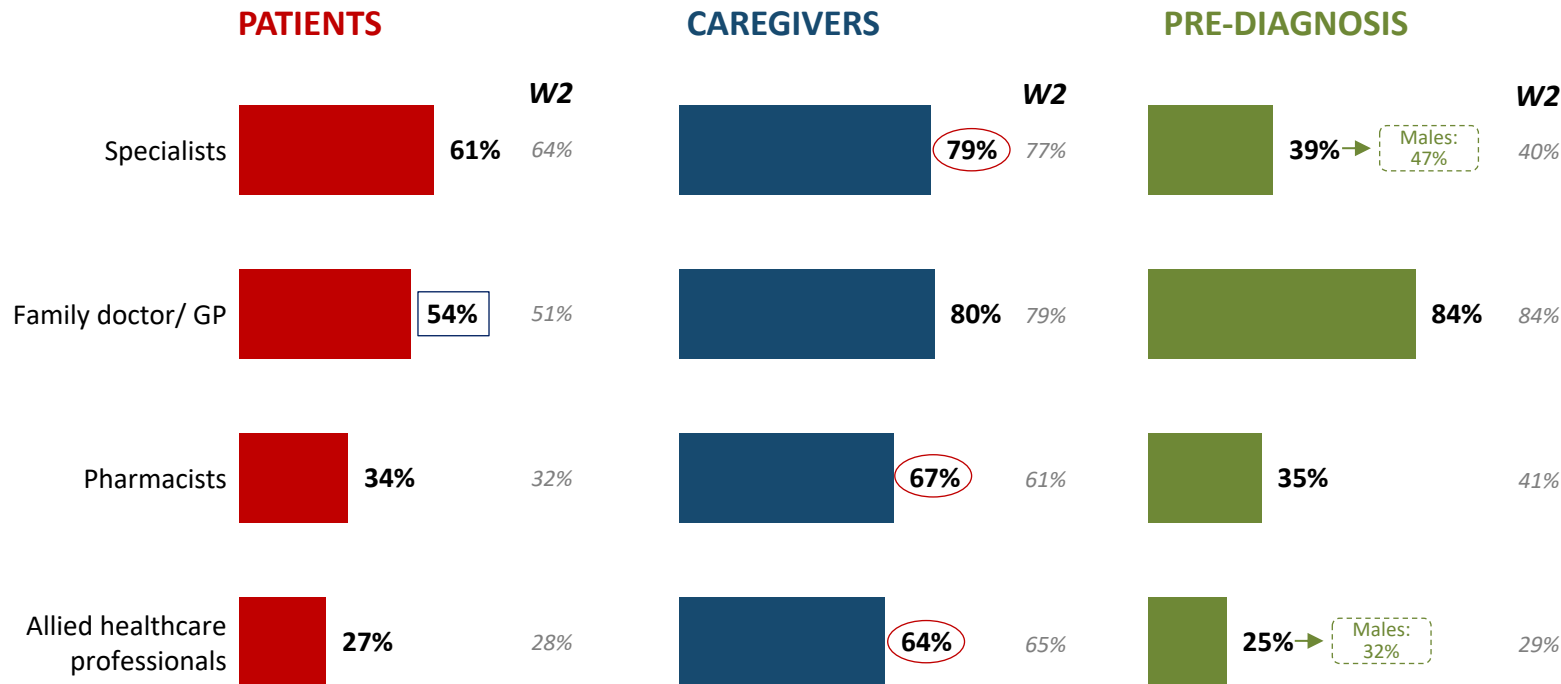
A photograph of two women smiling. The woman on the left is older, wearing a green turban and glasses, and has her hand on the shoulder of the younger woman on the right. The background is a blurred office or home setting.

DETAILED FINDINGS

Interactions with HCPs during COVID-19

No significant change since last wave in proportion who are likely to have consulted with an HCP during COVID-19.

HEALTHCARE PROVIDERS INTERACTED WITH DURING COVID-19



Base: Total patients (n=1159) / Total caregivers (n=233) / Total pre-diagnosis patients (n=110)

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*	61	66	56	61	47	60	56	63	67	54	51	63	61	66	88	90	69	38
Hematologist/ oncologist	34	37	32	35	26	33	34	37	36	31	25	29	38	46	75	58	38	18
Surgeon	29	27	30	35	23	30	21	30	27	35	22	30	36	35	40	60	30	10
Radiation Oncologist	17	15	18	17	9	13	11	22	17	16	11	16	18	31	42	36	17	7
Urologist	15	27	5	15	13	20	16	12	18	21	13	17	14	15	26	19	18	11
Family doctor/ GP	54	54	53	62	58	53	61	54	46	59	45	57	72	59	59	70	55	44
(NET) Pharmacists	34	30	38	28	39	33	21	38	33	29	25	35	46	41	73	54	36	22
Local pharmacist (community)	30	25	34	23	30	30	21	33	32	26	23	32	42	36	61	47	31	20
Hospital pharmacist	11	11	12	13	17	20	3	15	7	6	5	6	18	17	42	25	11	4
(NET) Allied healthcare professionals	27	26	28	17	25	43	34	33	23	25	18	23	38	38	71	53	28	13
Oncology nurse	22	21	22	13	17	37	28	28	18	19	15	16	29	26	66	46	21	9
Dietician/ nutritionist	7	8	6	5	5	20	10	8	5	6	4	6	13	11	12	19	5	2
Psychologist/ Psychiatrist	5	3	6	2	7	3	3	6	5	3	3	4	8	8	13	9	6	2
Oncology social worker	5	3	6	2	4	13	3	7	3	7	2	4	6	11	14	14	2	2
Base: Total patients	1159	537	621	133	150	30	61	371	346	68	456	266	125	95	85	253	435	471

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

HEALTHCARE PROVIDERS INTERACTED WITH DURING COVID-19

AMONG CAREGIVERS – in detail

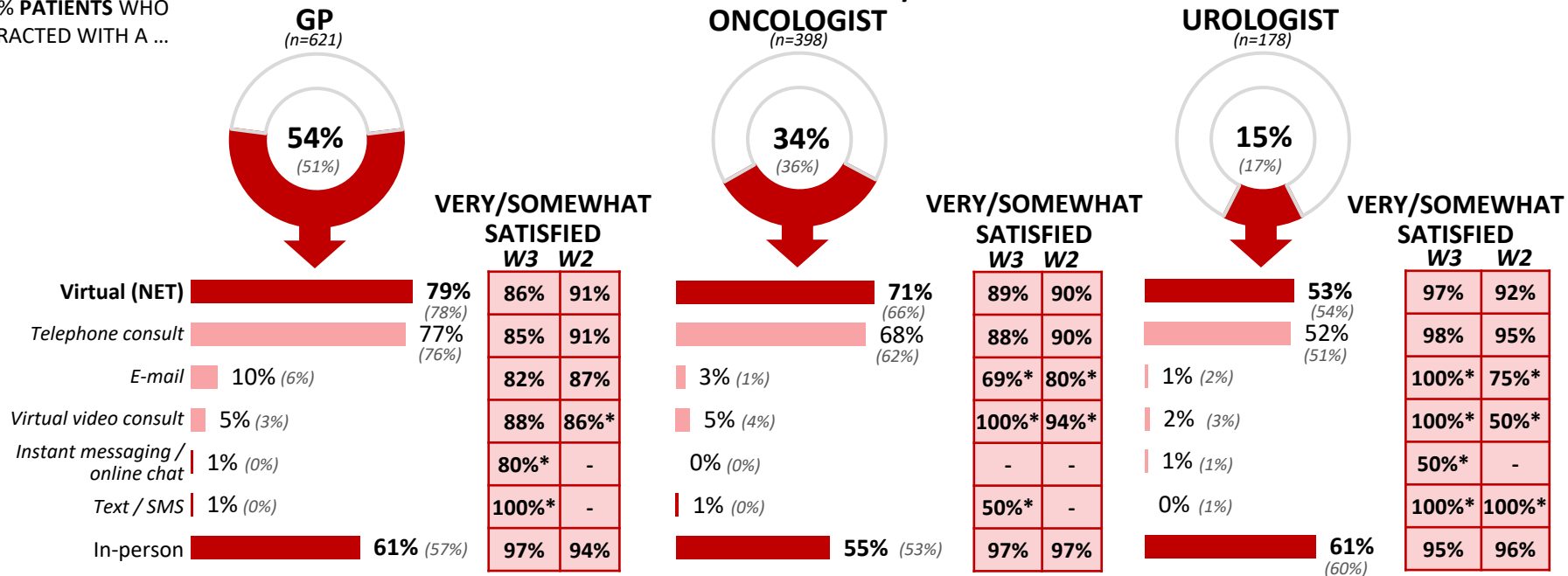
	TOTAL	GENDER		REGION							CANCER STAGE					YEARS SINCE DIAGNOSIS		
		MALE	FEMALE	BC	AB	SK	MB	ON	QC	ATL	REMISSION	STAGE 1	STAGE 2	STAGE 3	STAGE 4	<2 YRS	2-5 YRS	6+ YRS
HCPs interacted with	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Family doctor/ GP	80	72	84	81	94	73	84	75	76	90	74	63	97	88	79	87	74	72
(NET) Specialists	79	76	80	84	78	80	74	67	86	86	53	80	83	84	95	87	82	44
Hematologist/ oncologist	58	48	64	57	50	53	53	53	68	62	44	45	62	64	77	65	62	28
Surgeon	43	47	40	43	56	60	37	28	44	62	21	49	53	36	49	57	36	17
Radiation Oncologist	30	35	27	32	33	40	26	18	32	48	12	27	29	44	51	40	24	14
Urologist	20	19	21	16	28	27	5	27	16	24	21	22	24	16	13	20	20	19
(NET) Pharmacists	67	65	68	70	67	73	84	58	60	86	59	53	74	52	87	65	71	61
Local pharmacist (community)	59	59	59	62	56	53	84	52	52	81	59	47	57	44	85	58	62	56
Hospital pharmacist	29	31	28	43	50	33	21	20	21	43	9	27	34	20	46	35	30	11
(NET) Allied healthcare professionals	64	58	68	76	56	73	84	52	59	81	41	43	83	68	90	73	67	33
Oncology nurse	50	43	53	49	44	60	68	42	46	67	29	33	55	60	77	58	51	19
Psychologist/ Psychiatrist	24	22	25	24	11	27	37	22	25	24	12	20	47	12	26	24	31	8
Dietician/ nutritionist	24	24	23	32	22	27	32	23	17	19	9	22	34	16	33	20	32	14
Oncology social worker	20	22	19	22	17	27	32	17	17	24	9	18	22	12	38	25	19	8
Base: Total caregivers	233	83	149	37	18*	15*	19*	60	63	21*	34	49	58	25*	39	113	84	36

*Low base size

While **3-in5 patients** have had in-person consult, 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 ...



Base: Patients who interacted with GP (n=621) / HEMATOLOGIST/ ONCOLOGIST (n=398) / UROLOGIST (n=178) 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 W2 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			LOCATION	
		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	RURAL	URBAN
GPs	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Virtual (NET)	79	75	83	90	67	75	70	85	76	83	81	75	81	79	84	84	78	78	82	76
Telephone consult	77	74	80	87	66	69	65	82	74	83	80	69	79	79	82	81	75	76	80	73
E-mail	10	8	11	16	6	13	8	15	4	3	5	12	6	13	16	13	10	7	7	13
Virtual video consult	5	3	7	11	1	6	5	10	1	-	4	8	6	7	4	6	5	4	4	7
Instant messaging / online chat	1	-	1	1	2	-	3	1	-	-	-	1	-	-	2	2	-	-	-	1
Text / SMS	1	-	2	1	1	-	3	1	-	-	1	1	-	-	4	1	-	1	-	1
In-person	61	59	62	70	82	75	89	45	58	55	60	64	63	46	66	60	65	56	62	59
Base: Those who interacted with GPs	621	292	329	82	87	16*	37	200	159	40	205	152	90	56	50	176	240	205	323	292
HEMATOLOGISTS / ONCOLOGISTS	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Virtual (NET)	71	70	72	72	62	90	86	71	69	67	67	68	70	80	80	61	76	76	74	68
Telephone consult	68	68	68	64	56	90	76	68	69	67	66	63	68	75	75	59	73	73	71	65
E-mail	3	4	3	4	8	-	-	6	-	-	2	4	6	2	6	3	4	2	1	6
Virtual video consult	5	4	7	11	-	10	10	5	3	5	3	8	4	5	8	6	5	4	8	2
Text / SMS	1	-	1	-	3	-	-	1	-	-	-	-	-	2	2	1	-	1	-	1
In-person	55	52	59	51	62	30	38	54	62	48	52	55	60	39	72	70	52	36	53	58
Base: Those who interacted with Hem Oncs	398	198	200	47	39	10*	21*	136	124	21*	116	78	47	44	64	148	165	85	196	198
UROLOGISTS	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
In-person	61	58	76	55	74	50	100	53	58	71	57	66	41	50	73	66	62	57	57	66
Virtual (NET)	53	56	41	65	53	83	50	60	48	29	52	59	82	64	41	64	49	51	57	50
Telephone consult	52	55	41	65	53	83	50	56	48	29	50	59	82	64	41	64	47	49	55	50
E-mail	1	1	3	-	-	-	-	2	2	-	-	-	6	-	5	2	-	2	1	1
Virtual video consult	2	1	3	-	-	17	-	4	-	-	2	2	-	-	5	4	1	-	2	1
Instant messaging / online chat	1	1	3	-	-	-	-	4	-	-	-	-	-	-	5	2	-	2	1	1
Base: Those who interacted with Uros	178	144	34	20*	19*	6*	10*	45	64	14*	60	44	17*	14*	22*	47	78	53	88	88

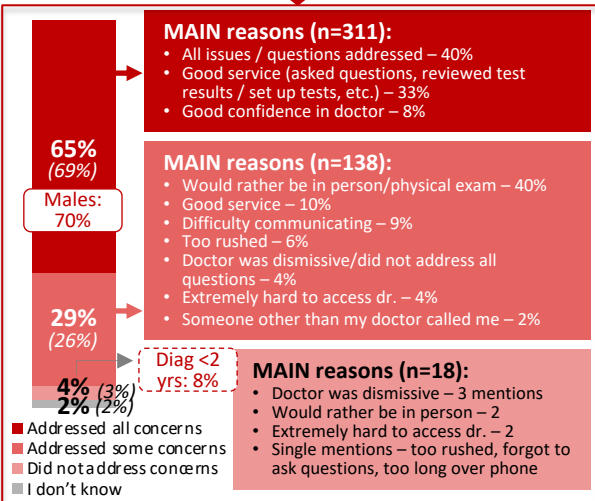
Q7a. How have you interacted with a _____ during the COVID-19 pandemic? Please select all that apply.

