Global Views On Healthcare – 2018

What does the world think about healthcare?

IPSOS GLOBAL ADVISOR

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GAME CHANGERS

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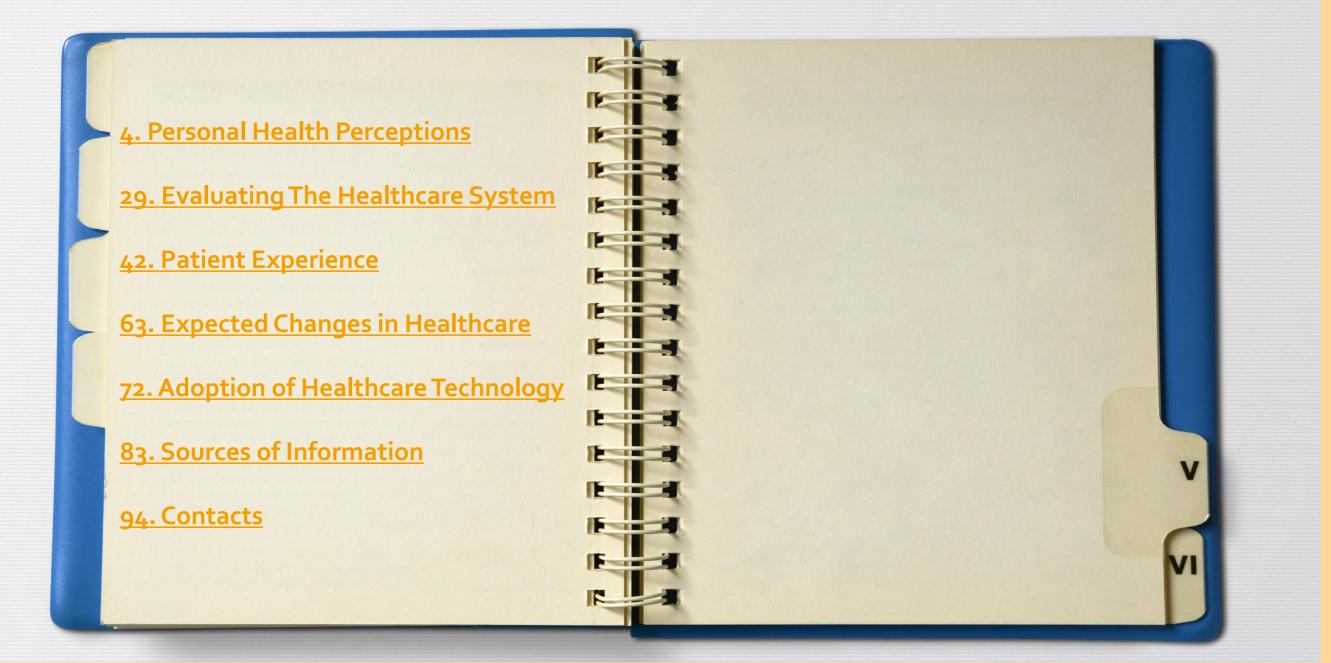
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- The findings come from surveys conducted in 2018 on the Ipsos Global Advisor platform using the Ipsos Online Panel system.
- The survey comprising questions A1-A5 was conducted between April 20 and May 4, 2018 with 20,767 adults across 27 countries: Argentina, Australia, Belgium, Brazil, Canada, Chile, China, France, Great Britain, Germany, Hungary, India, Italy, Japan, Malaysia, Mexico, Peru, Poland, Russia, Saudi Arabia, Serbia, South Africa, South Korea, Spain, Sweden, Turkey and the United States.
- The survey comprising questions B1-B13 was conducted between May 25 and June 8, 2018 with 23,249 adults across 28 countries (the same as above plus Colombia).
- All survey respondents are aged 18-64 in Canada and the U.S. and 16-64 in all other countries .
- The sample size per country in each survey is approximately N=1,000 for Australia, Brazil, Canada, China, France, Italy, Japan, Malaysia, Spain, Germany, Great Britain, and the U.S., and approximately N=500 for Argentina, Belgium, Colombia, Chile, Hungary, India, Mexico, Peru, Poland, Russia, Saudi Arabia, Serbia, South Africa, South Korea, Sweden, and Turkey.

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- Weighting has been employed to balance demographics and ensure that the sample's composition reflects that of the adult population according to the most recent country census data.
- A survey with an unweighted probability sample of this size would have an estimated margin of error of +/- 3.1 percentage points for a sample of 1,000 and an estimated margin of error of +/- 4.5 percentage points for a 500 sample 19 times out of 20.
- In 17 of the countries surveyed ,internet penetration is sufficiently high to think of the samples as representative of the national population within the age ranges covered: Argentina, Australia, Belgium, Canada, France, Germany, Hungary, Italy, Japan, Poland, Serbia, South Korea, Spain, Sweden, Great Britain, and U.S.
 Brazil, Chile, China, Colombia, India, Malaysia, Mexico, Russia, Peru, Saudi Arabia, South Africa, and Turkey have lower levels of internet penetration. Samples from those countries should not be considered to be fully nationally representative, but instead to represent a more affluent, connected population, representing an important and emerging middle class.
- Results may not always sum to 100% or may be 1 point higher/lower than the actuals due to rounding, multiple responses or the exclusion of don't knows or not stated responses.

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Personal Health Perceptions

Do citizens feel like they are living a healthy lifestyle?

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Personal Health Perceptions – Good Health

QA1. Please indicate your level of agreement with each of the following statements. – I am in good health.

	Agree	Neither agree r	nor disagree	Disagro	ee		Net score (% agree
World			56%		27%	17%	minus % disagree) +39
India				70%	19%	11%	+59
Serbia				68%	17%	15%	+53
Saudi Arabia				67%	22%	11%	+56
Argentina			65	%	22%	13%	+52
United States			649	6	21%	15%	+49
South Africa			63%		20%	16%	+47
Mexico			61%		25%	14%	+47
Malaysia			61%		30%	10%	+51
France			60%		27%	14%	+46
Great Britain			59%		25%	16%	+43
Canada			59%		26%	15%	+44
Spain			58%		29%	13%	+45
Australia			58%		26%	16%	+42
Turkey			57%		27%	16%	+41
Germany			57%		27%	16%	+41
Italy			57%		31%	13%	+44
Sweden			56%		27%	17%	+39
Brazil			55%		27%	18%	+37
Belgium			55%	:	26%	20%	+35
Chile			55%	23		22%	+33
China			53%		34%	14%	+39
Peru		5	o%		35%	16%	+34
Russia			9%	289	6	23%	+26
Poland		489	<mark>%</mark>	25%		27%	+21
Hungary		47%	6 ·	29%		24%	+23
South Korea		34%			49%	18%	+16
Japan		32%		43%		25%	+ 7
	Base: 20,767 onl	ine adults aged 16-64 ac	ross 27 countries Apr	il 20 – May 4, 2018	3		Ipsos

Personal Health Perceptions – Healthy Diet

QA1. Please indicate your level of agreement with each of the following statements. – *I eat a* healthy diet.

	Agree	Neither agree nor disagree	ee 📕 Disa	igree		Net score (% agree				
World		48%		32%	20%	minus % disagree)				
India			68%	20%	12%	+56				
China			65%	25%	10%	+55				
United States		57%		26%	17%	+40				
Great Britain		55%		28%	17%	+38				
Belgium		55%		33%	12%	+43				
Sweden		54%		33%	13%	+41				
Australia		53%		30%	17%	+36				
Malaysia		53%		34%	13%	+40				
France		52%		32%	16%	+36				
Saudi Arabia		52%		31%	18%	+34				
Germany		52%		34%	14%	+38				
Canada		51%		31%	18%	+33				
Spain		50%		34%	16%	+34				
Argentina		49%	:	28%	23%	+26				
Turkey		49%	2	7%	24%	+25				
Serbia		49%	26	%	25%	+24				
South Africa		48%		30%	22%	+26				
Poland		48%	2	8%	24%	+24				
Italy		43%		39%	18%	+25				
Chile		41%	31%		27%	+14				
Mexico		41%	3	5%	24%	+17				
Hungary		40%		7%	24%	+16				
Brazil		39%	32%		29%	+10				
Russia		35%	31%		34%	+1				
Peru		35%	4	1%	24%	+11				
South Korea		33%		45%	23%	+10				
Japan	25%	6	46%		29%	-4				
	Base: 20,767 online adults aged 16-64 across 27 countries April 20 – May 4, 2018									

Personal Health Perceptions – Exercise

QA1. Please indicate your level of agreement with each of the following statements. – *I get enough exercise.*

	Agree	Neither agree nor o	lisagree 📕 Di	isagree		Net score (% ag
World		40%	29%		31%	minus % disagr
India			62%	23%	15%	+9
Saudi Arabia		Ę	55%	28%	18%	+37
Germany		5	4%	29%	17%	+37
China		49%		30%	21%	+28
Jnited States		47%	22%		31%	+16
Great Britain		46%	269	6	28%	+18
Turkey		44%	25%		31%	+13
Australia		44%	25%		30%	+14
Argentina		44%	25%		31%	+13
Belgium		44%		34%	22%	+22
Canada		43%	28%		29%	+14
Sweden		42%	26%		32%	+10
Russia		42%	26%		32%	+10
South Africa		40%	30%		31%	+ 9
Malaysia		38%	3	6%	26%	+12
Mexico		38%	30%		32%	■ +6
Italy		37%	32%		31%	+ 6
France		37%	32%		31%	■ +6
Peru		36%	35%	6	28%	+8
Spain		35%	35%		30%	■ +5
Brazil		33%	29%		39%	-6
Serbia		<mark>2%</mark> 17%			51%	-19
Chile	3:	.%	31%		38%	-7
Poland	29%		33%		38%	-9 🗖
Hungary	27%	:	28%		45%	-18
South Korea	24%		39%		37%	-13 🗖
Japan	17%	31%			53% -3	6

Base: 20,767 online adults aged 16-64 across 27 countries April 20 – May 4, 2018

Personal Health Perceptions – Sleep

	Agree	Neither agree nor disagree	Disagree		Net score (% agree minus % disagree)
World		49%	26%	25%	+24
India			68% 1	8% 14%	+54
Saudi Arabia		61%	2	5% 14%	+47
Serbia		60%	13%	28%	+32
China		57%	27%	17%	+40
United States		54%	21%	25%	+29
Argentina		54%	24%	22%	+32
Russia		53%	21%	26%	+27
Germany		52%	28%	20%	+32
Poland		50%	21%	29%	+21
Sweden		50%	28%	23%	+27
South Africa		49%	27%	24%	+25
Italy		49%	30%	21%	+28
Mexico		49%	25%	26%	+23
Canada		49%	24%	28%	+21
Turkey		49%	28%	24%	+25
Spain		49%	29%	23%	+26
France		48%	27%	26%	+22
Malaysia		47%	34%	20%	+27
Great Britain		46%	23%	31%	+15
Belgium		46%	28%	27%	+19
Brazil		45%	27%	28%	+17
Australia		44%	24%	31%	+13
Hungary		43%	26%	31%	+12
Chile		42% 229	6	37%	+5
Peru		41%	29%	29%	+12
Japan		36%	40%	25%	+11
South Korea		35%	37%	29%	+ 6
	Base: 20,76	57 online adults aged 16-64 across 27 countries Ap	ril 20 – May 4, 2018	L	Ipsos

QA1. Please indicate your level of agreement with each of the following statements. – I get enough sleep.

Personal Health Perceptions – Social Engagement

QA1. Please indicate your level of agreement with each of the following statements. – I am in frequent contact with family members and/or friends.