*Low base size

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

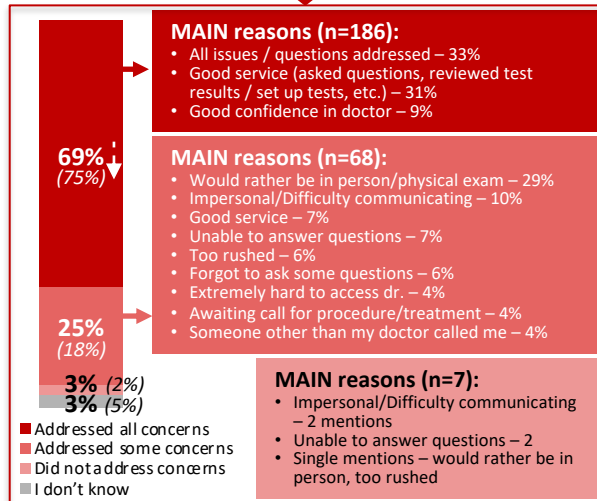
AMONG PATIENTS WHO HAD TELEPHONE CONSULT WITH THE FOLLOWING PHYSICIANS, % WHOSE CONCERNS WERE ADDRESSED

GP
% PATIENTS WHO
HAD TELEPHONE
CONSULT...
77%
(76%)
(n=477)



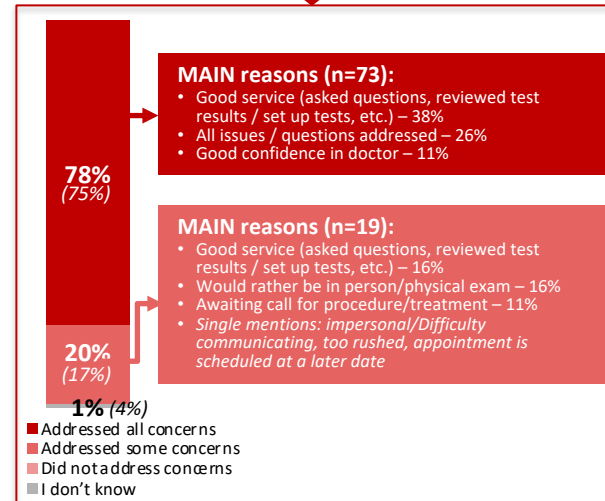
**HEMATOLOGIST /
ONCOLOGIST**

68%
(62%)
(n=270)



UROLOGIST

52%
(51%)
(n=93)



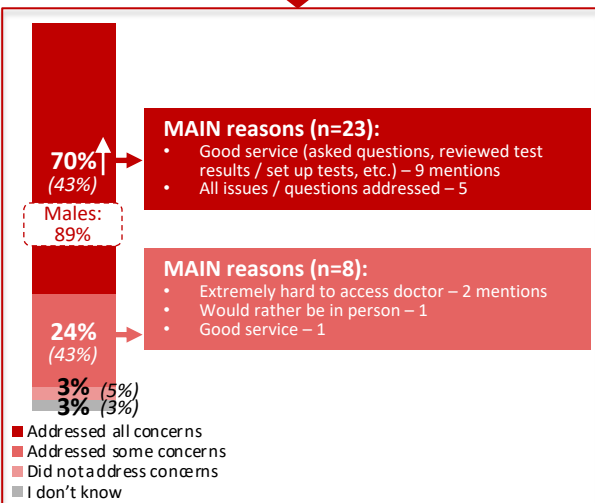
Base: Patients who had telephone consult with GP (n=477) / HEMATOLOGIST/ ONCOLOGIST (n=270) / UROLOGIST (n=93) during COVID-19

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

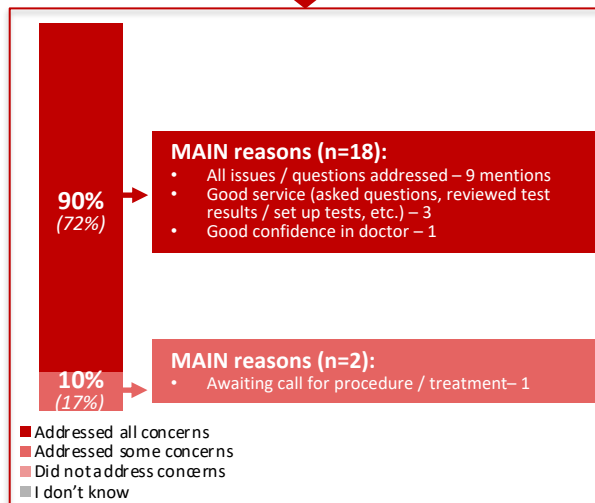
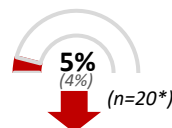
Q8d. Why do you say that?

Majority of the patients who had a video consult with a GP or Hematologist/Oncologist had all concerns addressed

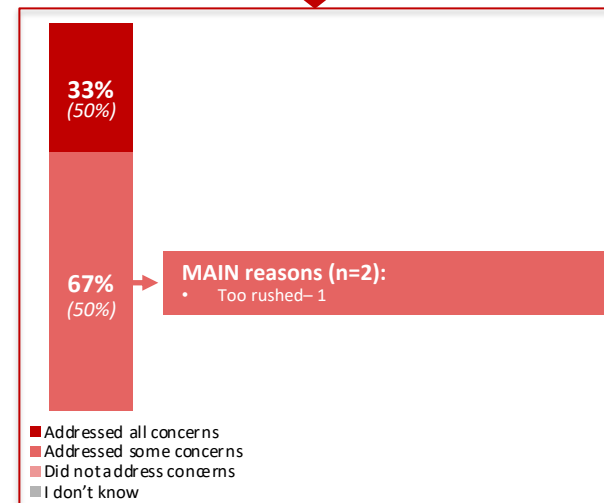
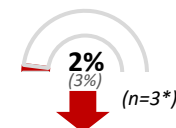
AMONG PATIENTS WHO HAD VIDEO CONSULT WITH THE FOLLOWING PHYSICIANS, % WHOSE CONCERNS WERE ADDRESSED



HEMATOLOGIST / ONCOLOGIST



UROLOGIST



Base: Patients who had video consult with GP (n=33) / HEMATOLOGIST/ ONCOLOGIST (n=20*) / UROLOGIST (n=3*) during COVID-19

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

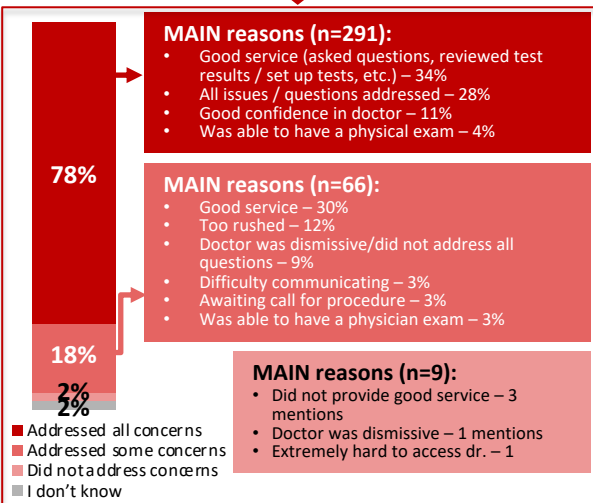
Q8f. Why do you say that?

*Low base size

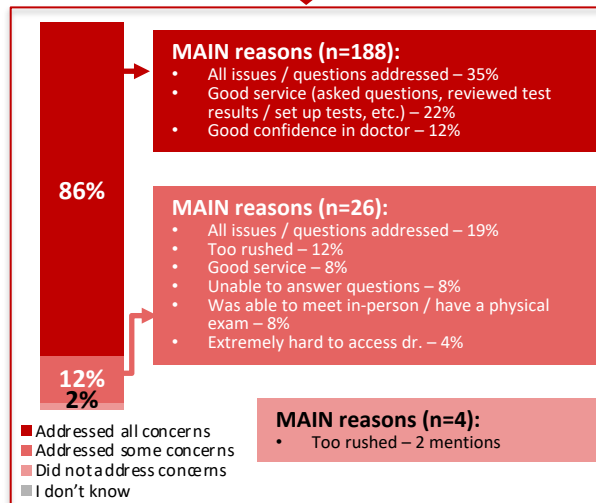
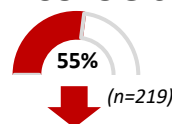
(#) represents W2 data

Most patients who had an **in-person consult** with a physician had **all** their **concerns addressed**. Many of those who **did not** have all their concerns addressed say that the appointment was **too rushed**.

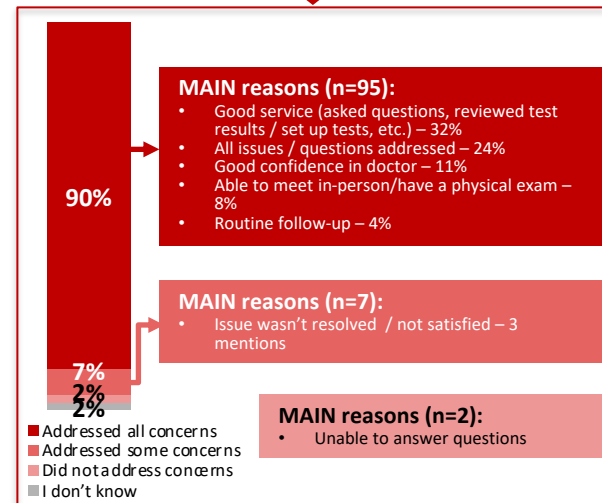
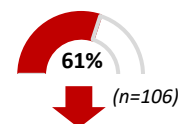
AMONG **PATIENTS** WHO HAD IN-PERSON CONSULT WITH THE FOLLOWING PHYSICIANS, % WHOSE CONCERNS WERE ADDRESSED



HEMATOLOGIST / ONCOLOGIST



UROLOGIST



Base: Patients who had telephone consult with GP (n=374) / HEMATOLOGIST/ ONCOLOGIST (n=219) / UROLOGIST (n=106) during COVID-19

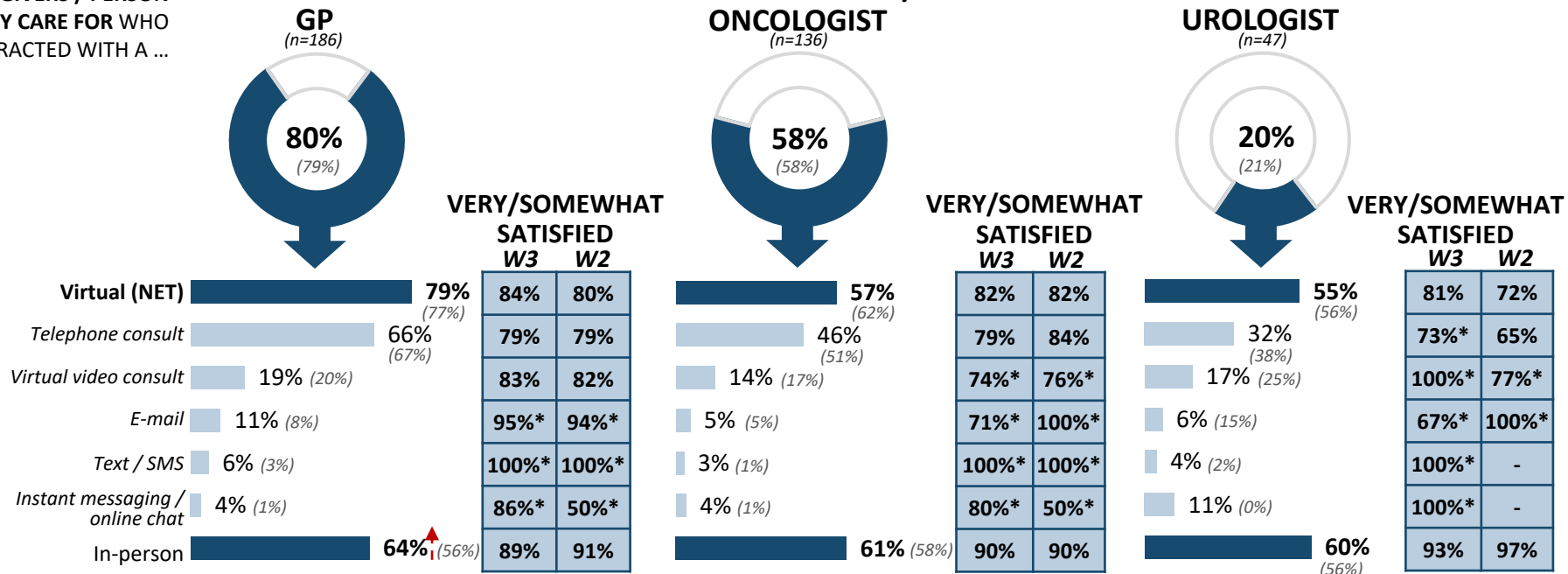
Q8g. To what extent did the in-person consult with your doctor during the COVID-19 pandemic address your concerns?

Q8h. Why do you say that?

As seen with patients, **caregivers** report that **virtual interaction**, more so **telephone** consults, was the **primary mode** of interaction with GPs; However, consults are **slightly more likely** to be **in-person** now with **Specialists**.

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

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



Base: Caregivers/person they care for who interacted with GP (n=186) / HEMATOLOGIST/ ONCOLOGIST (n=136) / UROLOGIST (n=47) 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			LOCATION	
		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	RURAL	URBAN
GPs	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Virtual (NET)	79	77	80	83	76	91	81	91	60	84	76	74	79	86	81	79	76	88	80	78
Telephone consult	66	63	67	67	65	82	63	73	50	79	64	65	54	73	81	67	55	85	70	62
Virtual video consult	19	18	20	23	12	18	31	33	6	11	20	16	29	14	10	20	18	19	16	22
E-mail	11	15	8	13	12	9	31	9	6	5	-	13	11	23	10	12	10	8	9	12
Text / SMS	6	5	7	10	24	-	19	4	-	-	4	3	13	-	6	2	13	8	-	11
Instant messaging / online chat	4	8	1	-	12	-	6	-	4	11	4	6	2	9	-	3	5	4	2	5
In-person	64	63	64	73	76	64	63	44	71	68	72	61	66	55	65	66	65	54	58	69
Base: Those who interacted with GPs	186	60	125	30	17*	11*	16*	45	48	19*	25*	31	56	22*	31	98	62	26*	81	105
HEMATOLOGISTS / ONCOLOGISTS	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
In-person	61	63	60	67	67	63	60	38	72	69	47	64	56	56	73	70	48	60	67	56
Virtual (NET)	57	48	61	71	44	63	70	78	40	38	53	50	64	63	53	51	65	60	49	64
Telephone consult	46	38	49	57	44	50	70	56	30	31	40	45	47	38	50	47	42	50	44	47
Virtual video consult	14	18	13	10	-	13	20	25	9	15	13	9	22	19	10	12	19	-	8	19
E-mail	5	5	5	10	11	-	10	6	2	-	-	5	3	6	10	5	2	20	5	5
Instant messaging / online chat	4	-	4	5	11	-	-	6	2	-	-	-	6	19	-	-	10	-	2	5
Text / SMS	3	-	3	5	11	-	-	-	5	-	-	-	6	6	3	-	6	10	-	5
Base: Those who interacted with Hem Oncs	136	40	95	21*	9*	8*	10*	32	43	13*	15*	22*	36	16*	30	74	52	10*	63	73
UROLOGISTS	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
In-person	60	69	55	67	80	75	100	25	100	40	71	73	50	25	60	70	41	71	59	60
Virtual (NET)	55	38	65	67	40	50	-	75	30	60	29	45	64	75	80	39	82	43	55	56
Telephone consult	32	19	39	50	-	50	-	31	30	40	29	36	21	25	60	35	35	14	41	24
Virtual video consult	17	19	16	17	20	-	-	25	10	20	-	9	36	25	-	9	29	14	14	20
Instant messaging / online chat	11	-	16	17	40	-	-	13	-	-	-	-	29	-	20	-	24	14	-	20
E-mail	6	6	6	17	-	-	-	13	-	-	-	-	7	50	-	-	18	-	5	8
Base: Those who interacted with Uros	47	16*	31	6*	5*	4*	1*	16*	10*	5*	7*	11*	14*	4*	5*	23*	17*	7*	22*	25*

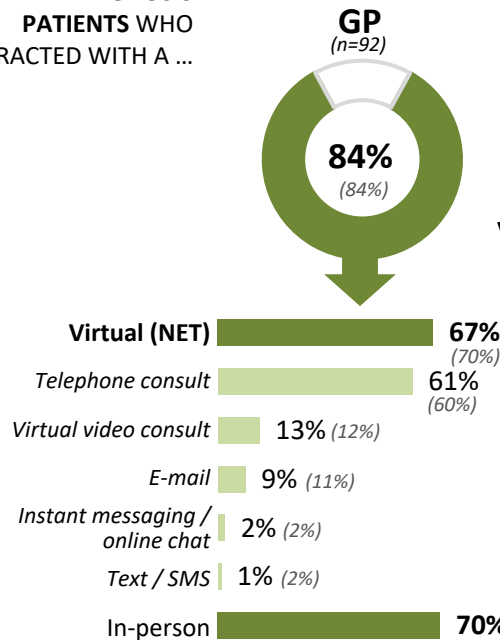
Q7b. How have you or the person you care for interacted with a _____ during the COVID-19 pandemic? Please select all that apply.

*Low base size

Those **pre-diagnosed** with cancer now report **in-person** consult as **primary mode** of consult, especially with **Hematologists/Oncologists**. A good proportion continue to have **virtual consult**, more so with **GPs**.

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

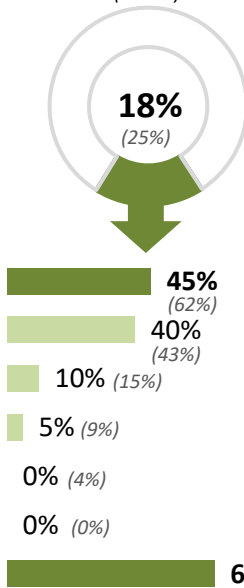
% PRE-DIAGNOSIS
PATIENTS WHO
INTERACTED WITH A ...



VERY/SOMEWHAT
SATISFIED

	W3	W2
Virtual (NET)	81%	77%
Telephone consult	80%	74%
Virtual video consult	75%*	80%
E-mail	88%*	89%*
Instant messaging / online chat	100%*	75%*
Text / SMS	100%*	50%*
In-person	92%	84%

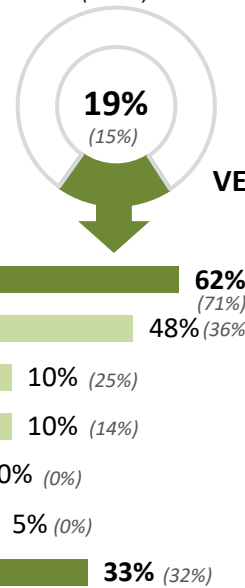
**HEMATOLOGIST /
ONCOLOGIST**
(n=20*)



VERY/SOMEWHAT
SATISFIED

	W3	W2
Virtual (NET)	89%	83%
Telephone consult	88%*	70%
Virtual video consult	100%*	100%*
E-mail	100%*	100%*
Instant messaging / online chat	-	100%*
Text / SMS	-	-
In-person	92%*	73%

UROLOGIST
(n=21*)



VERY/SOMEWHAT
SATISFIED

	W3*	W2*
Virtual (NET)	69%	75%
Telephone consult	60%	70%
Virtual video consult	100%	86%
E-mail	100%	75%
Instant messaging / online chat	-	-
Text / SMS	100%	-
In-person	71%	67%

Base: Pre-diagnosis patients who interacted with GP (n=92) / HEMATOLOGIST/ ONCOLOGIST (n=20*) / UROLOGIST (n=21*) during COVID-19

Q7c. 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?

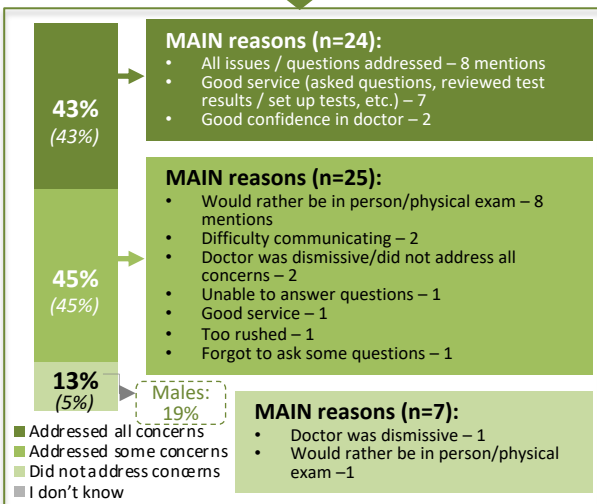
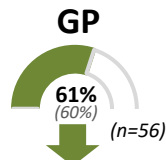
*Low base size

(#) represents W2 data

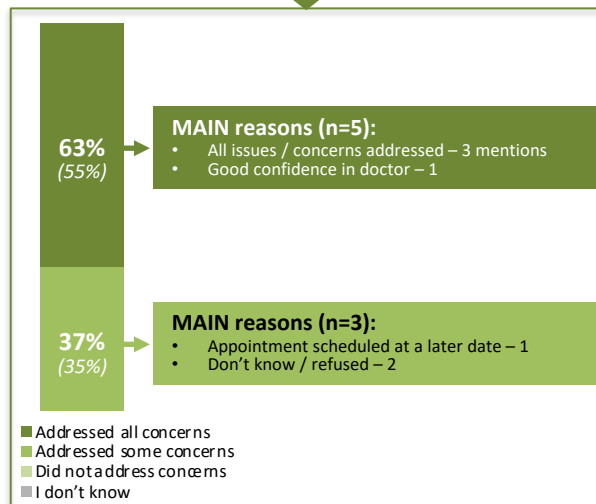
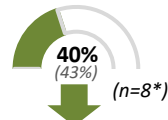
Just over half of the pre-diagnosis patients who had telephone consult with a GP had some or none of their concerns addressed, mainly because would they prefer an in-person consult

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

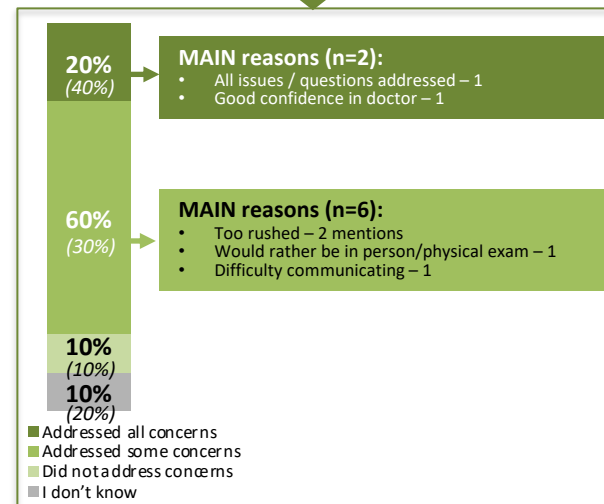
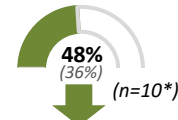
% PRE-DIAGNOSIS
PATIENTS WHO
HAD TELEPHONE
CONSULT...



**HEMATOLOGIST /
ONCOLOGIST**



UROLOGIST



Base: Pre-diagnosis patients who had telephone consult with GP (n=56) / HEMATOLOGIST/ ONCOLOGIST (n=8*) / UROLOGIST (n=10*) during COVID-19

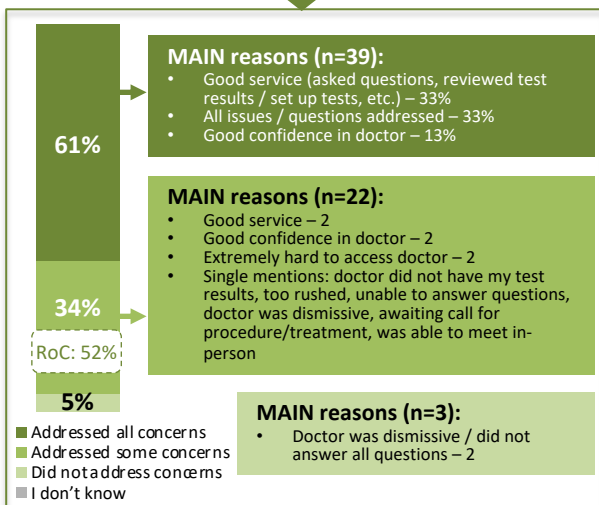
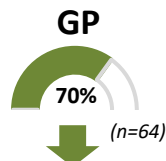
Q8c. To what extent did the telephone consult with your doctor during the COVID-19 pandemic address your concerns?

Q8d. Why do you say that?

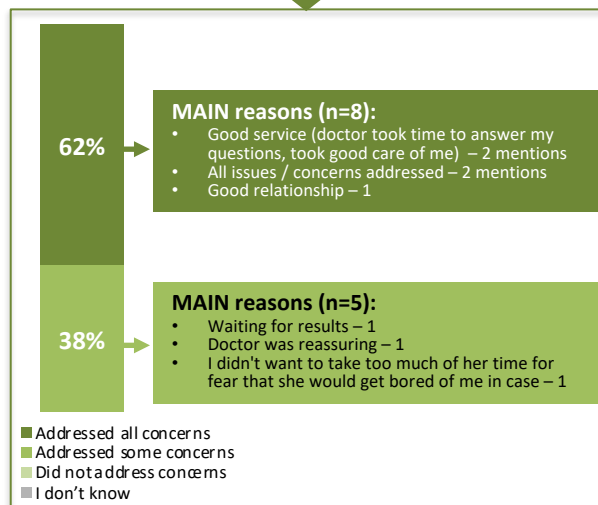
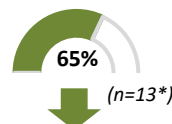
2-in-5 of the pre-diagnosis patients who had an in-person consult with a GP or a Hematologists/Oncologists did not have all of their concerns addressed

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

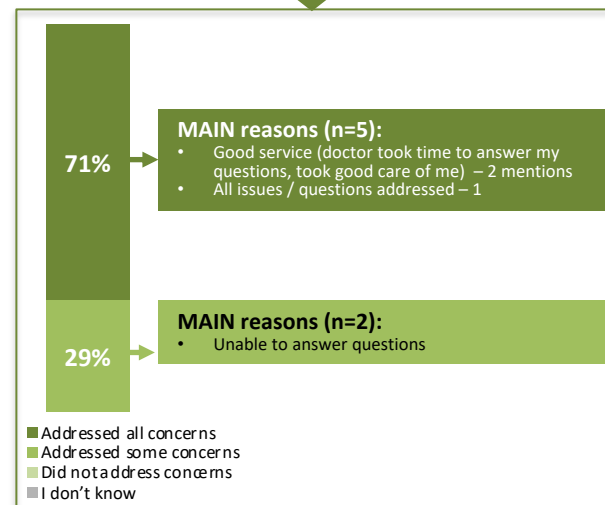
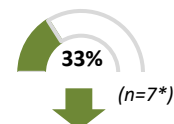
% PRE-DIAGNOSIS PATIENTS WHO HAD IN-PERSON CONSULT...