	Agree	Neither agree nor disagree	Disagree	2		Net score (% agree
World			68%	21%	11%	minus % disagree)
Serbia				89%	7% 5%	+57
Jnited States			77%	15%	9%	+68
Mexico			73%	17%	10%	+63
India			73%	17%	10%	+63
Hungary			73%	16%	12%	+61
Argentina			71%	15%	13%	+58
Russia			71%	15%	14%	+57
Great Britain 📃			71%	20%	9%	+62
France			71%	21%	8%	+63
South Africa			71%	15%	14%	+57
Turkey			71%	15%	14%	+57
Sweden			70%	19%	11%	+59
Germany			70%	23%	5 7%	+63
Spain			70%	22%	8%	+62
Chile			70%	18%	13%	+57
Saudi Arabia 📃			70%	21%	10%	+60
Canada			69%	20%	11%	+58
Australia			69%	21%	10%	+59
China			69%	23%	8%	+61
Belgium			68%	24%	9%	+59
Malaysia			67%	25%	9%	+58
Poland			66%	17%	17%	+49
Peru			66%	21%	13%	+53
Italy			54%	28%	8%	+56
Brazil		60%		27%	12%	+48
South Korea 📃		46%		39%	16%	+30
Japan		32%	42%		26%	+ 6

Base: 20,767 online adults aged 16-64 across 27 countries April 20 – May 4, 2018

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Personal Health Perceptions – Safety

	📕 Agree 📕 Neithe	er agree nor disagree	Disagree			Net score (% agree
World		53%	27%	6	20%	minus % disagree)
Canada			75%	17%	8%	+67
United States			71%	20%	9%	+62
China			69%	22%	9%	+60
India		6	56%	21%	13%	+53
Saudi Arabia		6	<mark>5%</mark>	23%	12%	+53
Australia		64	%	23%	13%	+51
Germany		64	%	25%	11%	+53
Great Britain		62%		26%	12%	+50
Malaysia		61%		27%	12%	+49
Serbia		60%	16%		24%	+36
Spain		58%		30%	12%	+46
Sweden		58%	:	25%	17%	+41
Hungary		57%		27%	16%	+41
Belgium		56%		32%	13%	+43
Poland		56%		28%	16%	+40
Russia		52%	27%		21%	+31
France		52%		33%	16%	+36
South Korea		45%		40%	15%	+30
Argentina			3%		35%	■ +8
Chile		<mark>42%</mark>	27%		31%	+11
South Africa		4 1% 2	.5%		35%	■ +6
Japan		41%		46%	13%	+28
Turkey	35%				38%	-3
Mexico	35%	26%			40%	-5
Italy	34%		43%		23%	+11
Brazil	30%	30%			40%	-10
Peru	29%	28%			43%	-14 -

QA1. Please indicate your level of agreement with each of the following statements. – I feel safe in my community.

Base: 20,767 online adults aged 16-64 across 27 countries April 20 – May 4, 2018

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Personal Health Perceptions – Medical Care

QA1. Please indicate your level of agreement with each of the following statements. – I get all the medical care I need.

	Agree	Neither agree r	nor disagree	Disag	jree		Net score	
World		49	9%	279	%	24%	minus % d	25
Belgium				71%	17%	12%		+59
India			66	%	21%	13%		+53
Germany			65	%	24%	11%		+54
Australia			64%	b	24%	12%		+52
Great Britain			64%		25%	12%		+52
Inited States			63%		19%	18%		+45
Canada			63%		22%	15%		+48
France			62%		26%	13%		+49
Saudi Arabia			59%		26%	15%		+44
Sweden			59%		22%	19%		+40
Spain			56%		28%	16%		+40
Malaysia			55%		29%	15%		+40
Argentina			55%		25%	20%		+35
South Africa			50%	21%		29%	+2	
Hungary		489	6	26%		26%	+:	22
China		47%	ó		36%	17%		+30
Turkey		43%		25%		32%	+11	-
Italy		42%		34	%	24%	+1	8
Serbia		40%	21%			39%	+1	
Mexico		40%	27	/%		34%	■ +6	
Chile		36%	25%			40%	-4	
Poland		35%	23%			42%	-7 🗖	
Brazil		34%	29%			38%	-4	
South Korea 📃	8	30%		46	%	24%	■ +6	
Peru	29	9%	27%			44%	-15	
Russia	27%		29%			44%	-17	
Japan 📃	26%			47%		26%	0	
	Base: 20,767 0	nline adults aged 16-64 ac	ross 27 countries April	20 – May 4, 20	018			Ipsos

Personal Health Perceptions – Dental Care

Net score (% agree Agree **Disagree** Neither agree nor disagree minus % disagree) World 46% 26% 28% +18 23% Germany 68% 10% +58 67% Belgium 20% 13% +54 India 64% 24% 12% +52 **Great Britain** 22% 16% 62% +46 Sweden 60% 21% 19% +41 58% France 24% 18% +40 Canada 58% 20% 22% +36 United States 57% 18% 25% +32 Australia 23% 53% 24% +29 Saudi Arabia 53% 29% 18% +35 52% 25% Hungary 23% +29 51% 23% Argentina 26% +25 35% 48% Malaysia 17% +31 Serbia 43% 19% 37% +6 South Africa 43% 24% 33% +10 Spain 40% 30% 30% +10 China 39% 34% 27% +12 Turkey 39% 24% 37% +2 Poland 20% 43% 37% -6 Italv 34% 34% 32% +2 46% South Korea 20% 34% +14 Russia 33% 24% 43% -10 💻 Mexico 32% 27% 41% -9 🗖 32% 40% 28% Japan +4 Brazil 32% 28% 41% -9 🗖 Peru 31% 28% 42% -11 💻 Chile 20% 29% 51% -22

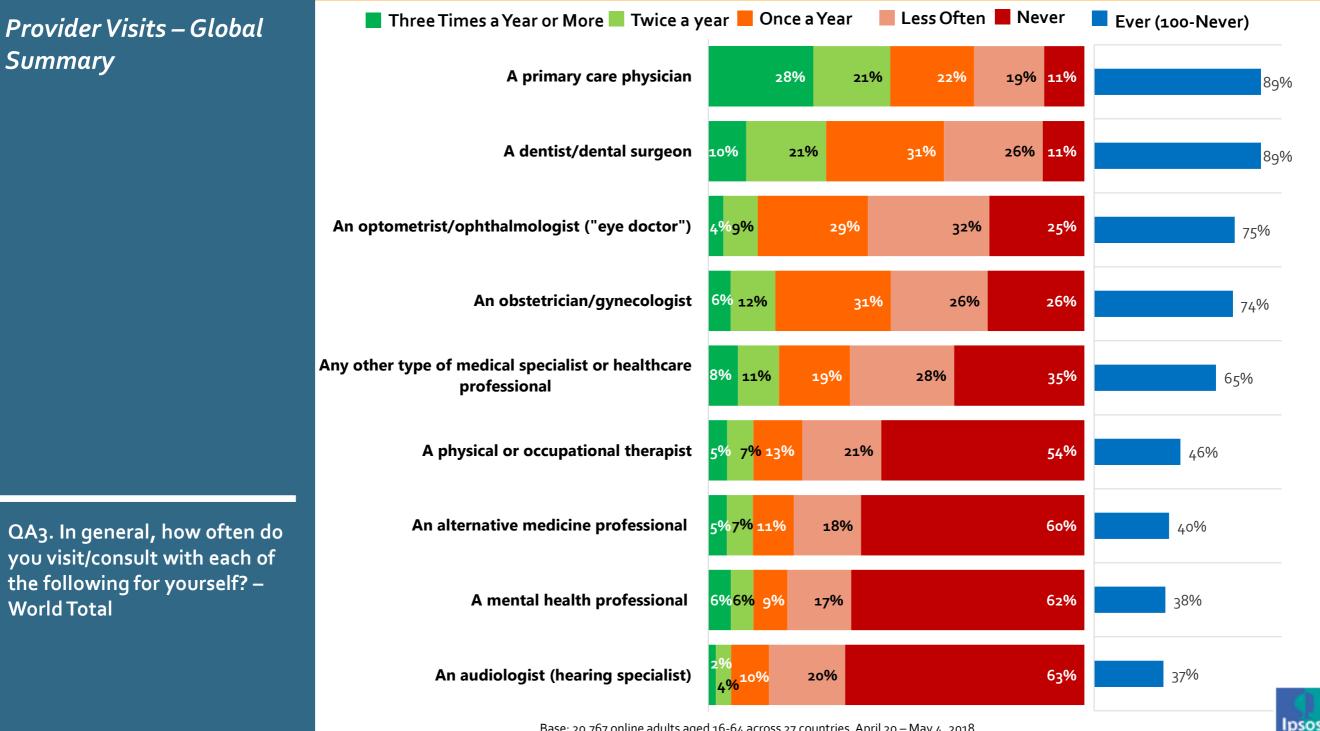
QA1. Please indicate your level of agreement with each of the following statements. – I get all the dental care I need.

Base: 20,767 online adults aged 16-64 across 27 countries April 20 – May 4, 2018

Personal Health Perceptions - Summary

W 0 Please indicate your level of Α agreement with each of the R U 0 0 following statements. (% agree) G U S Ν Α R U Ν D S R S B R Α D I am in frequent contact with family 68% 71% 69% 68% 60% 69% 70% 69% 71% 71% 70% 73% 73% 64% 32% 46% 67% 73% 66% 66% 71% 70% 89% 71% 70% 70% 71% 77% members and/or friends I am in good health 56% 65% 58% 55% 55% 59% 55% 53% 60% 59% 57% 47% 70% 57% 32% 34% 61% 61% 50% 48% 49% 67% 68% 63% 58% 56% 57% 64% I feel safe in my community 53% 43% 64% 56% 30% 75% 42% 69% 52% 62% 64% 57% 66% 34% 41% 45% 61% 35% 29% 56% 52% 65% 60% 41% 58% 58% 35% 71% I get all the medical care I need 49% 55% 64% 71% 34% 63% 36% 47% 62% 64% 65% 48% 66% 42% 26% 30% 55% 40% 29% 35% 27% 59% 40% 50% 56% 59% 43% 63% 49% 54% 44% 46% 45% 49% 42% 57% 48% 46% 52% 43% 68% 49% 36% 35% 47% 49% 41% 50% 53% 61% 60% 49% 49% 50% 49% 54% I get enough sleep I eat a healthy diet 48% 49% 53% 55% 39% 51% 41% 65% 52% 55% 52% 40% 68% 43% 25% 33% 53% 41% 35% 48% 35% 52% 49% 48% 50% 54% 49% 57% I get all the dental care I need 46% 51% 53% 67% 32% 58% 29% 39% 58% 62% 68% 52% 64% 34% 32% 34% 48% 32% 31% 37% 33% 53% 43% 43% 40% 60% 39% 57% I get enough exercise 40% 44% 44% 33% 43% 31% 49% 37% 46% 54% 27% 62% 37% 17% 24% 38% 38% 36% 29% 42% 55% 32% 40% 35% 42% 44% 47%





Provider Visits – Primary Care Physician

QA3. In general, how often do you visit/consult with each of the following for yourself? – A primary care physician (general practitioner, internist, family doctor, etc.).

	Three Times a Y	ear or More	Twice a year	Once a Yea	ar 📕 Les	s Often 📕	Never	Ever (100-Never)
World		28%	21%	2	2%	19%	11%	89%
Belgium			48%		26%	15%	9% 2%	98%
Poland		44	o%	26%		17%	15% 2%	98%
Serbia		36%	2	1%	21%		20%3 <mark>%</mark>	97%
Hungary		34%	17%		26%		19% 5%	95%
Spain		Ĺ	1%	24%		18%	13% 5%	95%
Germany		37%		25%	1	.9%	14% 5%	95%
Italy			44%	19%	1	18%	14% 5%	95%
Canada		28%	19%		28%	1	9% 7%	93%
France			46%	20%		17% 1	1% 7%	93%
Australia			43%	22%	1	6% 119	6 9%	91%
Mexico		26%	23%		23%	19%	9%	91%
Argentina		29%	20%		26%	16%	10%	91%
United States	239	%	24%		30%	14%	10%	91%
India	22%		30%		23%	15%	10%	90%
South Africa	230	%	23%	19%		24%	11%	89%
Brazil	16%	20%		31%		21%	11%	89%
Turkey		31%	18%	2	2%	18%	12%	89%
Russia	15%	18%		27%		27%	12%	88%
Saudi Arabia	22%		27%		24%	15%	12%	88%
South Korea		27%	21%		24%	15%	13%	88%
Chile	20%	17%		26%		24%	13%	87%
Great Britain	24		22%	20%		21%	14%	86%
Sweden	18%	14%	2/	<mark>4</mark> %		30%	14%	86%
China	12%	20%		29%		25%	14%	86%
Malaysia	17%	16%	22			27%	18%	82%
Peru	19%	15%		24%	2	24%	19%	81%
Japan	15% <mark>7%</mark>	14%		23%			41%	59%

Base: 20,767 online adults aged 16-64 across 27 countries April 20 – May 4, 2018

Provider Visits – Obstetrician/Gynecologist (among women)

QA₃. In general, how often do you visit/consult with each of the following for yourself? – An obstetrician/gynecologist.

	Three T	Fimes a Yeaı	r or More 📕 Twic	e a year 📕 Ond	e a Year 📕 Le	ess Often	Never	📕 Ever (100	-Never)
World	6% 12%	ò		31%	26%		26%		74%
Russia	5% 23%				40%	27%	6%		94
Serbia	8% 23	%			37%	27%	6%		94
Argentina	14%	19%			43%		17% 7%		93
Germany	<mark>4%</mark> 26%				4	9%	14% 7%		93
Hungary	7% 8%			47%	6	26%	13%		87
Chile	9% 1	.4%			44%	20%	13%		87
Poland	15%	13%		3	5%	22%	14%		86
Brazil	8% 1	7%			41%	18%	15%		85
Sweden	<mark>4%</mark> 3 <mark>%</mark>		24%			53%	16%		849
Peru	9% 1	16%			42%	17%	17%		83%
Saudi Arabia	16%	19%		25%		22%	18%		829
Italy	<mark>3%</mark> 8%			37%		34%	18%		829
Spain	<mark>2</mark> %9%			39%		30%	19%		81%
Mexico		7%		32%	:	23%	20%		80%
France	3%6%			39%	3	1%	21%		79%
China	3%13%		25%		37		22%		78%
India		17%		24%	25%		24%		76%
Belgium	<mark>3%4%</mark>			0%	29%		25%		75%
Turkey	<mark>3%15</mark> %		23%		31%		28%		72%
Jnited States	4% 7%			40%	19%		30%		70%
South Korea	6% 9%		26%		27%		32%		68%
South Africa	2%5%		25%		33%		36%		64%
Canada		11%		o%			54%	4	6%
Australia	2%%	12%	26%				57%	43	%
Malaysia	3%9%	11%	19%				58%	42	
Great Britain		8%	24%				62%	39%	ó
Japan	6% 2 <mark>%</mark>	8%	15%				68%	32%	
		Base: 10,25	4 online adult females ag	ed 16-64 across 27 cou	Intries April 20 – Ma	y 4, 2018			Ipsos

Provider Visits – Alternative Medicine Professional

QA₃. In general, how often do you visit/consult with each of the following for yourself? – An alternative medicine professional (e.g., acupuncturist, osteopath, chiropractor, traditional Chinese medicine.

	📕 Three Times a Year or More 📕 Twice a year 📕 Once a Year 📕 Less Often 📕 N	ever	Ever (100-Never)
World	<u>5%</u> 7% 11% 18%	60%	40%
China	10% 16% 24% 31%	21%	79%
Saudi Arabia	10% 15% 19% 17%	38%	62%
India	9% 16% 16% 18%	42%	59%
Peru	5% 10% 17% 23%	45%	55%
Malaysia	<mark>4% 10% 15%</mark> 24%	47%	53%
Mexico	6% 7% 14% 20%	53%	47%
Brazil	<mark>7% 9% 15%</mark> 15%	55%	45%
South Korea	4% 8% 16% 18%	55%	45%
France	<mark>5% 9% 14%</mark> 17%	55%	45%
Australia	<u>9% 6% 8% 19%</u>	58%	43%
Argentina	6% 7% <u>13</u> % 16%	59%	41%
South Africa	<u>5% 7% 9% 19%</u>	60%	40%
Chile	6% 11% 17%	60%	40%
Hungary	<mark>3%4% 8%</mark> 25%	61%	39%
Germany	<mark>4% 4% 8%</mark> 22%	62%	38%
United States	10% 6% 7% 14%	63%	37%
Canada	<u>9% 6% 6% 16%</u>	64%	37%
Sweden	<u>3%6% 9% 19%</u>	64%	37%
Turkey	2%5% 10% 18%	64%	36%
Belgium	5% 6% 8% 16%	66%	34%
Russia	2%3% 7% 20%	68%	32%
Poland	2%3%5% 20%	69%	31%
Italy Great Britain	2%5% 8% 13%	72%	28%
	5% 5% 6% 12%	73%	27%
Spain Serbia	<mark>3%4% 7% 13%</mark> 1%2 <mark>% 5% 14%</mark>	73%	27%
Japan	192 <mark>% 5% 14% 5% 5% 7% 14% 14% 14% 14% 14% 14% 14% 14% 14% 14</mark>	78% 82%	22%
Jahan	Base: 20,767 online adults aged 16-64 across 27 countries April 20 – May 4, 2018	0270	18%

Provider Visits – Mental Health Professional

	📕 Three Times a Year or More 📕 Twice a year 📕 Once a Year 📕 Less Often 📕 Never	Ever (100-Never)
World	6% 6% 9% 17% 62%	38%
Peru	6% 9% 16% 27% 43%	57%
China	2 <mark>%8% 16%</mark> 26% 47%	53%
Saudi Arabia	9% 12% 15% 17% 47%	53%
Brazil	11% 10% 13% 15% 50%	50%
Argentina	12% 6% 13% 19% 51%	49%
India	7% 13% 12% 16% 52%	48%
Chile	8% 6% 10% 22% 53%	47%
Turkey	8% 9% 21% 54%	46%
Russia	3%3% 13% 23% 57%	43%
Mexico	6% 5% 12% 19% 58%	42%
Sweden	10% 6% 7% 18% 60%	40%
Australia	<u>9% 4% 7% 17% 63%</u>	37%
Poland	7% 4% 6% 19% 63%	37%
United States	11% 7% 7% 11% 64%	36%
Malaysia Serbia	2% 9% 11% 13% 64%	36%
Canada	3%3% 7% 24% 65%	36%
South Africa	9% 4%5% 17% 66% 4%6% 6% 18% 67%	34%
Hungary	4% 6% 6% 18% 67% 4% 4% 7% 17% 68%	33%
Belgium	8% 2 <mark>%4% 18%</mark> 69%	32%
Germany	9% 4% 6% 12% 69%	31%
Great Britain	6% 5% 7% 14% 69%	31%
Spain	5% 4% 7% 13% 71%	29%
South Korea	2%4% 11% 12% 72%	29%
Italy	<mark>3%3%</mark> 7% 12% 75%	25%
France	6% 3% 5% 11% 76%	24%
Japan	<mark>7% 2%</mark> 3% 5% 83%	17%

Base: 20,767 online adults aged 16-64 across 27 countries April 20 – May 4, 2018

QA3. In general, how often do you visit/consult with each of the following for yourself? – A mental health professional (e.g., psychiatrist, psychologist)

Provider Visits – Dentist/ Dental Surgeon

QA3. In general, how often do you visit/consult with each of the following for yourself? – A dentist/dental surgeon.

	Three Time	es a Year or M	ore 📕 Twice a year	Once a Year	Less Often	Never		Ever (100-Never)
World	10% 21%)		31%	269	% 1	1%	89%
Belgium	6% 24%				53%	13%	4%	96%
Germany	8% 41%				37%	10%	5%	95%
Serbia	18%	20%		30%		28%	5%	95%
Russia	6% 19%			36%		34%	5%	95%
Sweden	6% 16%			42%		30%	6%	94%
Poland	18%	20%		29%		26%	7%	93%
Hungary	9% 15%			38%		31%	7%	93%
France	6% 16%			40%		29%	8%	92%
Brazil	18%	20%		29%		26%	9%	91%
Saudi Arabia	19%	26%		2	8% 1	.8%	9%	91%
Turkey	14%	20%		26%	3	1%	9%	91%
Italy	9% 21%			32%	2	8%	9%	91%
Great Britain	8% 41%			2	25% 1	7% 1	.0%	90%
Canada	10% 29%			27%	24	.% 1	.0%	90%
Argentina	20%	19%		28%	220	% 1	.1%	89%
China	6% 18%		3	3%	320	/0 1	.1%	89%
Peru	10% 23%			33%	220	/0 1	.1%	89%
South Korea	8% 20%			31%	29%	6 1	.2%	88%
Australia	<mark>5%</mark> 23%		2	9%	30%	1	.3%	87%
United States	10% 38%			18%	20%	1	4%	87%
South Africa	<mark>4% 15</mark> %		34%		33%	1	4%	86%
Spain	7% 15%			36%	28%		4%	86%
Chile	12% 139	%	29%		32%		.5%	85%
Malaysia	6% 16%		29%		34%		6%	84%
Mexico	11% 17%)		3%	29%		6%	84%
India	9% 19%			8%	26%		8%	82%
Japan	18%	9%	13%	28%		3	2%	68%

Base: 20,767 online adults aged 16-64 across 27 countries April 20 – May 4, 2018

Provider Visits – Optometrist/ *Ophtalmologist*

QA₃. In general, how often do you visit/consult with each of the following for yourself? – An optometrist/ophthalmologist ("eye doctor")

	Three Ti	imes a Year or More	Twice a year 📕 🤇	Once a Year 📕 Les	s Often 📕 Never	Ever (100-Never)
World	<mark>4%</mark> 9%)	29%	32%	25%	75%
Russia	<mark>4%</mark> 8%		36%	40%	13%	87%
Canada	2%6%	30%		48%	15%	85%
Saudi Arabia	12%	20%		33%	19% 16%	84%
Hungary	2% 8%		34%		40% 16%	84%
Poland	<mark>4%</mark> 9%	2(5%		44% 17%	83%
China	5%	14%	30%		33% 18%	83%
India	10%	21%	2	9%	21% 19%	82%
Brazil	6%	12%	34%	2	9% 19%	81%
Argentina	6%	13%	35%	2	6% 19%	81%
France	<mark>2%5%</mark>	29%		44	.% 20%	80%
Peru	6%	15%	33%	26	% 21%	79%
Germany	<mark>4%</mark> 8%	2	8%	37%	22%	78%
United States	5% 109	%	39%	24%	23%	77%
South Africa	2%7%	30 ⁰	6	38%	24%	76%
South Korea	7%	9%	30%	29%	25%	75%
Chile	<mark>3%</mark> 8%		34%	30%	26%	74%
Belgium	<mark>1%2%</mark>	29%		42%	26%	74%
Serbia	<mark>3%</mark> %	26%		43%	26%	74%
Turkey	<mark>4%</mark> 9%		30%	31%	26%	74%
Australia	<mark>3%</mark> 8%		33%	29%	26%	74%
Great Britain	<mark>3%</mark> 9%	2	8%	33%	27%	73%
Spain	<mark>2</mark> % 7%	30	6	34%	28%	72%
Italy	2%6%	-	2%	32%	28%	72%
Mexico		L%	27%	27%	31%	69%
Malaysia	2 <mark>% 10%</mark>	22%		5%	41%	59%
Sweden	2%6%	16%	32%		44%	56%
Japan	5% 5%	8% 20%			62%	38%
		Base: 20,767 online adults a	ged 16-64 across 27 counti	ries April 20 — May 4, 2018		Ipsos

Provider Visits – Audiologist/Hearing Specialist

QA₃. In general, how often do you visit/consult with each of the following for yourself? – An audiologist (hearing specialist)

	📕 Three Times a Year or More 📕 Twice a year 📕 Once a Year 📕 Less Often 📕	Never	Ever (100-Never)						
World	24% 10% 20%	63%	2704						
Argentina	<mark>5% 4% 14% 23</mark> %	54%	37%						
Saudi Arabia	8% 12% 22% 23%	36%	64%						
China	<mark>2% 9% 18%</mark> 30%	41%	59%						
India	7% 12% 14% 17%	49%	59%						
Peru	<mark>2%6% 16%</mark> 27%	50%	50%						
Brazil	5% 8% 13% 22%	51%	49%						
Hungary	<mark>2%3% 12%</mark> 32%	52%	48%						
Russia	<mark>2% 2% 14%</mark> 27%	56%	45%						
Serbia	<mark>1% 9%</mark> 34%	56%	44%						
Malaysia	<mark>2%7% 14%</mark> 17%	61%	39%						
Chile	<mark>3%2</mark> % 10% 23%	62%	38%						
Poland	<mark>1%4%</mark> 9%24%	62%	38%						
Mexico	2%6% 9% 19%	63%	37%						
Turkey	<mark>2%4% 9%</mark> 23%	64%	37%						
South Korea	<mark>1%4% 13</mark> % 17%	65%	35%						
Spain	1%2% 12% 19%	66%	34%						
Australia	<mark>2%3% 9% 19%</mark>	67%	33%						
Italy	1 <mark>% 3% 11% 19%</mark>	67%	33%						
United States	<mark>4% 5% 8%</mark> 14%	69%	32%						
South Africa	3%4% 7% 16%	71%	29%						
Canada	2 ^{%2%6%} 18%	72%	28%						
Sweden	2%% 6% 16%	73%	27%						
Great Britain	2%4% 6% 14%	74%	26%						
Belgium	1 <mark>% 6% 19%</mark>	75%	26%						
France	1%2% 5% 16%	76%	24%						
Germany	1%2%4 [%] 12%	82%	18%						
Japan	<mark>1%2%3</mark> %5 <mark>%</mark>	89%	11%						
	Base: 20,767 online adults aged 16-64 across 27 countries April 20 – May 4, 2018								