HEMATOLOGIST / ONCOLOGIST



UROLOGIST



Base: Pre-diagnosis patients who had telephone consult with GP (n=64) / HEMATOLOGIST/ ONCOLOGIST (n=13*) / UROLOGIST (n=7*) during COVID-19

Q8g. To what extent did the in-person consult with your doctor during the COVID-19 pandemic address your concerns?

Q8h. Why do you say that?

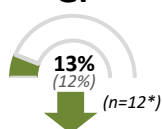
*Low base size

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



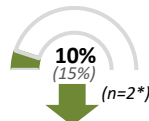
Of the 12 pre-diagnosis, 5 had all concerns addressed, mainly because

- Good service
- All issues / questions were addresses
- Routine follow-up

Of the 12 pre-diagnosis, 7 had some concerns addressed, mainly because

- Good service
- Too rushed

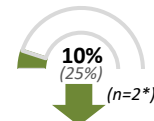
**HEMATOLOGIST /
ONCOLOGIST**



Of the 2 pre-diagnosis, both had some concerns addressed, mainly because

- Too rushed

UROLOGIST



Of the 2 pre-diagnosis, 1 had all concerns addressed, mainly because

- Good service

Base: Pre-diagnosis patients who had video consult with GP (n=12*) / HEMATOLOGIST/ ONCOLOGIST (n=2*) / UROLOGIST (n=2*) 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

(#) represents W2 data

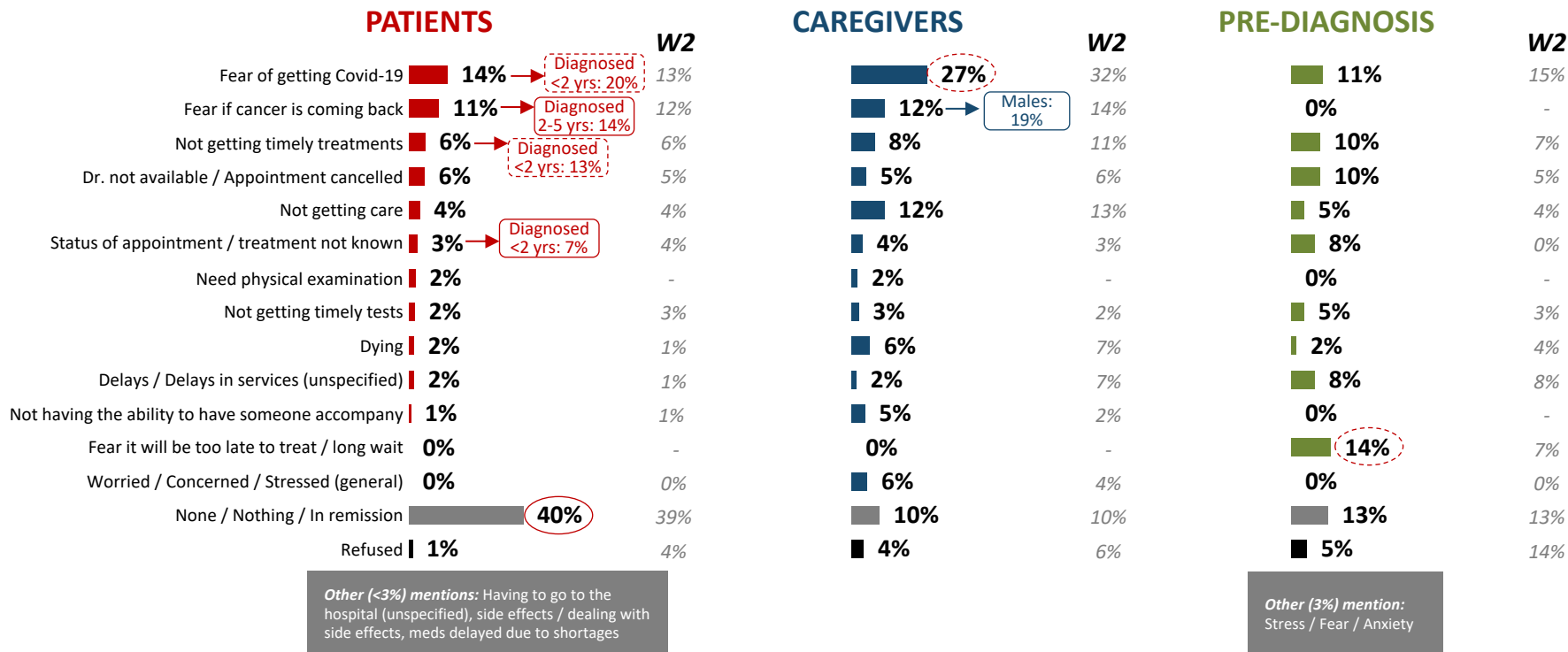
A photograph of two women smiling. The woman on the left is older, wearing a green turban and glasses, and has her hand on the shoulder of the younger woman on the right. The background is a blurred indoor setting.

DETAILED FINDINGS

Fears and concerns & impact on various aspects of life

Fear of contracting COVID-19 and fear of relapse remain top concerns for all during the pandemic. Caregivers are somewhat also concerned about the person they care for not getting care or timely treatments.

CONCERNS / FEARS DURING COVID-19 (UNAIDED)



Base: Total patients (n=1159) / Total caregivers (n=233) / Total pre-diagnosis patients (n=110)

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 **PATIENTS** during COVID-19... *In their own words*

“Experiencing recurring or new symptoms would be my greatest concerns. I am not sure I would get the care I need during COVID and I’ve heard some patients have passed the point of surviving cancer due to postponements in surgery due to COVID. That’s totally unacceptable.”

“Due to a compromised immune system because of my cancer treatments, if I got covid I would most likely not survive. Therefore, any time spent in hospital though vital to my cancer treatments was always frightening.”

“That of being contaminated by the virus because of my low immune system, coupled with the fact that even though I received my 2 doses of the Pfizer vaccine, my oncologist told me that we did not yet know if the vaccine was effective in people with lymphoma.”

“That if there was a recurrence of the cancer, I would not be able to receive the necessary care. And also, not being able to physically meet my specialist.”

“That the cancer will come back and won't be caught early. That I could catch the virus at the hospital and that I could die because of a compromised immune system. That I will have to live with the side-effects of the treatment for the rest of my life.”



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*

"I worry that I am going to catch covid and pass it onto him. I worry that I won't have enough money to support myself if the cancer returns, I worry that I won't have him for much longer, every day I absorb the love and companionship we have and wish him a long life. I worry about having to re-live this nightmare over again in a hospital setting with covid. I worry about my future, and I worry about his future."

"That anyone helping her would have come into contact with a family member or friend that had covid. Including myself. I was very afraid to spread it to her or get it from her because of a hospital visit."

"Fear of the future or not being able to give the care as things progress and get worse. Emotional stress and anxiety is a struggle and worried about the damage it is doing to my own health mentally and physically."

"Someone with cancer has a lower immune system then if they weren't sick with cancer so with the COVID-19 pandemic its stressful thinking that they may have a stronger chance of getting the virus but **must take proper precautions in order to keep yourself and your loved one safe from the virus.**"

"Ongoing access to care, risk of contracting COVID while in health care settings. Unable to support during investigative procedures when unable to accompany. Unable to hear the physician's discussion when unable to attend appointments or clarify for the ill person."

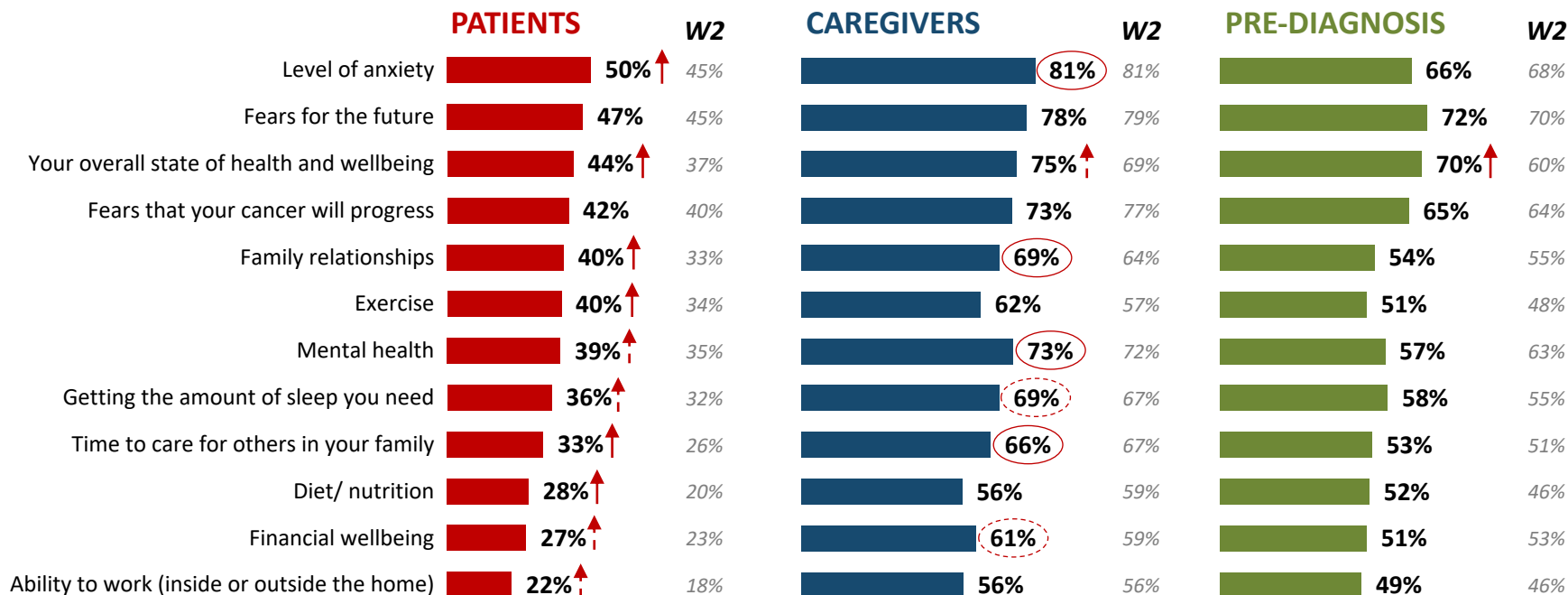
Q9. *Thinking about your cancer care experience / of the person you care for during COVID-19 / your experience during COVID-19, as you wait for a possible cancer diagnosis, please describe in your own words what your greatest concern or fear has been during this time.*



COVID-19 continues to affect most aspects of everyone's life, causing fears for the future & increased level of anxiety. Patients report being more affected than during the last wave.

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=1159) / Total caregivers (n=233) / Total pre-diagnosis patients (n=110)

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	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Level of anxiety	50	43	55	46	51	50	48	55	48	38	39	56	66	66	59	67	50	40
Fears for the future	47	41	52	43	46	47	41	52	46	41	37	50	62	61	59	62	48	38
Your overall state of health and wellbeing	44	36	50	47	45	40	48	47	40	35	34	44	58	61	61	62	44	34
Fears that your cancer will progress	42	38	45	42	33	40	39	48	42	32	29	48	59	52	60	64	45	28
Family relationships	40	36	44	40	41	33	44	44	39	29	34	42	53	53	55	49	40	36
Exercise	40	35	43	41	39	30	36	48	35	25	30	38	58	54	55	53	39	33
Mental health	39	31	46	41	40	40	43	46	32	34	32	42	53	52	45	52	38	34
Getting the amount of sleep you need	36	27	44	34	37	33	34	42	33	25	26	39	57	46	45	50	36	29
Time to care for others in your family	33	29	37	32	31	30	38	33	36	25	27	35	46	41	46	48	32	27
Diet/ nutrition	28	23	33	29	29	13	28	35	23	28	21	32	36	35	42	39	27	24
Financial wellbeing	27	22	32	24	31	27	26	31	23	25	22	27	42	35	38	35	28	22
Ability to work (inside or outside the home)	22	20	25	23	24	20	18	28	18	13	19	22	31	29	36	36	21	16
Base: Total patients	1159	537	621	133	150	30	61	371	346	68	456	266	125	95	85	253	435	471

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	REMI-SSION	STAGE 1	STAGE 2	STAGE 3	STAGE 4	<2 YRS	2-5 YRS	6+ YRS
SIGNIFICANT / SOME EFFECT	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Level of anxiety	81	76	84	81	78	80	74	82	84	81	74	67	93	88	77	85	76	81
Fears for the future	78	72	82	76	78	87	74	80	78	76	74	67	83	88	79	82	71	81
Your overall state of health and wellbeing	75	64	81	86	56	67	68	75	75	81	71	59	90	76	72	78	70	75
Mental health	73	61	80	81	67	53	63	78	73	76	71	55	84	80	74	75	71	72
Fears that their cancer will progress	73	67	76	76	61	80	68	75	73	71	53	65	83	80	79	81	73	50
Getting the amount of sleep you need	69	53	78	70	67	47	79	70	68	71	71	49	79	64	69	70	68	67
Family relationships	69	66	70	78	61	80	63	70	59	81	62	61	72	80	69	67	68	75
Time to care for others in your family	66	60	68	78	56	73	74	67	57	62	59	53	79	72	67	66	68	58
Exercise	62	60	64	70	67	60	58	63	57	62	53	53	76	60	64	65	58	61
Financial wellbeing	61	55	64	70	67	60	47	67	48	71	44	47	74	72	64	64	60	53
Ability to work (inside or outside the home)	56	52	59	57	56	60	53	57	54	62	38	49	71	68	51	60	54	50
Diet/ nutrition	56	52	58	68	44	40	47	65	48	62	53	47	72	52	51	58	55	50
Base: Total caregivers	233	83	149	37	18*	15*	19*	60	63	21*	34	49	58	25*	39	113	84	36

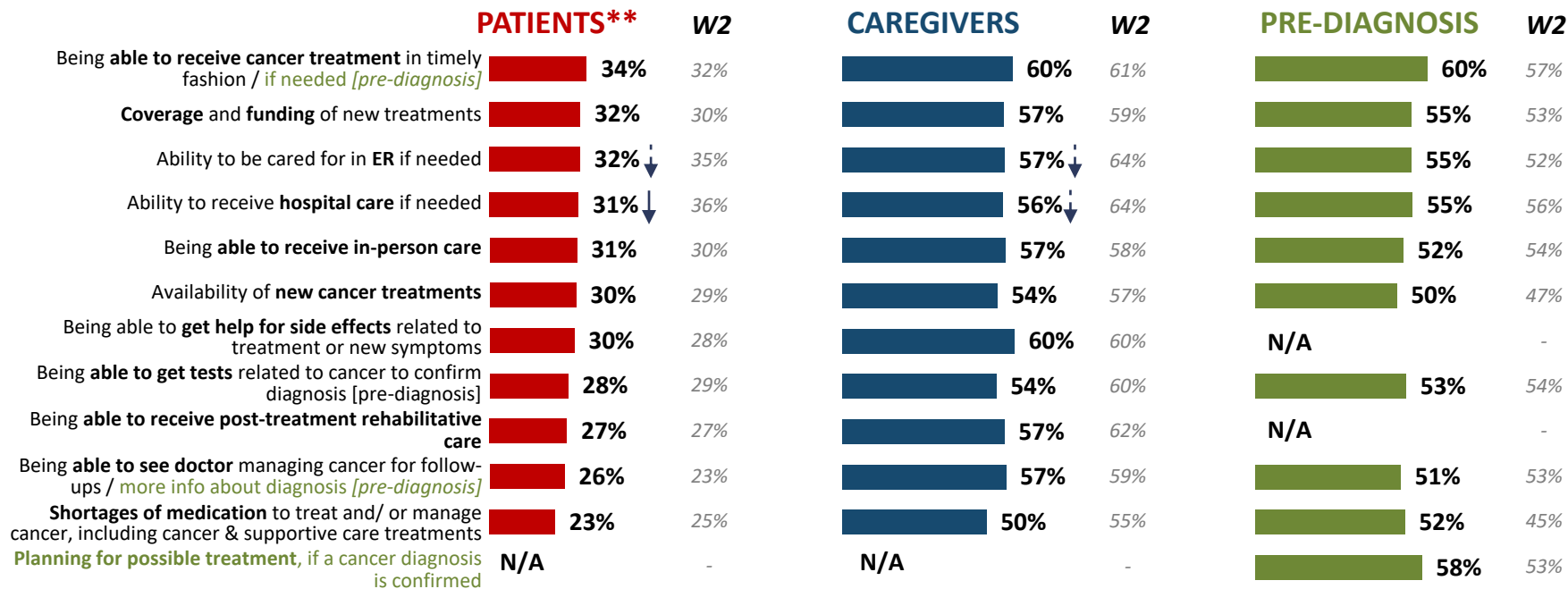
Q10. We would like to understand how the COVID-19 crisis has impacted you personally as caregiver. Please indicate the extent to which the crisis has affected the following aspects of your life....

*Low base size

All **continue** to remain **fairly concerned about receiving adequate health care**, even after COVID-19 restrictions are lifted. Patients are **less likely to be concerned overall than others**.

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=1159) / Total caregivers (n=233) / Total pre-diagnosis patients (n=110)

Q11. Once all 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	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Being able to receive cancer treatment in timely fashion	34	29	39	33	34	24	39	43	25	33	30	39	36	36	30	36	33	34
Coverage and funding of new treatments	32	28	35	32	38	23	33	41	19	29	27	32	34	34	36	36	29	31
Ability to be cared for in ER if needed	32	30	33	30	31	33	57	38	22	32	27	38	32	35	31	36	31	30
Ability to receive hospital care if needed	31	28	34	34	29	33	54	37	22	29	27	35	41	30	28	38	29	29
Being able to receive in-person care	31	27	34	31	30	28	50	38	22	21	26	33	39	32	28	34	28	31
Availability of new cancer treatments	30	25	35	29	37	26	26	39	19	33	24	32	36	38	30	35	28	30
Being able to get help for side effects related to treatment or new symptoms	30	25	34	26	32	33	34	37	20	29	25	34	33	36	29	34	26	30
Being able to get tests related to cancer to confirm diagnosis [pre-diagnosis]	28	22	33	28	27	23	40	35	17	29	23	34	31	23	27	31	26	27
Being able to receive post-treatment rehabilitative care	27	21	33	26	27	35	35	34	17	25	25	32	29	25	25	28	26	27
Being able to see doctor managing cancer for follow-ups	26	21	31	25	25	22	37	33	19	26	23	28	30	29	24	30	26	23
Shortages of medication to treat and/ or manage cancer, including cancer & supportive care treatments	23	18	28	18	23	22	26	30	16	28	20	27	25	21	25	23	20	26
Base: Patients to whom applicable	1159	537	621	133	150	30	61	371	346	68	456	266	125	95	85	253	435	471

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

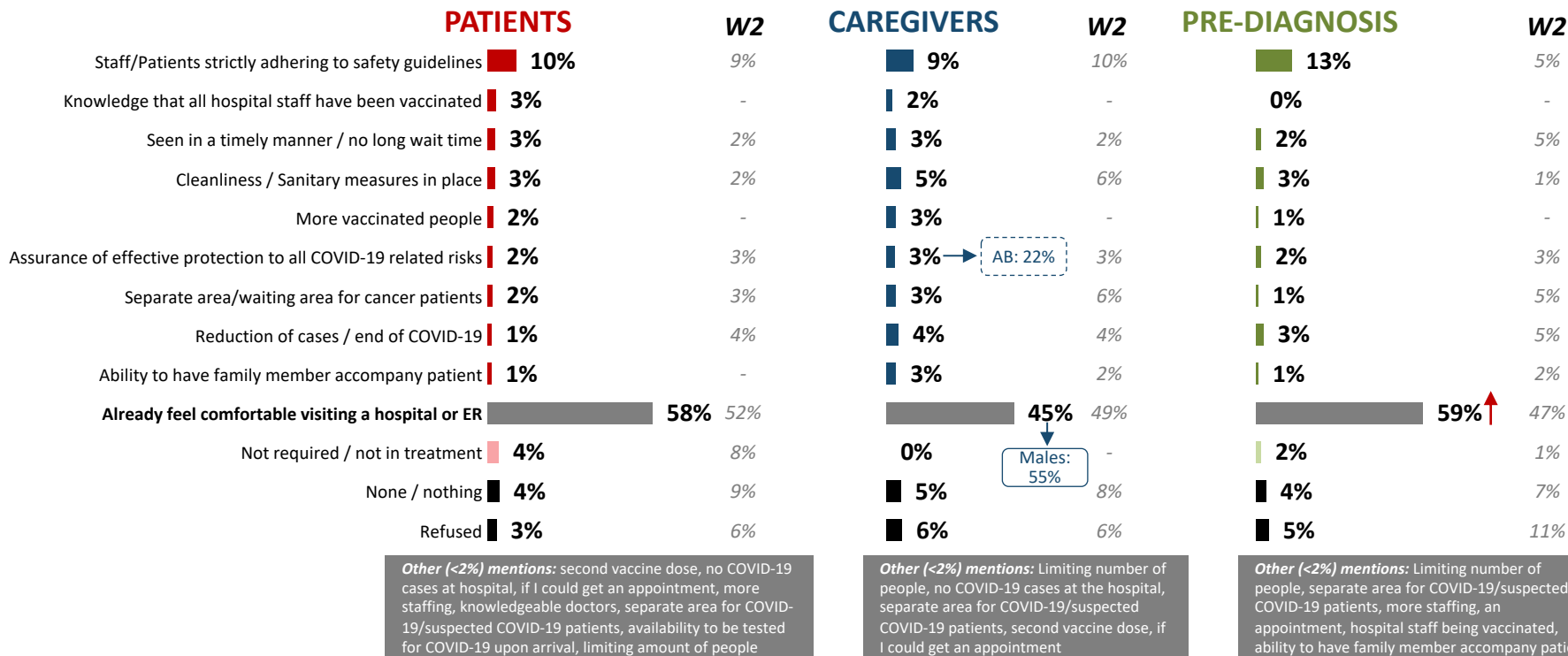
	TOTAL	GENDER		REGION							CANCER STAGE					LOCATION	
		MALE	FEMALE	BC	AB	SK	MB	ON	QC	ATL	REMI-SSION	STAGE 1	STAGE 2	STAGE 3	STAGE 4	RURAL	URBAN
VERY / SOMEWHAT CONCERNED	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Being able to get help for side effects related to treatment or new symptoms	60	59	61	59	76	67	58	69	50	52	57	55	69	63	56	53	66
Being able to receive cancer treatment in timely fashion	60	59	60	66	75	67	53	67	45	57	52	55	70	61	59	53	65
Being able to see doctor managing cancer for follow-ups	57	56	58	57	69	57	61	70	41	57	48	50	71	68	54	53	61
Being able to receive in-person care	57	61	56	61	65	73	56	71	36	57	44	59	72	63	47	53	61
Ability to be cared for in ER if needed	57	65	52	63	76	67	63	62	38	57	50	61	67	58	56	50	63
Being able to receive post-treatment rehabilitative care	57	59	56	62	81	58	53	67	37	50	43	64	65	48	58	53	60
Coverage and funding of new treatments	57	57	57	66	76	57	53	56	44	62	46	58	69	58	50	51	62
Ability to receive hospital care if needed	56	57	56	60	71	67	61	66	37	57	50	56	66	63	56	52	60
Availability of new cancer treatments	54	53	55	60	65	69	69	60	39	43	44	49	65	67	51	48	60
Being able to get tests related to cancer	54	54	54	57	69	60	59	62	38	52	46	53	64	63	51	49	58
Shortages of medication to treat and/ or manage cancer, including cancer & supportive care treatments	50	55	48	51	65	57	39	52	49	43	50	44	59	58	51	43	57
Base: Caregivers to whom applicable	233	83	149	37	18*	15*	19*	60	63	21	34	49	58	25	39	109	124

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

*Low base size

3-in-5 patients and those awaiting diagnosis and nearly half of caregivers say they feel comfortable visiting a hospital or ER during COVID-19 for cancer care.

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



Base: Total patients (n=1159) / Total caregivers (n=233) / Total pre-diagnosis patients (n=110)

Q11b. What would make you / the family member / person you care for 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

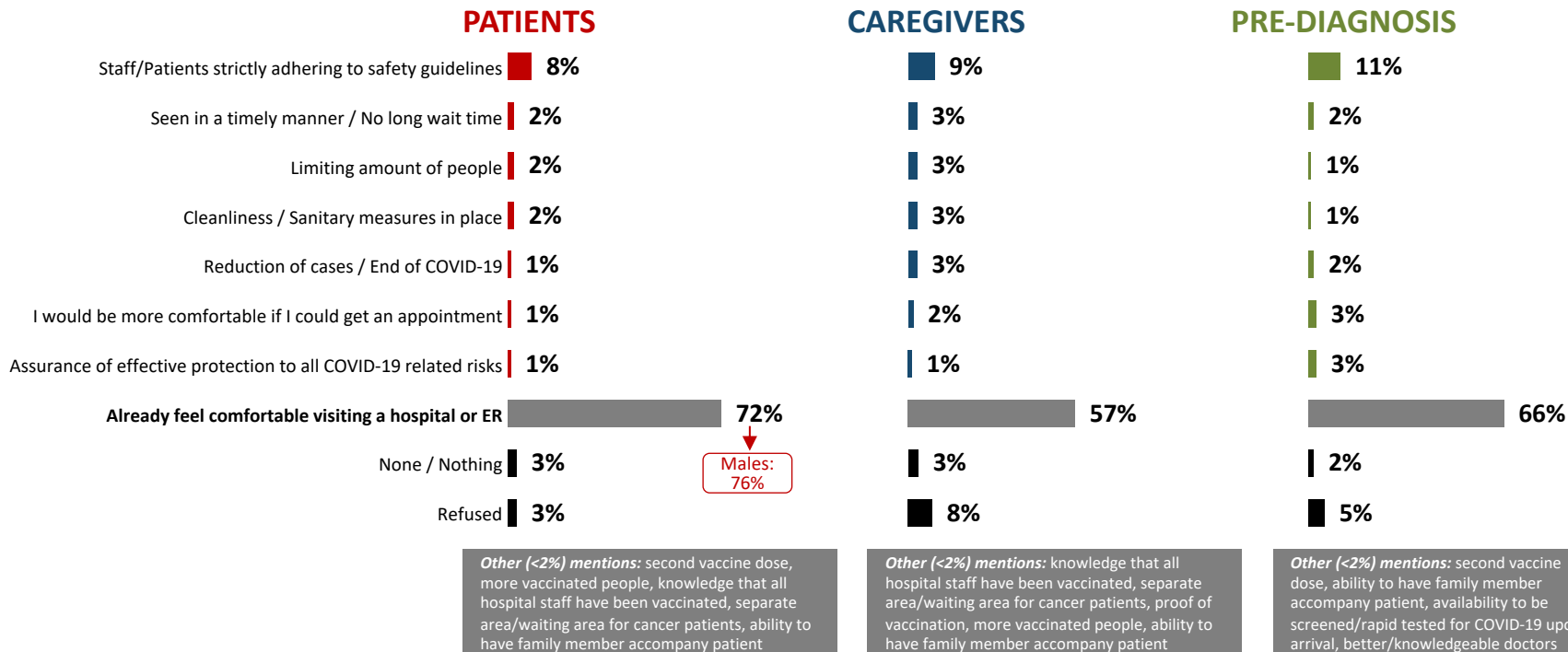
	TOTAL	GENDER		REGION							CANCER STAGE					YEARS SINCE DIAGNOSIS		
		MALE	FEMALE	BC	AB	SK	MB	ON	QC	ATL	REMISSION	STAGE 1	STAGE 2	STAGE 3	STAGE 4	<2 YRS	2-5 YRS	6+ YRS
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Staff/Patients strictly adhering to safety guidelines	10	9	11	13	13	17	11	12	4	16	9	9	18	11	11	11	9	10
Knowledge that all hospital staff have been vaccinated	3	3	3	2	1	3	5	2	5	-	3	5	2	1	4	3	4	2
Seen in a timely manner / no long wait time	3	2	3	4	1	-	2	3	3	6	2	4	1	5	5	5	2	2
Cleanliness / Sanitary measures in place	3	2	3	7	2	3	3	2	1	4	2	3	6	1	2	2	2	4
Limiting amount of people	2	1	3	2	1	-	-	4	2	3	1	3	4	3	1	2	3	2
Second vaccine dose	2	2	1	-	1	-	2	4	2	-	2	2	3	1	1	2	3	1
More vaccinated people	2	2	1	-	3	3	3	3	1	-	2	2	3	4	-	2	2	1
Assurance that I will be fully and effectively protected to all COVID-19 related risks	2	1	2	2	2	-	-	2	3	-	1	3	4	-	1	1	1	3
Separate area/waiting area for cancer patients	2	1	2	2	2	3	5	2	1	1	1	3	2	-	2	2	2	1
Already feel comfortable visiting a hospital or ER	58	64	54	59	58	70	46	55	63	57	60	57	48	69	59	59	58	58
Not required / not in treatment	4	3	5	5	4	3	5	2	5	4	5	4	2	1	-	2	3	6
None / nothing	4	4	5	4	4	-	3	5	4	4	6	4	4	-	5	5	5	4
Refused	3	3	4	3	4	7	10	3	2	4	3	3	3	2	2	3	3	4
Base: Total patients	1159	537	621	133	150	30	61	371	346	68	456	266	125	95	85	253	435	471