Provider Visits – Physical/Occupational Therapist

QA3. In general, how often do you visit/consult with each of the following for yourself? – A physical or occupational therapist

	Three Times a Year or I	More 🔳 Twice a year 📕	Once a Year 📕 Less Oft	en 📕 Never 🛛 📕 E	ver (100-Never)
World	5% 7% 13%	21%		54%	46%
Hungary	<mark>2</mark> %5%		51% 17%	25%	75%
China	<mark>4%</mark> 14%	23%	28%	30%	70%
Saudi Arabia	9% 17%	23%	20%	31%	69%
India	10% 16%	19%	21%	34%	66%
South Korea	6% 12%	21%	21%	40%	60%
Peru	<mark>4%</mark> 11% 17	22%		46%	54%
Serbia	1%5 <mark>% 12%</mark>	35%		47%	53%
Russia	<mark>4% 4%</mark> 17%	27%		48%	52%
Sweden	9% 5% 9%	29%		49%	52%
Spain	8% 8% 11%	22%		51%	50%
Brazil	7% 8% 13%	20%		52%	48%
Turkey	<u>4% 5% 12%</u>	26%		53%	47%
Germany	<u>9% 5% 9%</u>	23%		54%	46%
Malaysia	3%9% 14%	19%		55%	45%
Argentina	<u>6%</u> 6% <u>13</u> %	19%		57%	43%
Belgium	7% 5% 5%	26%		58%	43%
Poland	4% 7% 8%	22%		59%	41%
Italy	3% 5% 12%	21%		59%	41%
Mexico	5% 5% 10%	21%		60%	41%
Canada	5% 4% 6%	22%		63%	37%
Australia South Africa	<u>5%</u> <u>5%</u> <u>8%</u>	19%		63%	37%
	3%3% 10%	20%		64%	36%
Great Britain United States	5% 6% 8% 5% 6% 8%	17% 16%		64%	36%
Chile		16% %		64% 69%	36%
France	1%% 4% 8%				31%
Japan	2% <u>1%4%5</u> %				L5%
Japan	- 70 - 775				.70 -

Base: 20,767 online adults aged 16-64 across 27 countries April 20 – May 4, 2018

Provider Visits – Other Type of Specialist

Sou QA₃. In general, how often do you visit/consult with each of Sou the following for yourself? – Any Unite other type of medical specialist (e.g., dermatologist, neurologist, oncologist, etc.) or Grea healthcare professional

	📕 Thr	ree Times	a Year or	More 📕 Tv	wice a year	Once a	lear 📕 Les	s Often 📕	Never	Ever (100-	Never)
World	8%	11%		19%		28%			35%		65%
Poland	13%	169	6		21%			37%	14%		87%
Hungary	8%	10%		23%				45%	15%		85%
Russia	8%	10%			32%			36%	15%		85%
Turkey	12%	18%			23%			31%	17%		83%
Saudi Arabia	15%	2	1%			25%	2	.0%	20%		80%
China	6%	14%			28%		3:	1%	20%		80%
Germany	9%	15%			22%		30%		24%		76%
Peru	10%	12%			26%		28%		24%		76%
Argentina	13%	14	%		23%		22%		29%		72%
Serbia	7%	6%	17	%			42%		29%		71%
Brazil	8%	16%			22%		24%		30%		70%
India	10%	17%			19%		24%		30%		70%
Belgium	8%	7%		20%		30%	6		34%		66%
Chile	5% 1	L2%		19%		29%			35%		65%
South Korea	8%	10%		21	5%	21%			36%		64%
Spain	7%	12%		20%		25%			36%		64%
Italy	4% 79		-	21%		32%			37%		63%
France	4% 79		17%			33%			39%		61%
Sweden		7%	12%			32%			43%		57%
Malaysia		9%		18%		24%			43%		57%
Mexico	7%	9%		18%		22%			43%		57%
South Africa	4% 6		14%		-	1%			45%		56%
United States	7%	13%		13%	19%				48%	5	2%
Australia	5% 7		13%		26%				49%		1%
Canada	6%		11%		24%				51%)%
Great Britain	5%		11%	17%					61%	39%	
Japan	9%	3 <mark>% 7</mark> %	12	2%					70%	30%	

Base: 20,767 online adults aged 16-64 across 27 countries April 20 - May 4, 2018

Ipsos

Prevalence of Long-Standing Conditions

QB13. Do you have a longstanding condition, illness or health condition that limits you in some way? By long-standing, we mean anything that has troubled you over a period of time or that is likely to affect you over a period of time.

World	34%
Russia	57%
Hungary	43%
Sweden	42%
Canada	41%
Germany	40%
Poland	39%
Serbia	39%
United States	36%
India	36%
Australia	35%
Chile	35%
South Korea	34%
South Africa	34% Yes
Turkey	33%
Great Britain	33%
China	33%
Malaysia	31%
Peru	30%
Spain	30%
France	29%
Belgium	29%
Argentina	29%
Brazil	29%
Saudi Arabia	26%
Colombia	26%
Mexico	23%
Japan	23%
Italy	22%
	Base: 23,249 online adults aged 16-64 across 28 countries May 25 – June 8, 2018

24

pso

Frequency of Blood Donation

Frequency of Blood		Agree	Neither agre	ee nor disagree	Disagree		Net score (% agree minus % disagree)
Donation	World	2	29%	28%		43%	
Donation	Saudi Arabia			58%	30%	12%	+46
	Turkey			54%	27%	19%	+35
	India			52%	28%	20%	+32
	China		40%		38%	22%	+ 18
	Malaysia		40%		37%	23%	+17
	Colombia		40%		30%	30%	+10
	Argentina		38%		33%	29%	■ +9
	Serbia		36%	21%		43%	-7
	Peru		35%		36%	30%	+5
	South Africa		31%	24%		46%	-15 🗖
	Chile		30%	30%		40%	-10
	Brazil		30%	24%		47%	-17 💻
	Spain		30%	31%		39%	-9 🗖
	Mexico		29%	30%		41%	-12 🗖
	Hungary		3%	25%		47%	-19 💻
	Italy	23%		32%		45%	-22
	United States	23%	2	24%		53%	-30
	France	23%		29%		49%	-26
	Australia	20%	2	27%		53%	-33
	Belgium	20%		36%		44%	-24
QB6. Now, thinking personally,	Poland	19%		31%		50%	-31
to what extent do you agree or	Great Britain	18%	23%			59%	-41
disagree with the following	South Korea	18%		34%		49%	-31
statement? – I frequently give	Sweden	17%	16%			66%	-49
blood to help others.	Germany	17%	23%			61%	-44
·	Russia	16%	18%			66%	-50
	Canada	16%	24%			61%	-45
	Japan 📃	11%	23%			67%	-56

Base: 23,249 online adults aged 16-64 across 28 countries May 25 - June 8, 2018

25

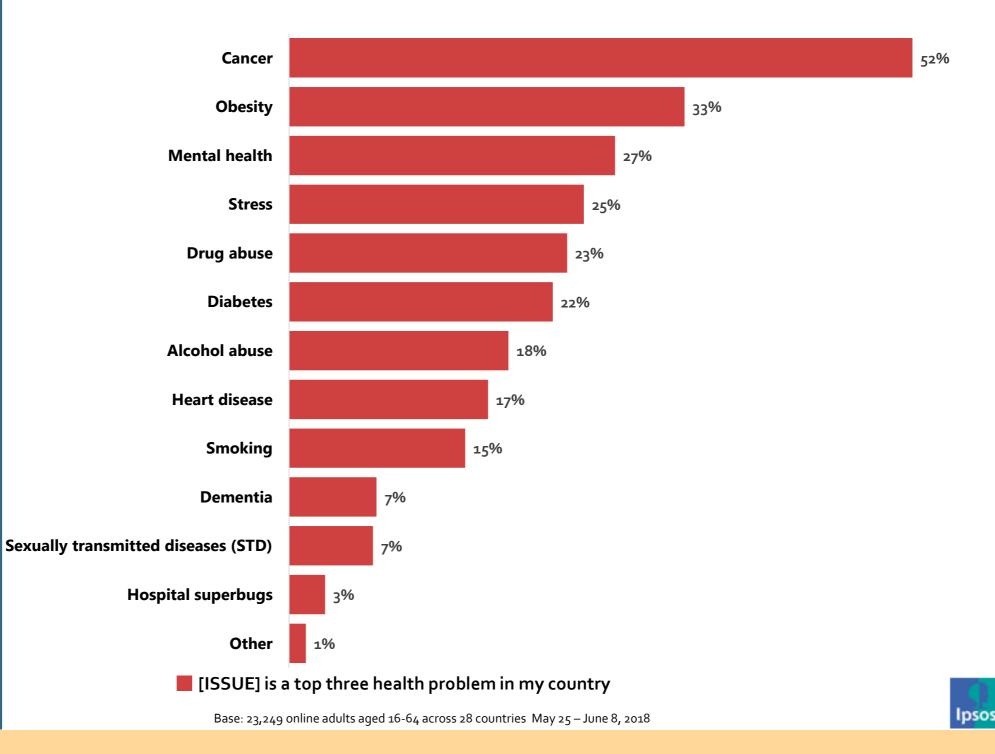
Willingness to Donate Organs

QB6. Now, thinking about you personally, to what extent do you agree or disagree with the following statement? – In case of sudden death, I would allow my organs to be removed in order to help others in need.

	Agree	Neither agree nor disag	ree 📕 Disagr	ee		Net score (% agree minus % disagree)
World			61%	23%	16%	+45
Colombia			75%	12%	12%	+63
India			74%	15%	11%	+63
Turkey			72%	17%	11%	+61
Spain			72%	20%	8%	+64
Mexico			72%	17%	12%	+60
Poland			71%	20%	10%	+61
Brazil			70%	17%	13%	+57
Chile			70%	15%	15%	+55
Canada			69%	17%	14%	+55
Sweden			68%	20%	12%	+56
Australia			68%	20%	12%	+56
Great Britain			67%	20%	14%	+53
Argentina			66%	17%	17%	+49
Hungary			66%	19%	15%	+51
Italy			66%	24%	10%	+56
United States			65%	20%	15%	+50
Peru			63%	22%	16%	+47
Serbia			63%	19%	18%	+45
China			62%	27%	11%	+51
France		57 ⁹	6	24%	18%	+39
South Africa		56%	219	6	23%	+33
Belgium		55%		32%	13%	+42
Germany		53%	22%		26%	+27
Malaysia		50%		31%	20%	+30
Saudi Arabia		44%	26%		30%	+14
South Korea		39%	40	%	22%	+17
Japan		33%	44%		24%	- +9
Russia	3	0%	32%		38%	-8 -
	Base: 23,249 0	nline adults aged 16-64 across 28 coun	tries May 25 – June 8, 201	8		Ipsos

Public Health Concerns – Globally

QB1. Thinking generally, which of the following, if any, do you see as the biggest health problems facing people in your country today?



Top 3 Public Health Concerns per Country

QB1. Thinking generally, which of the following, if any, do you

problems facing people in your

see as the biggest health

country today?