NOTE: Mentions <2% are not shown here

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

Majority say they feel comfortable visiting a hospital or ER during COVID-19 for health care needs in general

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



Base: Total patients (n=1159) / Total caregivers (n=233) / Total pre-diagnosis patients (n=110)

Q11c. And what would make you / the family member / person you care for feel comfortable visiting a hospital or an emergency room at a hospital for health care needs outside of cancer care during the COVID-19 pandemic?

*Question added this wave – no trending available

A photograph of two women. On the left, an older woman with a green turban and brown-rimmed glasses smiles warmly at the camera. On the right, a younger woman with long brown hair, wearing a blue and white plaid shirt under a tan jacket, smiles and places her right hand on the older woman's shoulder. The background is a soft-focus indoor setting with a clock and some framed pictures on the wall.

Leger

 **CANADIAN CANCER
SURVIVOR NETWORK**

COVID-19 VACCINATION

High vaccination rate among those surveyed, with 9-in-10 having received a COVID-19 vaccine shot or intending to receive it

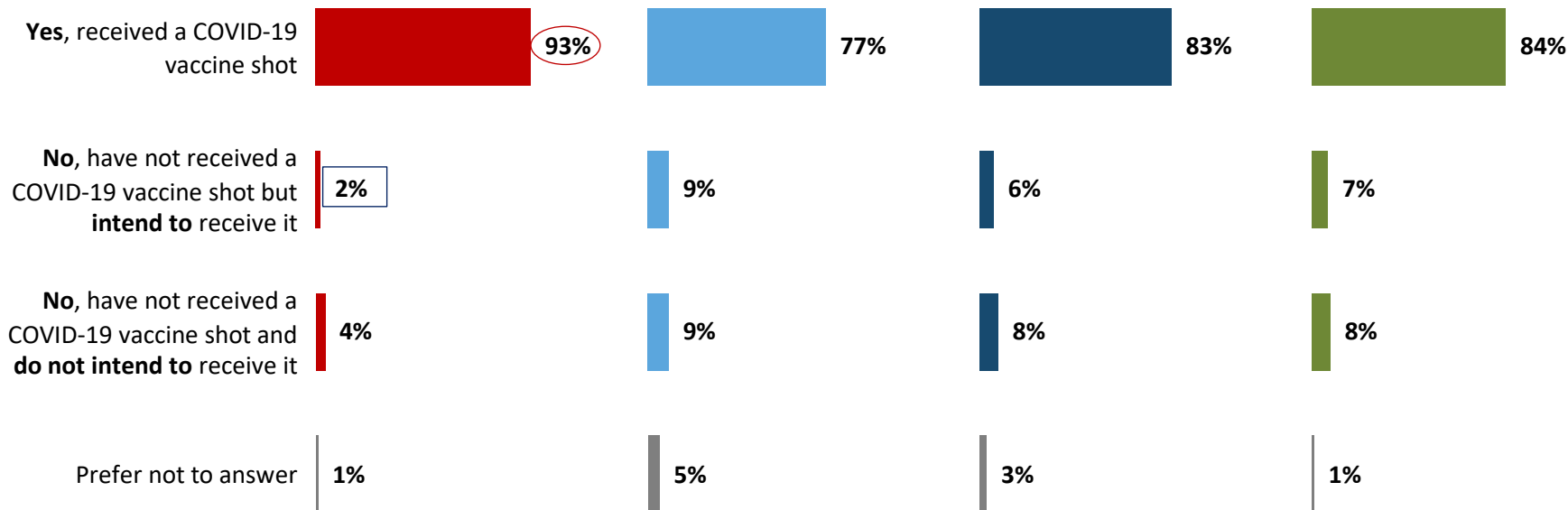
% WHO HAVE RECEIVED COVID-19 VACCINE

PATIENTS

PERSON CAREGIVERS ARE TAKING CARE OF

CAREGIVERS

PRE-DIAGNOSIS



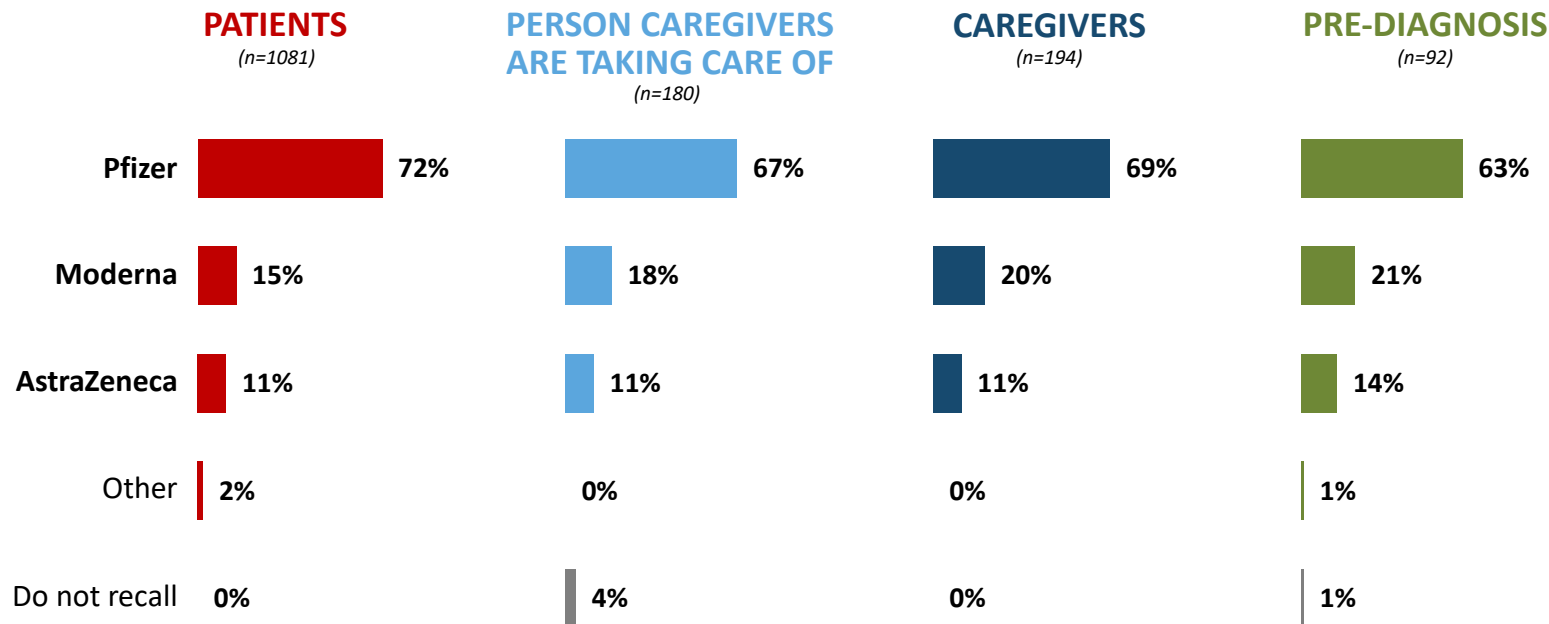
Base: Total patients (n=1159) / Total caregivers (n=233) / Total pre-diagnosis patients (n=110)

Q16. Have you, or the family member / person you care for, received a COVID-19 vaccine shot?

*Question added this wave – no trending available

Majority report having received Pfizer's COVID-19 vaccine

COVID-19 VACCINE RECEIVED



Other mentions (unaided): AstraZeneca and Pfizer,
Moderna and Pfizer, AstraZeneca and Moderna

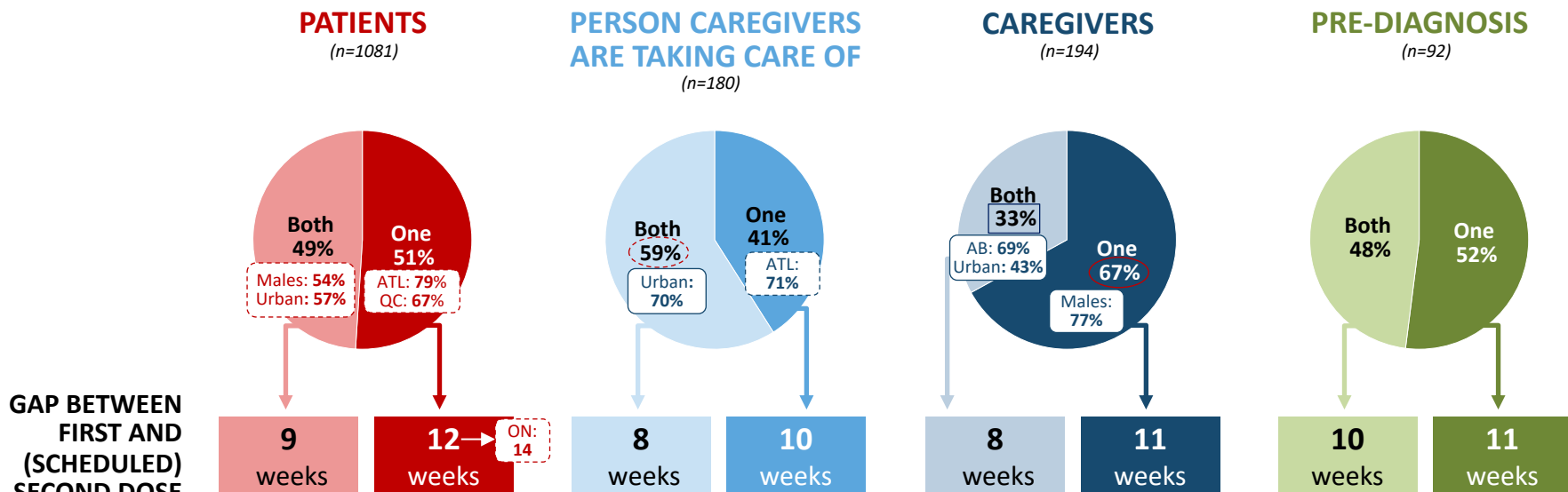
**Question added this wave – no trending available*

Base: Patients (n=1081) / Caregivers (n=194) / Pre-diagnosis patients (n=92) who have received COVID-19 vaccination

Q17. Which COVID-19 vaccine did you / the family member / person you care for get?

Half of patients and those awaiting diagnosis, and 6-in-10 patients caregivers are looking after have reportedly been **fully vaccinated** at the time the survey was conducted. However, **caregivers** are less likely to have been **fully vaccinated**.

NUMBER OF COVID-19 VACCINE SHOTS RECEIVED



Base: Patients (n=1081) / Caregivers (n=194) / Pre-diagnosis patients (n=92) who have received COVID-19 vaccination

Q18. How many vaccine shots have you / or the family member / person you care for had?

Q20i. What is the interval between first dose and the schedule date of second dose?

Q20ii. What was the interval between the first dose and second dose?

*Question added this wave – no trending available

1-in-6 patients and a quarter of caregivers and those awaiting diagnosis faced difficulty booking a COVID-19 vaccine appointment. Few faced difficulty booking a second appointment.