Top 3 Issues in each country	W O R L D	A R G	A U S	B E L	B R A	C A N	C H L	C H N	C O L	F R A	G B R	D E U	H U N	N D	T A	J P N	K O R	M E X	M Y S	P E R	P O L	R U S	S A U	S E R	Z A F	E S P	S W E	T U R	U S A
Cancer	1	2	3	1	1	1	2	1	2	1	2	1	1	2	1	1	3	3	3	1	1	1	3	1	2	1	3	1	2
Obesity	2		2	3	3	3	1	3		2	1	3						1	1		2		2			2		2	3
Mental health	3		1			2		2			3	2					1			2							1		1
Stress		3		2					3	3			2		2	2	2							3		3	2		
Drug abuse		1			2		3		1																1			3	
Diabetes														1				2	2	3			1						
Alcohol abuse													3								3	2			3				
Heart disease														3								3		2					
Smoking															3														
Dementia																3													
Sexually transmitted diseases (STD)																													
Hospital superbugs																													
Other																													

Ipsos

Evaluating The Healthcare System

Do citizens feel like their healthcare system works to keep them healthy?

Parts (NI)

IPSOS GLOBAL ADVISOR

GAME CHANGERS Ipsos

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Quality Rating of Locally Accessible Healthcare

	Good	Neither good no	or poor	Poor		
World		45%		33%		23%
Great Britain			-	73%	18%	9%
Malaysia			72 ⁰	<mark>%</mark>	20%	9%
Australia			71	<mark>%</mark>	22%	7%
Belgium			64%		25%	11%
United States			63%	22	2%	15%
Canada			62%		26%	12%
Spain			58%		29%	13%
Argentina			58%	28	3%	15%
Germany		5	6%		31%	13%
France		55	%	3	31%	14%
India		55 ⁹	6	3:	1%	15%
Saudi Arabia		54%		29%		18%
Sweden		51%		30%		19%
South Korea		50%			43%	7%
South Africa		46%		29%		25%
Turkey		46%		39 ⁰		16%
China		39%			49%	12%
Japan		34%			58%	8%
Italy		3%	38%	ó		29%
Chile	30%	6 ·	31%			39%
Mexico	26%		37%			37%
Colombia	25%	3	1%			44%
Hungary	20%		39%			42%
Peru	20%		39%			41%
Brazil	18%	25%				57%
Serbia	18%	36%				47%
Russia	16%		%			45%
Poland	14%	42	2%			45%

Neither good nor noor

Poor

QB2. How would you rate the quality of healthcare that you and your family have access to in your country? – By healthcare we include doctors, specialist physicians such as surgeons, hospitals, tests for diagnosis and drugs to treat various ailments. Good

Opinion on Healthcare System – Wait Times Too Long

QB4. To what extent do you agree with the following statement? – Waiting times to get an appointment with doctors are too long in my country.

	Agree	Neither agree nor disagree	Disagree			Net score (% agree
World		60%		24%	16%	minus % disagree)
Serbia				91%	5% <mark>4%</mark>	+87
Hungary			78%	13%	9%	+69
Chile			77%	11%	11%	+66
Poland			77%	12%	11%	+66
Peru			75%	13%	12%	+63
Colombia			74%	12%	14%	+60
Mexico			74%	15%	11%	+63
Brazil			73%	15%	12%	+61
Spain			70%	21%	9%	+61
Italy			70%	22%	8%	+62
Russia			66%	20%	14%	+52
Germany			65%	25%	10%	+55
Argentina		6.	4%	24%	12%	+52
Canada		629	6	25%	13%	+49
Great Britain		62%		27%	12%	+50
Malaysia		61%		25%	14%	+47
Sweden		59%		27%	14%	+45
India		55%		29%	16%	+39
China		54%		31%	15%	+39
South Africa		54%	23%		23%	+31
France		53%	2	9%	18%	+35
Turkey		51%	17%		33%	+18
Saudi Arabia		50%	28%		22%	+28
Japan		47%		41%	12%	+35
Australia		43%	33%		24%	+19
United States		41%	34%		25%	+16
South Korea		38%	35%		26%	+12
Belgium		38%	43	%	20%	+18
	Base: 23,2	249 online adults aged 16-64 across 28 countries N	May 25 – June 8, 2018			Ipsos

Opinion on Healthcare System – Quality Healthcare Unaffordable for Many People

QB4. To what extent do you agree or disagree with the following statement? – Many people in my country cannot afford good healthcare.

	Agree	Neither agree nor d	isagree	Disagree			Net score (% agree minus % disagree)
World			58%	23	%	19%	+39
South Africa					83% 8%	8%	+75
Serbia				8	2% 9%	9%	+73
Chile				81	% 8%	11%	+70
Colombia				78%	10%	12%	+66
Hungary				77%	14%	9%	+68
Peru				77%	9%	14%	+63
United States				75%	16%	9%	+66
Mexico				75%	11%	14%	+61
Russia				75%	14%	12%	+63
Brazil				74%	15%	12%	+62
Poland				73%	15%	12%	+61
India				72%	18%	10%	+62
Argentina				70%	16%	14%	+56
China			63%		26%	11%	+52
France			60%		28%	13%	+47
Turkey			57%	15%		28%	+29
Saudi Arabia			56%		27%	17%	+39
Italy		54	<mark>4</mark> %		32%	14%	+40
Spain		52%	b	27%		21%	+31
Malaysia		51%		25%		24%	+27
Australia		46%		33%		21%	+25
Japan		44%			43%	14%	+30
Germany		40%		33%		27%	+13
Belgium		32%		42%		27%	+5
Great Britain		30%	30%			40%	-10
South Korea	28	%		42%		30%	-2
Canada	270	6	35%			38%	-11 🗖
Sweden	25%		35%			40%	-15 -

Base: 23,249 online adults aged 16-64 across 28 countries May 25 – June 8, 2018

Opinion on Healthcare System – Overstretched

QB4. To what extent do you agree or disagree with the following statement. – The healthcare system in my country is overstretched.

	Agree	Neither agree nor disa	gree 📕 Di	sagree		Net score (% agree
World		55%		30%	15%	minus % disagree)
Great Britain				85% 1	1% <mark>4%</mark>	+81
Hungary				80% 149	6%	+74
Sweden			74	<mark>%</mark> 20%	7%	+67
Spain			70%	22%	8%	+62
Chile			70%	20%	11%	+59
France			70%	24%	7%	+63
Colombia			69%	18%	13%	+56
Canada			67%	26%	8%	+59
Brazil			66%	18%	16%	+50
Italy			64%	26%	10%	+54
Argentina			60%	27%	13%	+47
Peru			60%	24%	16%	+44
Australia			60%	33%	8%	+52
Mexico		57	7%	28%	15%	+42
South Africa		57	7%	31%	12%	+45
Germany		55%		32%	13%	+42
Russia		52%		36%	12%	+40
United States		48%		39%	13%	+35
Turkey		46%	18%		36%	+ 10
India		46%		39%	15%	+31
China		43%		37%	20%	+23
Malaysia		42%		33%	25%	+17
Saudi Arabia		41%		38%	22%	+19
Serbia		39%		39%	22%	+17
Belgium		33%		53%	14%	+19
Poland		32%	31%		37%	-5 •
South Korea	24%			51%	25%	-1
Japan	15%			62%	23%	-8 🗖
	Base: 23,24	9 online adults aged 16-64 across 28 co	untries May 25 – June	8, 2018		Ipsos

Opinion on Healthcare System – Concerned about Personal Data Security

QB4. To what extent do you agree or disagree with the following statement? – I am concerned that my personal data will be made available to third parties (government, private companies) without my consent.

	Agree	Neither agree nor disagree	Disa	igree		Net score (% agree minus % disagree)			
World		50%		30%	20%	+30			
Mexico			67%	18%	15%	+52			
Peru			65%	20%	15%	+50			
Turkey		6	3%	16%	21%	+42			
Chile		62	%	21%	17%	+45			
China		62	%	26%	12%	+50			
Colombia		59%		25%	16%	+43			
Malaysia		59%		26%	15%	+44			
Russia		59%		23%	18%	+41			
Spain		57%		29%	14%	+43			
India		56%		26%	18%	+38			
South Korea		56%		33%	12%	+44			
United States		54%		29%	17%	+37			
Brazil		54%		29%	17%	+37			
South Africa		53%		29%	18%	+35			
Argentina		52%		27%	21%	+31			
Serbia		48%	:	29%	23%	+25			
Poland		47%	279	6	26%	+21			
Saudi Arabia		46%		33%	20%	+26			
Australia		44%		33%	23%	+21			
Germany		43%		34%	23%	+20			
Hungary		43%	31%		27%	+16			
France		41%		37%	23%	+18			
Great Britain		41%	349	6	26%	+15			
Canada		39%	34%		28%	+11			
Italy		34%	40%	6	26%	+8			
Belgium		32%	43 ⁹	6	26%	■ +6			
Sweden		31% 31	%		38%	-7 🗖			
Japan		31%		53%	16%	+15			
Base: 23,249 online adults aged 16-64 across 28 countries May 25 – June 8, 2018									

	Agree	Neither ag	Neither agree nor disagree			Disagree			Net score (% agree minus % disagree)	
World		419	<mark>6</mark>	27	%		32%		9%	
Spain				64%		20%	16%		48%	
Australia				63%		23%	13%		50%	
India				61%		25%	15%		46%	
Turkey				59%	15%		26%		33%	
nited States				58%		26%	16%		42%	
outh Korea			55 ⁹	<mark>%</mark>		32%	14%		41%	
Malaysia			53%			30%	17%		36%	
outh Africa			52%		20%		28%		24%	
audi Arabia			48%		3	31%	21%		27%	
Belgium			45%			39%	16%		29%	
Canada		43	3%	2	5%		31%		12%	
Argentina		41%			31%		29%		12%	
reat Britain		40%		25%			35%		5%	
Chile		37%		21%			42%	-5% 🗖		
Mexico		37%		27%			37%		0%	
France		36%		27%			37%	-1%		
Russia		35%		23%			42%	-7% 🗖		
Serbia		35%	17%				49%	-14% 💻		
China		35%			36%		30%		5%	
Sweden		34%		31%			35%	-1%		
Germany		32%		32%			36%	-4%		
Colombia		31%	20%				49%	-18%		
Poland		30%	20%				50%	-20%		
Japan 📕	i	27%				53%	20%		7%	
Italy	2	7%		35%			38%	-11% 💻		
Peru	26	5%	23%				51%	-25%		
Brazil	24%	2	20%				56%	-32%		
Hungary	23%		27%				50%	-27%		

QB4. To what extent do you agree or disagree with the following statements? - I find it easy to get an appointment with doctors in my local area.

Opinion on Healthcare

Appointment

System – Easy to Get an

35

Opinion on Healthcare System – Trust It to Provide BestTreatment

Net score (% agree Agree **Disagree** Neither agree nor disagree minus % disagree) World 41% 31% 28% +13 Spain 64% 26% 10% +54 **Great Britain** 63% 24% 13% +50 Malaysia 63% 25% 12% +51 Australia 61% 28% 12% +49 Canada 56% 28% 16% +40 Belgium 54% 37% 9% +45 India 51% 29% 20% +31 France 50% 32% 18% +32 Sweden 28% 48% 24% +24 Argentina 47% 34% 19% +28 Saudi Arabia 46% 32% 21% +25 China 46% 37% 17% +29 Germany 45% 35% 21% +24 **United States** 30% 43% 27% **+**16 26% Turkey 43% 31% +12 South Africa 37% 27% 37% 0 37% 52% 12% Japan +25 47% South Korea 36% 17% +19 Italy 36% 41% 23% +13 Chile 26% 34% 40% -6 Mexico 33% 31% 37% -6 26% Colombia 26% 49% -23 Serbia 24% 21% 55% -31 28% Peru 24% 48% -24 38% Poland 22% 40% -18 💻 23% 57% 20% Brazil -37 62% Russia 13% 25% -49 13% 24% 63% Hungary -50

Base: 23,249 online adults aged 16-64 across 28 countries May 25 - June 8, 2018

QB4. To what extent do you agree or disagree with the following statement? – I trust the healthcare system in my country to provide me with the best treatment.

Opinion on Healthcare System – Same Standard of Care for Everyone

QB4. To what extent do you agree or disagree with the following statement? – The healthcare system in my country provides the same standard of care to everyone.