DIFFICULTY BOOKING AN APPOINTMENT FOR A COVID-19 SHOT

PATIENTS

(n=1081)

PERSON CAREGIVERS ARE TAKING CARE OF

(n=180)

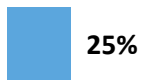
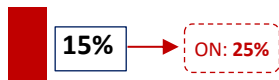
CAREGIVERS

(n=194)

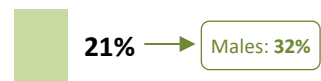
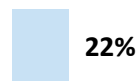
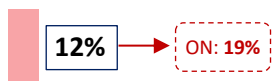
PRE-DIAGNOSIS

(n=92)

YES, had difficulty booking an appointment



YES, I had difficulty booking an appointment for **first** shot



YES, I had difficulty booking an appointment for **second** shot



NO, I did not have any difficulty booking an appointment



Base: Patients (n=1081) / Caregivers (n=194) / Pre-diagnosis patients (n=92) who have received COVID-19 vaccination

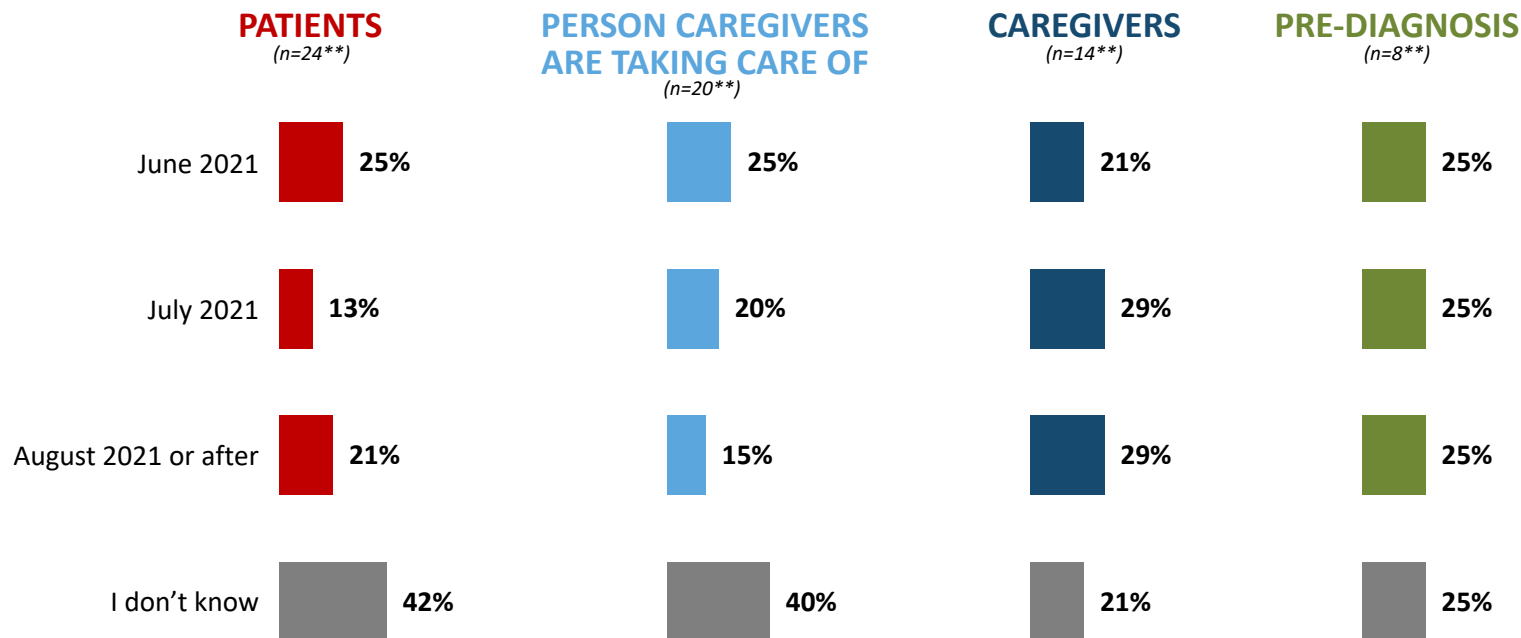
Q19a. Once you were eligible to make an appointment for your COVID-19 vaccine, did you have difficulty booking an appointment?

**Question added this wave – no trending available*

Q19b. Once your family member / person you care for were eligible to make an appointment for your COVID-19 vaccine, did they have difficulty booking an appointment?

Majority of those intending to get a COVID-19 shot were expecting to get it by August

AMONG THOSE WHO HAVEN'T RECEIVED A COVID-19 VACCINE SHOT BUT INTEND TO, EXPECTED TIMEFRAME FOR FIRST SHOT



Base: Total patients (n=24**) / Total caregivers (n=20**) / Total pre-diagnosis patients (n=8**)

Q21. As far as you know, when do you think you / the family member / person you care for will receive your first dose of the COVID-19 vaccine

*Question added this wave – no trending available

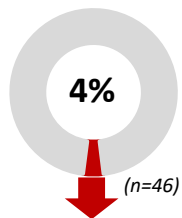
**Low base size

Very few said they don't plan to get a COVID-19 shot, mainly because they feel the vaccines are not tested enough, don't trust the vaccines and are concerned about side effects

REASONS TO NOT GET VACCINATED AMONG THOSE WHO DON'T PLAN TO BE GET A COVID-19 SHOT (UNAIDED)

PATIENTS

% WHO DON'T
PLAN TO GET
COVID-19
VACCINE

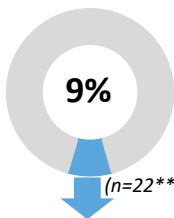


(n=46)

MAIN reasons (n=46):

- Not tested enough – 17 mentions
- Side effects concerns – 13
- Don't trust the vaccine – 7
- Not needed/healthy/not at risk – 7
- Health issues – 5
- Allergies – 5
- I had COVID-19 – 3
- Not safe/risky – 1

PERSON CAREGIVERS ARE TAKING CARE OF

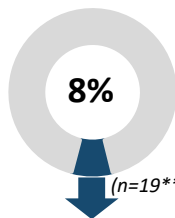


(n=22**)

MAIN reasons (n=22**):

- Side effects concerns – 4 mentions
- Don't trust the vaccine – 3
- Not tested enough – 2
- Did not want it/Personal reasons – 2
- Old/dying so they don't feel they need it – 2
- Health issues – 1
- Don't need one if everyone is vaccinated – 1

CAREGIVERS

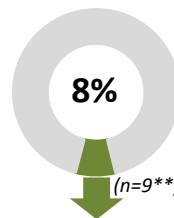


(n=19**)

MAIN reasons (n=19**):

- Don't trust the vaccine – 6 mentions
- Side effects concerns – 4
- Not tested enough – 4
- Not safe/risky – 3
- Not needed/healthy/not at risk – 1
- Health issues – 1

PRE-DIAGNOSIS



(n=9**)

MAIN reasons (n=9**):

- Don't trust the vaccine – 4 mentions
- Side effects concerns – 3
- Not safe/risky – 2
- Not tested enough – 1
- Health issues – 1

Base: Patients (n=46) / Caregivers (n=19) / Pre-diagnosis patients (n=9**) who don't intent to get vaccinated Q22.** Please let us know why you / the family member / person you care for don't plan to be vaccinated.

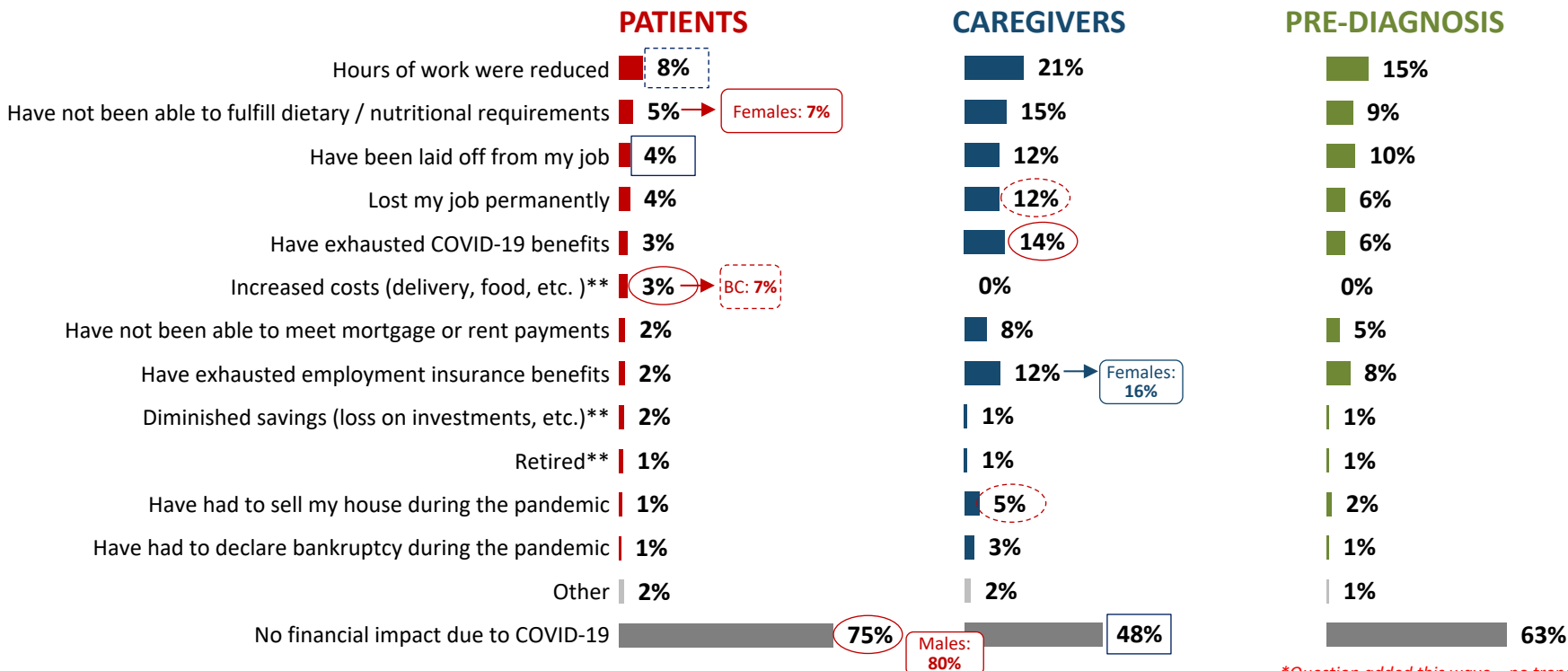
*Question added this wave – no trending available
**Low base size



FINANCIAL IMPACT

While **three-quarters** of patients and **two-thirds** of those awaiting diagnosis report **no financial impact** due to COVID-19, **half** of caregivers report that the **person they cared for** had a financial impact, mainly **reduced work hours, not being able to meet dietary needs** and **job loss**

FINANCIAL IMPACT OF COVID-19



Base: Total patients (n=1159) / Total caregivers (n=233) / Total pre-diagnosis patients (n=110)

Q23. We would now like to understand the financial impact of COVID-19 on you/your family member. Please select the options that best applies to you.

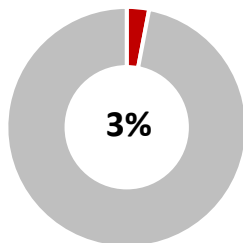
*Question added this wave – no trending available

**Mentioned Unaided

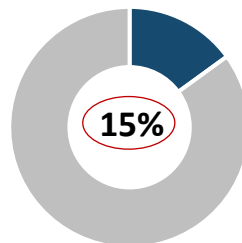
Very few patients and those in **pre-diagnosis** claim to have **skipped** an **appointment** due to **parking costs**. **Caregivers** are **somewhat more likely** to say so with **1-in-7** reporting to have skipped an appointment.

% EVER HAD TO SKIP AN APPOINTMENT BECAUSE OF PARKING COST

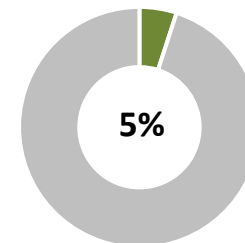
PATIENTS



CAREGIVERS



PRE-DIAGNOSIS



Base: Total patients (n=1159) / Total caregivers (n=233) / Total pre-diagnosis patients (n=110)

Q24. Thinking about cancer care in general, have you / your family member/person you care for ever had to skip an appointment because of the cost of parking?

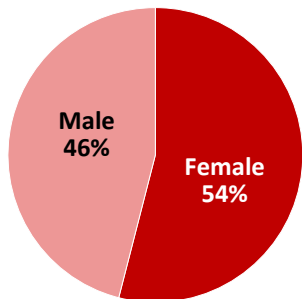
**Question added this wave – no trending available*



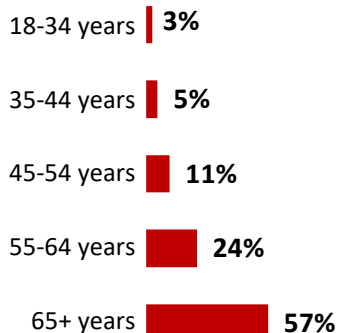
APPENDIX

RESPONDENT PROFILE – PATIENTS (1/2)

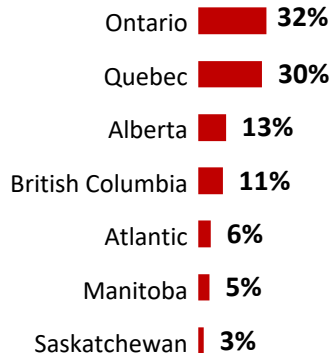
GENDER



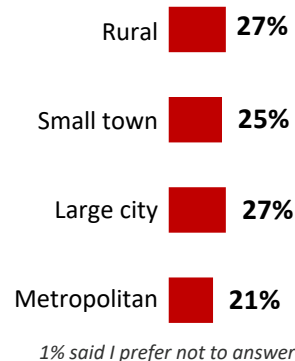
AGE



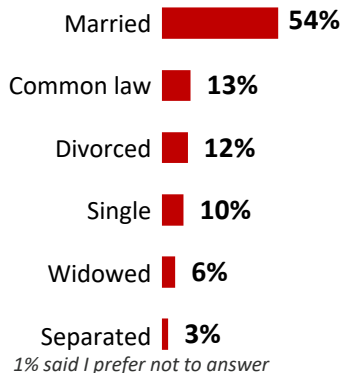
PROVINCE



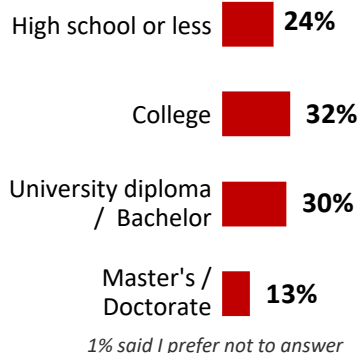
REGION



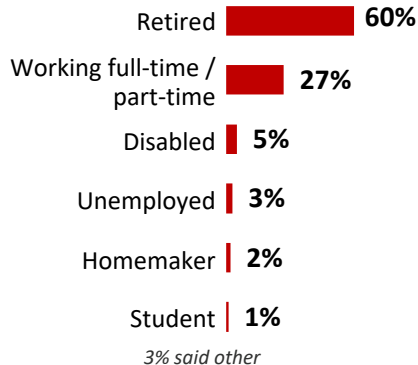
MARITAL STATUS



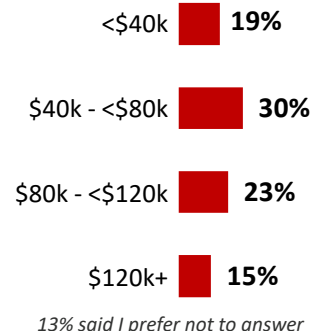
EDUCATION



EMPLOYMENT

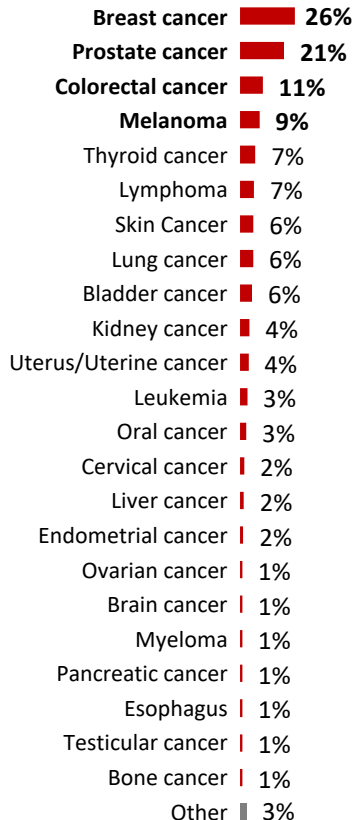


ANNUAL HOUSEHOLD INCOME

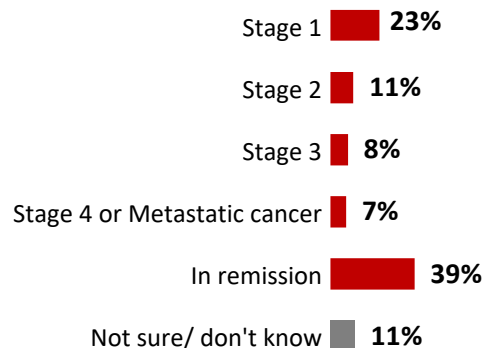


RESPONDENT PROFILE – PATIENTS (2/2)

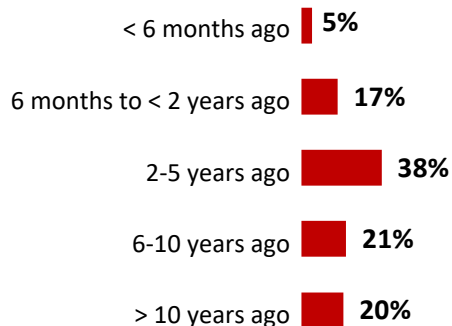
CANCER TYPE



STAGE OF CANCER

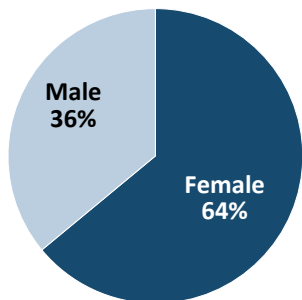


YEARS SINCE DIAGNOSIS

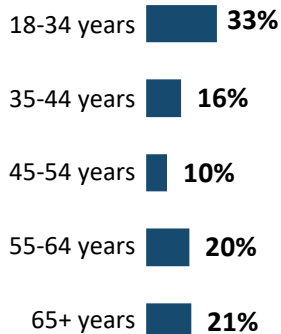


RESPONDENT PROFILE – CAREGIVERS (1/2)

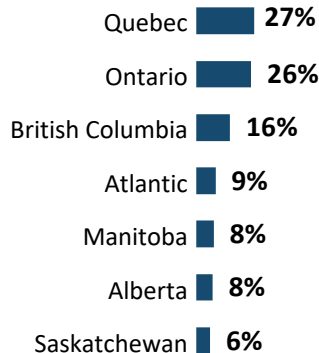
GENDER



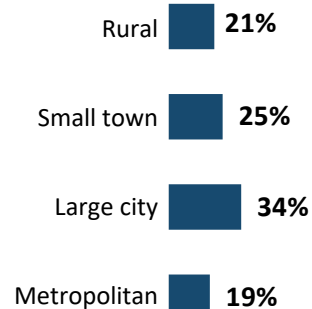
AGE



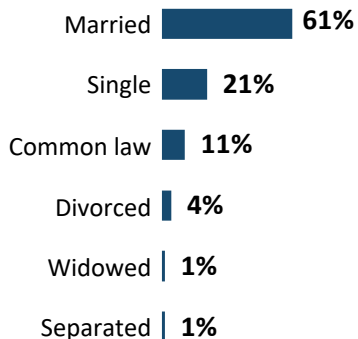
PROVINCE



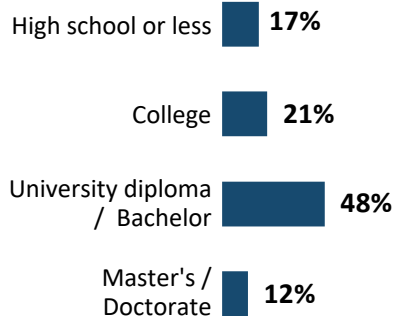
REGION



MARITAL STATUS

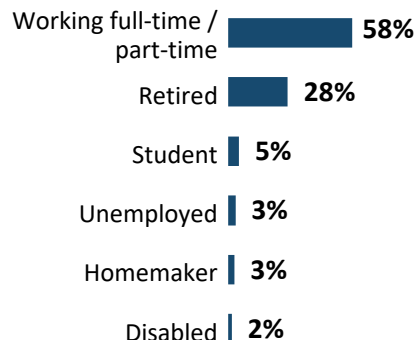


EDUCATION



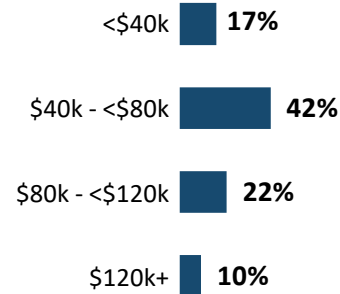
1% said I prefer not to answer

EMPLOYMENT



1% said other

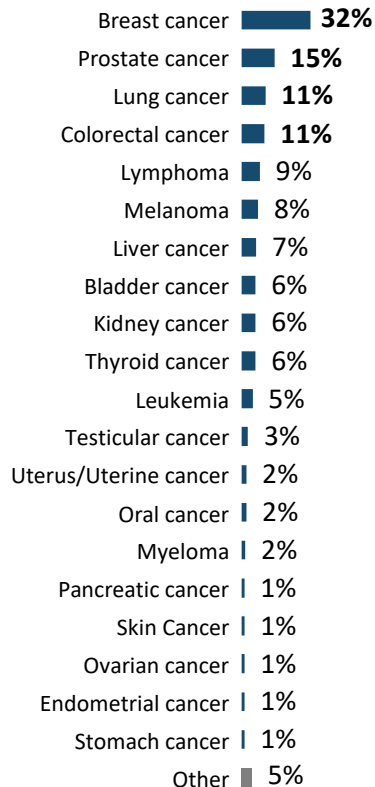
ANNUAL HOUSEHOLD INCOME



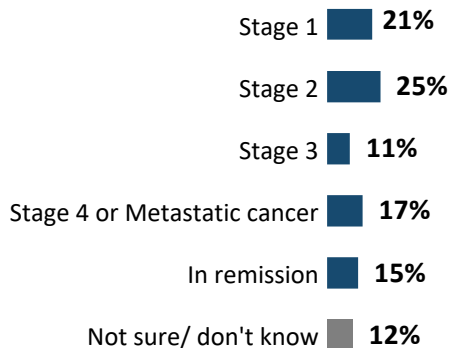
9% said I prefer not to answer

RESPONDENT PROFILE – CAREGIVERS (2/2)

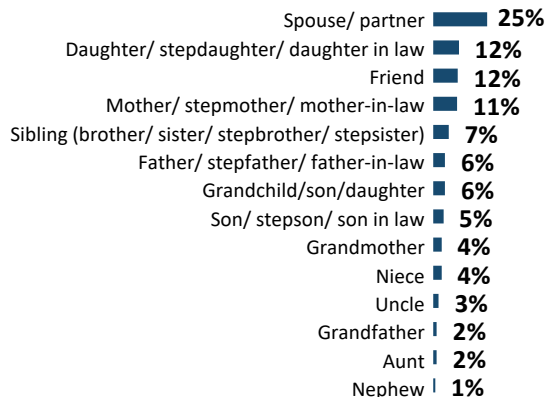
CANCER TYPE OF PERSON BEING CARED FOR



STAGE OF CANCER



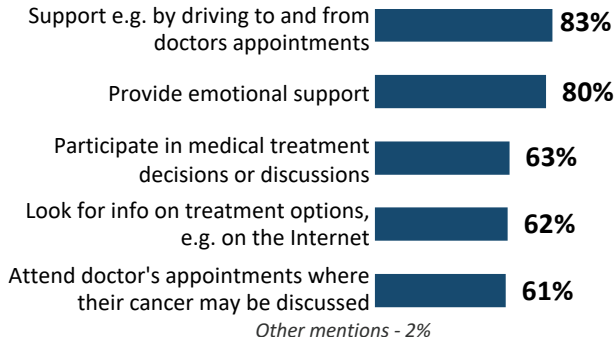
RELATIONSHIP TO THE PERSON BEING CARED FOR



YEARS SINCE DIAGNOSIS

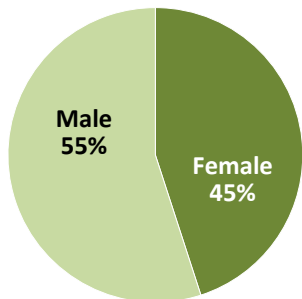


ROLE OF CAREGIVER

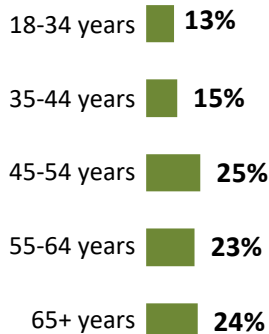


RESPONDENT PROFILE – PRE-DIAGNOSIS (1/2)

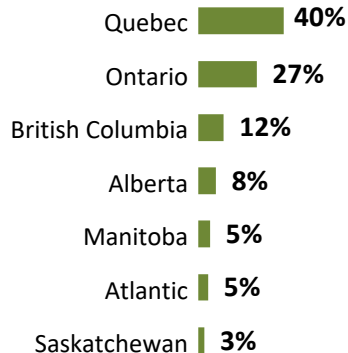
GENDER



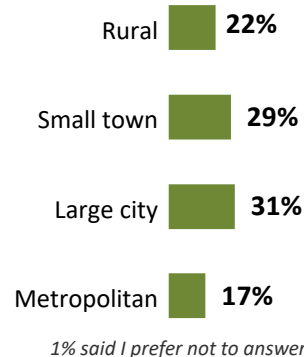
AGE



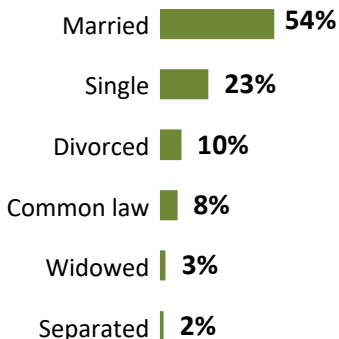
PROVINCE



REGION

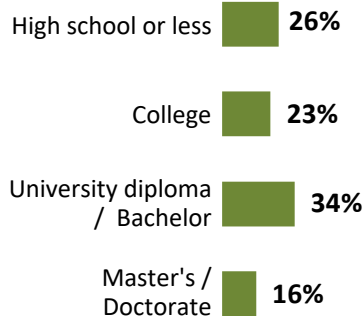


MARITAL STATUS



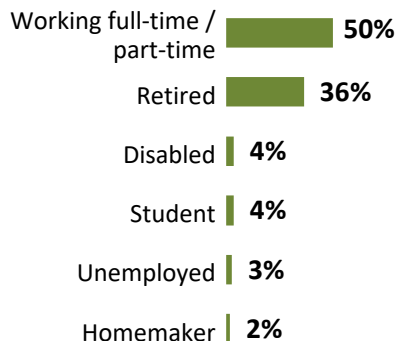
1% said I prefer not to answer

EDUCATION



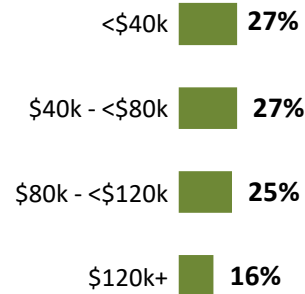
1% said I prefer not to answer

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



45%

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



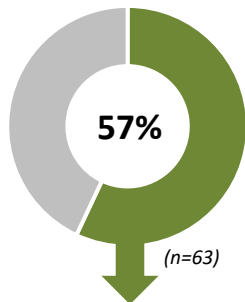
57%

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



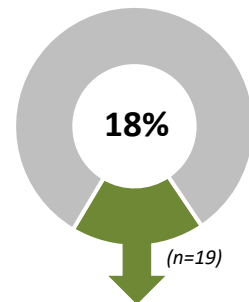
16%

AWARE OF THE CANCER BEING INVESTIGATED



Colorectal cancer	21%
Breast cancer	19%
Prostate cancer	14%
Melanoma	8%
Thyroid cancer	8%
Lung cancer	6%
Skin cancer	6%
Bladder cancer	5%
Lymphoma	5%
Kidney cancer	3%
Liver cancer	3%
Leukemia	2%
Pancreatic cancer	2%
Other cancer	13%

DIAGNOSED WITH CANCER IN THE PAST



- Breast cancer
- Melanoma
- Thyroid cancer
- Lung cancer
- Prostate cancer
- Kidney cancer
- Bladder cancer
- Leukemia
- Other



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