	Agree	Neither agro	ee nor disagree	Disagree	1	Net score (% minus % dis	-
World		32%	28%		40%	-8	-
Malaysia			57%	27%	16%		+41
Great Britain			54%	23%	23%		+31
Spain			52%	27%	20%		+32
Canada			50%	29%	21%		+29
Australia			47%	28%	25%		+22
China		43%		32%	25%		+18
Saudi Arabia		41%		31%	28%		+13
India		40%	2	5%	35%		+5
Sweden		40%		30%	30%		+10
Turkey		35%	24%		41%	-6	
Argentina		34%	30	%	36%	-2	
Belgium		34%		45%	21%		+13
South Korea		33%		44%	22%		+11
France		30%	30%		40%	-10	
Italy	2	28%	35%		38%	-10	
Japan	26	<mark>%%</mark>		50%	24%		+2
United States	24%		26%		50%	-26	
Russia	24%		28%		48%	-24	
Mexico	24%		28%		48%	-24	
Germany	23%		27%		50%	-27	
Serbia	20%	13%			68%	-48	
Peru	19%	23%			58%	-39	
Chile	19%	18%			63%	-44	
Brazil	18%	17%			66%	-48	
South Africa	17%	19%			64%	-47	
Colombia	17%	19%			64%	-47	
Poland	17%	25%			59%	-42	
Hungary	13%	19%			68%	-55	

Base: 23,249 online adults aged 16-64 across 28 countries May 25 – June 8, 2018

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Opinion on Healthcare System – Support for Compulsory Vaccinations

QB4. To what extent do you agree or disagree with the statement. Vaccinating against serious infectious diseases should be compulsory.

	Agree	Neither agree nor disagree	Disagree			Net score (% agree minute % diagrams)
World			66%	23%	11%	minus % disagree) +55
Turkey			819	6 13%	7%	+74
Colombia			80%	6 11%	9%	+71
Serbia			80%	11%	10%	+70
South Africa			78%	15%	8%	+70
Argentina			77%	13%	10%	+67
Malaysia			76%	17%	7%	+69
Peru			75%	13%	12%	+63
Spain			74%	20%	6%	+68
Mexico			74%	14%	13%	+61
India			74%	19%	8%	+66
Chile			73%	14%	13%	+60
South Korea			71%	22%	7%	+64
Australia			70%	21%	8%	+62
Brazil			69%	19%	12%	+57
Hungary			66%	24%	10%	+56
Great Britain			65%	25%	10%	+55
Saudi Arabia		6	<mark>64%</mark>	25%	11%	+53
Italy		63	%	26%	12%	+51
Poland		62 ⁰	<mark>%</mark>	24%	14%	+48
Germany		62 ⁰	<mark>%</mark>	25%	13%	+49
China		60%		29%	12%	+48
Sweden		60%		29%	11%	+49
Russia		59%		26%	16%	+43
Canada		58%		27%	15%	+43
United States		53%		34%	13%	+40
Belgium		53%		36%	11%	+42
France		51%		35%	15%	+36
Japan		41%		49%	10%	+31

Base: 23,249 online adults aged 16-64 across 28 countries May 25 - June 8, 2018

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Opinion on Healthcare System – Agree Summary (% agree)

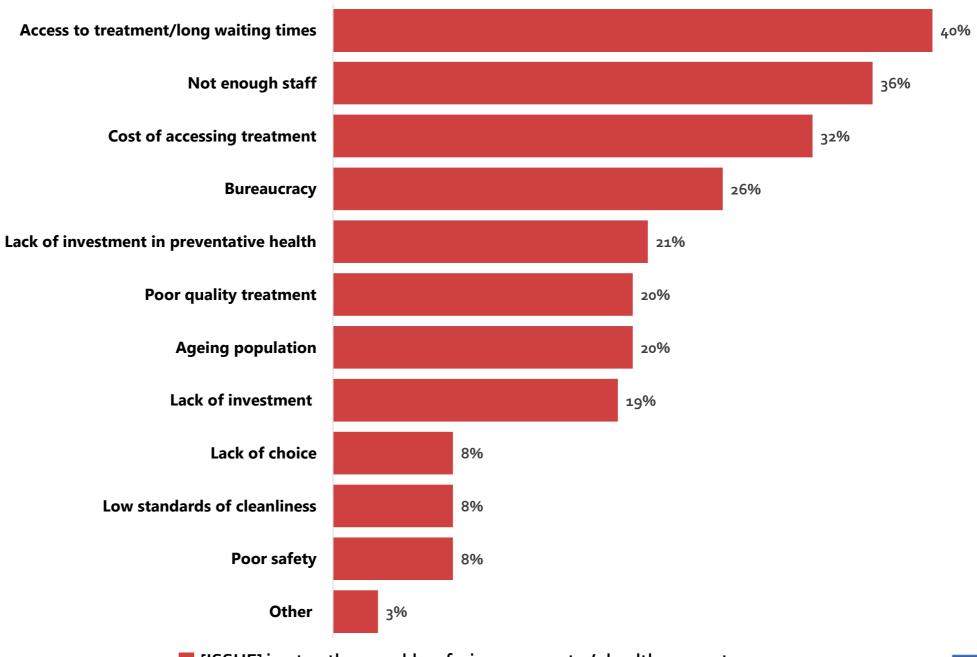
QB4. To what extent do you agree with the following statements? (% agree)	W O R L D	A R G	A U S	B E L	B R A	C A N	C H L	C H N	C O L	F R A	G B R	D E U	H U N	I N D	I T A	J P N	K O R	M E X	M Y S	P E R	P O L	R U S	S A U	S E R	Z A F	E S P	S W E	T U R	U S A
Vaccinating against serious infectious diseases should be compulsory	67%	77%	70%	53%	69%	58%	73%	60%	80%	51%	65%	62%	66%	74%	63%	41%	71%	74%	76%	75%	62%	59%	64%	80%	78%	74%	60%	81%	53%
Waiting times to get an appointment with doctors are too long in my country	62%	64%	43%	38%	73%	62%	77%	54%	74%	53%	62%	65%	78%	55%	70%	47%	38%	74%	61%	75%	77%	66%	50%	91%	54%	70%	59%	51%	41%
Many people in my country cannot afford good healthcare	59%	70%	46%	32%	74%	27%	81%	63%	78%	60%	30%	40%	77%	72%	54%	44%	28%	75%	51%	77%	73%	75%	56%	82%	83%	52%	25%	57%	75%
The healthcare system in my country is overstretched	54%	60%	60%	33%	66%	67%	70%	43%	69%	70%	85%	55%	80%	46%	64%	15%	24%	57%	42%	60%	32%	52%	41%	39%	57%	70%	74%	46%	48%
I am concerned that my personal data will be made available to third parties (government, private companies) without my consent	50%	52%	44%	32%	54%	39%	62%	62%	59%	41%	41%	43%	43%	56%	34%	31%	56%	67%	59%	65%	47%	59%	46%	48%	53%	57%	31%	63%	54%
In my country, information about how to look after my health is readily available when I need it	50%	47%	68%	49%	25%	65%	46%	51%	35%	48%	73%	62%	35%	50%	31%	39%	56%	43%	64%	32%	41%	49%	48%	42%	49%	59%	61%	64%	66%
In my country, information about healthcare services is readily available when I need it	47%	46%	67%	50%	22%	62%	40%	53%	27%	45%	69%	57%	33%	50%	28%	37%	54%	37%	63%	25%	34%	44%	44%	36%	47%	58%	58%	66%	61%
I find it easy to get an appointment with doctors in my local area	41%	41%	63%	45%	24%	43%	37%	35%	31%	36%	40%	32%	23%	61%	27%	27%	55%	37%	53%	26%	30%	35%	48%	35%	52%	64%	34%	59%	58%
I trust the healthcare system in my country to provide me with the best treatment	40%	47%	61%	54%	20%	56%	34%	46%	26%	50%	63%	45%	13%	51%	36%	37%	36%	31%	63%	24%	22%	13%	46%	24%	37%	64%	48%	43%	43%
The healthcare system in my country provides the same standard of care to everyone	31%	34%	47%	34%	18%	50%	19%	43%	17%	30%	54%	23%	13%	40%	28%	26%	33%	24%	57%	19%	17%	24%	41%	20%	17%	52%	40%	35%	24%

Base: 23,249 online adults aged 16-64 across 28 countries May 25 – June 8, 2018

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Problems with Own Healthcare System – Globally

QB5. Overall, which of the following, if any, do you see as the biggest problems facing the healthcare system in your country?



[ISSUE] is a top three problem facing my country's healthcare system

Base: 23,249 online adults aged 16-64 across 28 countries May 25 - June 8, 2018

40

Problems with Own Healthcare System – Summary

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QB5. Overall, which of the following, if any,
do you see as the biggest problems facing the
healthcare system in your country?

healthcare system in your country?			c			N		NI	Ĭ				N	Ľ			P	v	ċ	-		č			Ę.		-	Ď	
	L	G	2	L .	A	N	L	N		A	ĸ	U	N	ע	A	N	ĸ	X	2	ĸ	L	2	U	ĸ	F	٢	E	ĸ	A
	D																												
Access to treatment/long waiting times	41%	35%	37%	26%	35%	49%	64%	26%	59%	29%	32%	37%	65%	22%	59%	20%	26%	48%	43%	46%	70%	35%	21%	68%	41%	52%	52%	38%	22%
Not enough staff	36%	25%	37%	38%	23%	54%	39%	23%	17%	67%	54%	61%	63%	17%	38%	33%	27%	20%	34%	21%	23%	30%	15%	37%	41%	49%	68%	36%	14%
Cost of accessing treatment	32%	35%	38%	27%	18%	10%	46%	32%	37%	34%	8%	19%	18%	44%	28%	44%	32%	26%	49%	29%	34%	56%	32%	36%	39%	15%	11%	32%	64%
Bureaucracy	26%	39%	19%	20%	26%	21%	36%	24%	40%	20%	26%	32%	19%	17%	33%	7%	21%	46%	17%	38%	32%	40%	17%	25%	14%	23%	28%	23%	33%
Lack of investment in preventative health	21%	38%	18%	14%	38%	17%	20%	25%	35%	11%	19%	18%	22%	21%	20%	12%	18%	29%	13%	38%	21%	8%	16%	21%	21%	31%	9%	17%	16%
Poor quality treatment	21%	9%	7%	7%	32%	7%	16%	20%	27%	6%	6%	12%	20%	35%	17%	5%	8%	29%	26%	26%	33%	59%	25%	39%	43%	5%	11%	36%	16%
Ageing population	20%	4%	37%	28%	4%	38%	9%	46%	2%	28%	37%	29%	16%	16%	16%	52%	43%	3%	12%	2%	22%	8%	15%	9%	5%	22%	19%	16%	16%
Lack of investment	19%	49%	13%	13%	47%	10%	18%	11%	32%	17%	42%	15%	12%	15%	23%	6%	8%	30%	10%	36%	7%	14%	12%	17%	13%	41%	7%	14%	5%
Low standards of cleanliness	8%	9%	4%	3%	9%	3%	2%	6%	4%	4%	3%	8%	13%	30%	6%	2%	6%	7%	16%	7%	4%	5%	14%	10%	30%	3%	3%	12%	4%
Lack of choice	8%	7%	6%	6%	6%	5%	8%	13%	9%	4%	3%	6%	7%	12%	5%	6%	11%	10%	10%	7%	9%	7%	17%	7%	5%	5%	5%	9%	14%
Poor safety	8%	12%	4%	7%	11%	2%	4%	17%	7%	8%	2%	5%	4%	22%	6%	9%	10%	10%	12%	12%	4%	7%	14%	2%	10%	3%	5%	10%	4%
Other	3%	3%	4%	6%	2%	4%	2%	0%	3%	3%	6%	3%	2%	1%	1%	1%	1%	2%	1%	2%	1%	2%	3%	3%	2%	2%	8%	2%	5%

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Patient Experience

Are patients satisfied with the way their healthcare system treats them?

IPSOS GLOBAL ADVISOR



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Most Recent Patient Experience – Was Treated with Dignity and Respect

QB7. Please indicate the extent to which you agree or disagree with each statement when considering the last time you saw a healthcare professional. – I was treated with dignity and respect throughout my treatment.

	Agree	Neither agree nor disagree	Disagree	9		Net score (% agree minus % disagree)
World		60%		28%	12%	+48
United States			76%	20(% <mark>4%</mark>	+72
Turkey			73%	13%	14%	+59
Canada			73%	20%	7%	+66
Great Britain			73%	22%	5%	+68
Spain			72%	22%	6%	+66
Australia			72%	22%	6%	+66
Malaysia			69%	23%	8%	+61
South Africa			69%	18%	13%	+56
Argentina			68%	21%	11%	+57
Chile			66%	21%	13%	+53
Germany			6 5 %	27%	8%	+57
France		64	.%	29%	8%	+56
Colombia		64	.%	22%	15%	+49
India		63'	<mark>%</mark>	28%	9%	+54
Sweden		63'	<mark>%</mark>	27%	10%	+53
China		61%		30%	9%	+52
Mexico		58%		25%	17%	+41
Saudi Arabia		56%		31%	13%	+43
Belgium		56%		37%	8%	+48
Italy		51%		36%	13%	+38
Russia		49%	29%		22%	+27
Serbia		49%	23%		29%	+20
Poland		48%	28%		24%	+24
Peru		48%	319	6	21%	+27
Brazil		48%	30%		23%	+25
Hungary		40%	36%		24%	+16
South Korea		38%		50%	12%	+26
Japan		34%		56%	11%	+23
	Base: 23,24	9 online adults aged 16-64 across 28 countries N	1ay 25 – June 8, 2018			Ipsos

Most Recent Patient Experience –Values, Preferences and Needs Were Respected

QB7. Please indicate the extent to which you agree or disagree with each statement when considering the last time you saw a healthcare professional. – The healthcare professionals treating me showed respect for my values, preferences and expressed needs.

	Agree	Neither agree nor disagree	Disagre	e		Net score (% agree minus % disagree)
World		55%		31%	14%	+41
United States			70%	259	6 5%	+65
Malaysia			70%	21%	9%	+61
Turkey			69%	12%	19%	+50
Australia			69%	24%	7%	+62
Canada			67%	25%	8%	+59
Great Britain		6	5%	29%	6%	+59
Spain		639	6	28%	9%	+54
South Africa		62%		22%	16%	+46
India		61%		28%	11%	+50
Chile		59%		26%	15%	+44
Colombia		59%		24%	18%	+41
Argentina		59%		28%	13%	+46
Sweden		58%		30%	12%	+46
Germany		58%		32%	11%	+47
China		56%		35%	10%	+46
France		55%		37%	8%	+47
Mexico		54%		30%	17%	+37
Saudi Arabia		53%		33%	14%	+39
Serbia		51%	24%		25%	+26
Belgium		51%		41%	8%	+43
Italy		48%		39%	13%	+35
Poland		47%	32	%	21%	+26
Brazil		46%	31%		24%	+22
Peru		45%	31%		24%	+21
Russia		41%	33%		27%	+14
Hungary		40%	36%		24%	+16
South Korea		40%		46%	14%	+26
Japan		31%		58%	11%	+20
	Base: 23,249 0	nline adults aged 16-64 across 28 countries M	ay 25 – June 8, 2018			Ipsos

Most Recent Patient Experience – Safety Was a Priority

QB7. Please indicate the extent to which you agree or disagree with each statement when considering the last time you saw a healthcare professional. – My safety was a priority.

	Agree	Neither agree nor disagree	Disagree			Net score (% agree minus % disagree)
World		52%	3	4%	14%	+38
Malaysia			73%	18%	8%	+65
China			68%	26%	6%	+62
India			66%	26%	8%	+58
Australia			66%	29%	5%	+61
United States			66%	28%	6%	+60
Canada			65%	29%	6%	+59
Turkey		61	% 19%		20%	+41
Spain		60%		32%	9%	+51
South Africa		58%	25%		17%	+41
Great Britain		57%		37%	6%	+51
Argentina		56%		32%	12%	+44
Saudi Arabia		55%		31%	13%	+42
France		54%		38%	8%	+46
Germany		53%		39%	9%	+44
Chile		51%	32%)	17%	+34
Mexico		49%	33%		18%	+31
Peru		49%	30%		21%	+28
Colombia		48%	30%		22%	+26
Belgium		47%		46%	7%	+40
Sweden		47%		41%	13%	+34
Serbia		47%	33%		21%	+26
South Korea		46%		44%	10%	+36
Italy		46%		42%	13%	+33
Hungary		37%	41%		23%	+14
Poland		36%	38%		25%	+11
Japan		35%		55%	10%	+25
Brazil		33%	37%		30%	 ■ +3
Russia		32%	41%		27%	• +5
	Base: 23,2	49 online adults aged 16-64 across 28 countries	s May 25 – June 8, 2018			Ipsos

Most Recent Patient Experience – Care Was Personalized

QB7. Please indicate the extent to which you agree or disagree with each statement when considering the last time you saw a healthcare professional. – My care was personalized to reflect my needs and choices.

	Agree	Neither agree	nor disagree	Disagree			Net score (% agree minus % disagree)
World		49	<mark>)%</mark>	34	%	18%	+31
Malaysia			649	6	28%	7%	+57
United States			62%		29%	9%	+53
Australia			62%		29%	9%	+53
India			62%		27%	11%	+51
Canada			59%		32%	9%	+50
Turkey			58%	19%		23%	+35
Spain			58%		32%	10%	+48
Germany			57%		31%	12%	+45
Argentina			56%		30%	14%	+42
South Africa			55%	269	6	19%	+36
China			53%		36%	11%	+42
Mexico			53%	25%		22%	+31
Great Britain			52%		36%	12%	+40
Sweden		5	;0%	3	4%	17%	+33
Saudi Arabia		4	9%		36%	15%	+34
Chile		48	<mark>%</mark>	31%		21%	+27
France		46%			42%	12%	+34
Colombia		43%		28%		29%	+14
Belgium		42%			47%	12%	+30
Poland		42%		31%		27%	+15
South Korea		40%			45%	15%	+25
Peru		40%		32%		28%	+12
Italy		39%			45%	16%	+23
Russia		35%	31	.%		34%	+1
Serbia		34%	3	3%		33%	+1
Japan		33%			55%	12%	+21
Brazil		30%	35 ⁰	6		35%	-5
Hungary	26%		34%			40%	-14 💻
		online adults aged 16-64 a		25 – June 8, 2018		_	Ipsos

Most Recent Patient Experience – Received Sufficient Information

QB7. Please indicate the extent to which you agree or disagree with each statement when considering the last time you saw a healthcare professional. – I was provided with sufficient information on my treatment.

	Agree	Neither agree nor disagree	e 📕 Disag	gree		Net score (% agree minus % disagree)
World		49%		34%	18%	+31
Malaysia			64%	28%	7%	+57
United States		6	2%	29%	9%	+53
Australia		6	2%	29%	9%	+53
India		6	2%	27%	11%	+51
Canada		59%		32%	9%	+50
Turkey		58%	19	9%	23%	+35
Spain		58%		32%	10%	+48
Germany		57%		31%	12%	+45
Argentina		56%		30%	14%	+42
South Africa		55%		26%	19%	+36
China		53%		36%	11%	+42
Mexico		53%	:	25%	22%	+31
Great Britain		52%		36%	12%	+40
Sweden		50%		34%	17%	+33
Saudi Arabia		49%		36%	15%	+34
Chile		48%		31%	21%	+27
France		46%		42%	12%	+34
Colombia		43%	28%		29%	+14
Belgium		42%		47%	12%	+30
Poland		42%	31%		27%	+15
South Korea		40%		45%	15%	+25
Peru		40%	32%		28%	+12
Italy		39%		45%	16%	+23
Russia		35%	31%		34%	+1
Serbia		34%	33%		33%	+1
Japan		33%		55%	12%	+21
Brazil	30	<mark>%</mark>	35%		35%	-5 🗖
Hungary	26%	349	6		40%	-14 -
	Base: 23,249 onl	ine adults aged 16-64 across 28 countrie		018		Ipsos

Most Recent Patient Experience – Had Easy Access to Medical Information

QB7. Please indicate the extent to which you agree or disagree with each statement when considering the last time you saw a healthcare professional. – I had easy access to my medical information.

	Agree	Neither agree nor disagree	Disag	ree		Net score (% agree minus % disagree)
World		49%		33%	18%	+31
Turkey			68%	18%	15%	+53
United States			67%	25%	9%	+58
Malaysia			65%	25%	10%	+55
India		62	2%	25%	13%	+49
Australia		59%		31%	10%	+49
Spain		58%		31%	11%	+47
South Africa		55%	2	3%	22%	+33
China		55%		33%	12%	+43
Argentina		54%		31%	16%	+38
Saudi Arabia		53%		30%	17%	+36
Canada		51%		32%	16%	+35
Chile		49%	3	30%	21%	+28
Sweden		49%		37%	14%	+35
Great Britain		47%		38%	15%	+32
Colombia		46%	28%		26%	+20
South Korea		45%		40%	15%	+30
Mexico		44%	31%		24%	+20
France		43%		39%	17%	+26
Russia		42%	28%		30%	+12
Germany		42%	ŝ	38%	21%	+21
Italy		41%		42%	17%	+24
Belgium		39%		47%	14%	+25
Poland		38%	38%	6	24%	+14
Brazil		36%	33%		31%	■ +5
Peru		36%	31%		33%	I +3
Hungary		35%	40%	Ď	24%	+11
Serbia		33	28%		37%	-2
Japan		33%		53%	14%	+19
	Base: 23,2	49 online adults aged 16-64 across 28 countries	5 May 25 – June 8, 20	18		Ipsos

Most Recent Patient Experience – Had Access to the Best Possible Care

QB7. Please indicate the extent to which you agree or disagree with each statement when considering the last time you saw a healthcare professional. – I had access to the best care I could have received.

	Agree Neith	er agree nor disagree	Disagree				ore (% agree % disagree)
World		45%	34%		22%		+23
Australia		649	6	27%	9%		+55
Malaysia		62%			10%		+52
United States		60%			13%		+47
India		59%			13%		+46
Canada		59%			11%		+48
Great Britain		59%		31%	11%		+48
South Africa		54%	21%		25%		+29
Spain		53%		35%	13%		+40
France		52%		38%	10%		+42
Saudi Arabia		52%	32	%	16%		+36
Argentina		51%	32%	Ó	17%		+34
Belgium		48%		42%	10%		+38
China		47%	38	3%	15%		+32
Germany		46%	38'	%	16%		+30
Turkey		46%	23%		31%		+15
Sweden		43%	39%		18%		+25
Japan		41%		50%	10%		+31
Chile	38	<mark>%</mark>	34%		28%		+10
Mexico	36%		36%		28%		+8
Italy	36%		44%		20%		+16
Colombia	35%	3	o%		34%		+1
Poland	35%	3	1%		34%		+1
South Korea	35%		49 ⁰	%	16%		+19
Serbia	34%	24%			41%	-7 🗖	5
Peru	32%		4%		34%	-2	
Brazil	30%	33%			38%	-8	
Hungary	21%	34%			45%	-24	
Russia	17%	25%			58%		
						T -	

Base: 23,249 online adults aged 16-64 across 28 countries May 25 – June 8, 2018

Ipsos

Most Recent Patient Experience – Received Emotional Support

QB7. Please indicate the extent to which you agree or disagree with each statement when considering the last time you saw a healthcare professional. – During my treatment the healthcare professional showed me emotional support.

	Agree	Neither agree nor di	sagree 📕	Disagree		Net score (% agree minus % disagree)
World		40%		36%	24%	+16
Malaysia			65%	23%	12%	+53
United States		55	%	33%	13%	+42
Australia		54 ⁰	%	32%	14%	+40
India		53 ⁹	6	32%	14%	+39
Canada		50%		35%	15%	+35
Saudi Arabia		49%		36%	15%	+34
South Africa		47%		31%	22%	+25
Great Britain		47%		39%	14%	+33
Spain		46%		37%	17%	+29
Argentina		44%		35%	21%	+23
Turkey		44%	17%		39%	■ +5
China		43%		37%	20%	+23
Sweden		41%		38%	21%	+20
Italy		37%		42%	21%	+16
Germany		37%		42%	21%	+16
Colombia		35%	32%		33%	+2
France		35%		44%	21%	+14
Chile		34%	33%		34%	0
Russia		33%	31%		37%	-4
Belgium		32%		52%	16%	+16
Mexico	3	1%	34%		35%	-4
Peru	3	1%	33%		36%	-5
South Korea	30	%		49%	22%	+8
Serbia	30	<mark>%</mark>	27%		43%	-13 💻
Japan	28%			58%	14%	+14
Brazil	27%		34%		40%	-13
Hungary	26%		37%		37%	-11
Poland	25%		35%		40%	-15 💻
	Base: 23,249 on	line adults aged 16-64 across 28	countries May 25 – J	une 8, 2018		Ipsos

Most Recent Patient Experience – Care Involved Family and Friends

QB7. Please indicate the extent to which you agree or disagree with each statement when considering the last time you saw a healthcare professional. – My care included the involvement of family and friends.

	Agree	Neither agree nor d	lisagree 📕 Dis	agree			Net score (% agree minus % disagree)
World		36%	35%			29%	
India			69%		23%	8%	+61
Serbia			63%	21%		17%	+46
Malaysia			60%		31%	9%	+51
China			56%	3	3%	11%	+45
Saudi Arabia		48%		35%		17%	+31
South Africa		46%	25%			29%	+17
United States		45%	3	0%		25%	+20
Australia		43%	31	.%		26%	+17
Hungary		43%	31	.%		26%	+17
Japan		37%		5	;2%	11%	+26
Turkey		36%	23%			41%	-5
Italy		35%		43%		22%	+13
Belgium		33%		48%		18%	+15
Sweden		33%	38%			30%	+3
Canada		33%	33%			35%	-2
Mexico	3	۱%	31%			38%	-7
Spain	30(<mark>⁄6</mark>	40%			31%	-1
Argentina	30(<mark>⁄6</mark>	37%			34%	-4
Brazil	30(<mark>⁄6</mark>	32%			39%	-9
Chile	29%	5	33%			38%	-9 🗖
Great Britain	29%	5	38%			33%	-4
Peru	29%		34%			38%	-9 🗖
South Korea	28%		47	7%		26%	+2
Germany	26%		39%			35%	-9 🗖
Colombia	25%		31%			44%	-19
Poland	25%		35%			40%	-15
France	24%		43%			33%	-9
Russia	21%	28%				51%	÷
	Base: 23,249 on	ine adults aged 16-64 across 2	8 countries May 25 – June 8	8, 2018			Ipsos

Most Recent Patient Experience – Agree Summary (% agree)

QB7. Please indicate the extent to which you agree with each one (% agree)

I was treated with dignity and respect throughout my treatment

The healthcare professionals treating me showed respect for my values, preferences and expressed needs

I was provided with sufficient information on my treatment

My safety was a priority

My care was personalized to reflect my needs and choices

I had easy access to my medical information

I had access to the best care I could have received

During my treatment the healthcare professional showed me emotional support My care included the involvement of family and friends

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 | 62% | 32% | 35% | 17% | 52% | 34% | 54% | 53%
 | 43% | 46% | 60% |
| 40% | 44% | 54% | 32% | 27% | 50% | 43% | 34% | 35% | 35% | 47% | 37% | 26% | 53% | 37%

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 | 65% | 31% | 25% | 33% | 49% | 30% | 47% | 46%
 | 41% | 44% | 55% |
| 36% | 30% | 43% | 33% | 30% | 33% | 56% | 29% | 25% | 24% | 29% | 26% | 43% | 69% | 35%

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Most Recent Experience with Provider – Was Taken Seriously

QB8. Thinking about the healthcare professional you saw most recently, please answer the following questions as honestly as possible by ticking the box that best fits your opinion. – This doctor takes me seriously.

	Agree	Neither agree nor disagree	Disagre	e		Net score (% agree minus % disagree)
World		56%		29%	14%	+42
Australia			71%	21%	8%	+63
Jnited States			71%	21%	8%	+63
France			69%	24%	7%	+62
Canada			68%	22%	10%	+58
South Africa			67%	20%	14%	+53
Germany			66%	25%	9%	+57
Great Britain		6	4%	26%	10%	+54
Malaysia		6	4%	28%	8%	+56
Spain		6	3%	28%	9%	+54
Turkey		63	%	19%	19%	+44
Argentina		629	%	27%	11%	+51
India		61%		28%	11%	+50
Saudi Arabia 📃		57%		30%	13%	+44
Belgium		57%		36%	7%	+50
China		56%		32%	12%	+44
Chile		55%		28%	17%	+38
Serbia		55%	22%		23%	+32
Sweden		55%		32%	13%	+42
Mexico		54%		27%	18%	+36
Poland		54%		29%	17%	+37
Italy		52%		35%	13%	+39
Colombia		50%	3	30%	19%	+31
Hungary		46%	329	6	22%	+24
Brazil		44%	32%		24%	+20
Russia		43%	35%		23%	+20
South Korea		41%		44%	15%	+26
Peru		40%	35%		25%	+15
Japan 📃		34%		52%	15%	+19
	Base: 23,24	49 online adults aged 16-64 across 28 countries	May 25 – June 8, 2018			Ipsos

Most Recent Experience with Provider – Was Accepted As I Am

QB8. Thinking about the healthcare professional you saw most recently, please answer the following questions as honestly as possible by ticking the box that best fits your opinion. – This doctor accepts me the way I am.

	Agree	Neither agree nor disagree	Disagree			Net score (% agree
World		55%		33%	13%	minus % disagree)
France			72%	23%	ó <u>5</u> %	+67
Australia			71%	23%	7%	+64
United States			68%	25%	7%	+61
Canada			67%	26%	7%	+60
Germany			66%	26%	8%	+58
South Africa			6 <mark>5%</mark>	23%	12%	+53
India			5 <mark>5%</mark>	24%	11%	+54
Turkey		6.	<mark>4%</mark>	21%	15%	+49
Malaysia		62%	6	30%	8%	+54
Serbia		60%	2	4%	17%	+43
Great Britain		59%		32%	9%	+50
Spain		59%		34%	8%	+51
Belgium		57%		36%	7%	+50
Argentina		57%		34%	10%	+47
Sweden		56%		32%	12%	+44
Poland		55%		33%	12%	+43
Chile		53%		33%	14%	+39
Saudi Arabia		53%		33%	15%	+38
Colombia		51%		33%	15%	+36
Mexico		50%	3	3%	17%	+33
Italy		49%		41%	10%	+39
China		45%		42%	13%	+32
Hungary		45%	379	%	19%	+26
Russia		43%	36%		21%	+22
Brazil		42%	34%		24%	+18
Peru		41%	39%		20%	+21
South Korea		34%		50%	16%	+18
Japan	24%		5	9%	17%	+ 7

Base: 23,249 online adults aged 16-64 across 28 countries May 25 – June 8, 2018

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Most Recent Experience with Provider – Know What to Expect with Provider

QB8. Thinking about the healthcare professional you saw most recently, please answer the following questions as honestly as possible by ticking the box that best fits your opinion. – I know what to expect with this doctor.

	Agree	Neither agree nor disage	ree 📕 🛙	Disagree			Net score (% agree minus % disagree)
World		52%		32%		17%	+35
Australia			67%		23%	9%	+58
Jnited States			67%		23%	10%	+57
India			67%		25%	9%	+58
France			66%		27%	7%	+59
Turkey			66%	18%		16%	+50
Canada			64%		26%	10%	+54
Germany			64%		26%	10%	+54
South Africa			62%	239	6	15%	+47
Spain		56%			33%	11%	+45
Belgium		55%			36%	9%	+46
Poland		55%		29%		16%	+39
Argentina		55%		29%		16%	+39
Malaysia		55%			34%	11%	+44
Serbia		55%		23%		23%	+32
Saudi Arabia		51%		3	6%	13%	+38
Great Britain		51%		32%		17%	+34
China		47%		39	%	14%	+33
Chile		47%		31%		22%	+25
Italy		46%		39%	6	15%	+31
Hungary		45%		31%		24%	+21
Mexico		44%		36%		20%	+24
Sweden		44%		35%		21%	+23
Colombia		40%		34%		25%	+15
Brazil		40%	32	2%		28%	+12
Russia		40%	29%			32%	+8
South Korea		38%		45%		17%	+21
Peru		34%		42%		24%	+10
Japan 📃	23%			59%		19%	■ +4
	Base: 23,2	49 online adults aged 16-64 across 28 coun	tries May 25 – Jur	ne 8, 2018			Ipsos

Most Recent Experience with Provider – Doctor Really Cares for Me

QB8. Thinking about the healthcare professional you saw most recently, please answer the following questions as honestly as possible by ticking the box that best fits your opinion. – *This doctor really* cares for me.

	Agree	Neither agree nor o	disagree	Disag	jree			Net score (% agree minus % disagree)
World		45%			35%		19%	+26
India			63%			27%	10%	+5
Turkey			62%		17%		21%	+41
Germany			60%			27%	12%	+48
France			58%			31%	11%	+47
Malaysia			58%			33%	9%	+49
Australia			57%			33%	10%	+47
United States			57%			32%	12%	+45
Canada			55%			32%	13%	+42
Saudi Arabia			54%			32%	13%	+41
South Africa		529	6		32	%	16%	+36
Spain		529	6			35%	13%	+39
Argentina		51%			329	6	17%	+34
Great Britain		45%			38%		18%	+27
Serbia		44%		26%			30%	+14
Belgium		43%				46%	11%	+32
China		42%			38%		21%	+21
Sweden		42%			41%		18%	+24
Poland		41%		35%	б		25%	+16
Mexico		38%		35%			27%	+11
Chile		37%		36%			27%	+10
Brazil		37%		34%			29%	+8
Colombia		36%		37%			28%	+8
Italy		35%			43%		21%	+14
Russia		34%		35%			32%	+2
Hungary		33%		37%			30%	• +3
South Korea		30%			48%		21%	+9
Peru		29%		42%			29%	0
Japan	22%				58%		20%	+2
	Base: 23,2	49 online adults aged 16-64 across 2	28 countries May	25 – June 8, 2	018			Ipsos

Most Recent Experience with Provider – Feel Relaxed with Doctor

QB8. Thinking about the healthcare professional you saw most recently, please answer the following questions as honestly as possible by ticking the box that best fits your opinion. – I feel totally relaxed with this doctor.

	🗖 Agree 📃 Ne	ither agree nor disagree	Disagree			Net score (% agr	
World		50%	32	%	18%	minus % disagre	e)
France			69%	24%	8%		+61
Australia		6	5%	24%	11%	+5	
Malaysia		6	5%	29%	6%		+59
United States		64	%	25%	12%	+5	
Canada		62%		26%	12%	+50	
India		62%	.	27%	11%	+5:	
Germany		61%		29%	11%	+50	
South Africa		61%		26%	13%	+48	
Argentina		56%		31%	14%	+42	
Spain		56%		32%	13%	+43	
Serbia		56%	23%		22%	+34	
Great Britain		55%		32%	13%	+42	
Turkey		55%	22%		24%	+31	
Saudi Arabia		52%		32%	15%	+37	
Belgium		51%		38%	11%	+40	
Poland		49%	32	%	18%	+31	
Chile		48%	31%		21%	+27	
Italy		48%		38%	15%	+33	
China		48%	3	6%	17%	+31	
Sweden		47%	34%		20%	+27	
Hungary		45%	34%		21%	+24	
Mexico		43%	36%		21%	+22	
Colombia		42%	33%		26%	+16	
Brazil		41%	32%		27%	+14	
Peru	31%		44%		25%	■ +6	
Russia	28%	32%			40%	-12	
South Korea	24%		46%		30%	-6 🗖	
Japan	20%		54%		26%	-6 🗖	
	Base: 23,249 online ad	ults aged 16-64 across 28 countries N	1ay 25 – June 8, 2018			Ipsc	os

Most Recent Experience with Provider – Doctor Knows How I Feel

QB8. Thinking about the healthcare professional you saw most recently, please answer the following questions as honestly as possible by ticking the box that best fits your opinion. – *This doctor really* knows how I feel about things.

	📕 Agree 📃 Neither ag	gree nor disagree	Disagree		Net score (% agree minus % disagree)
World	429	6 .	35%	24%	+18
India		60%	29	9% 11%	+49
Turkey		59%	17%	24%	+35
Germany		53%	30%	17%	+36
Australia		52%	32%	16%	+36
Malaysia		52%	35%	13%	+39
United States		52%	31%	18%	+34
France		51%	34%	15%	+36
Canada		50%	33%	17%	+33
Argentina		48%	33%	20%	+28
Saudi Arabia		48%	37%	16%	+32
Spain		46%	34%	20%	+26
South Africa		46%	28%	26%	+20
Belgium		45 %	41%	14%	+31
China	43	%	37%	21%	+22
Mexico	40%		33%	28%	+12
Chile	39%		35%	26%	+13
Italy	38%		41%	21%	+17
Serbia	37%	24%		39%	-2
Great Britain	36%		38%	26%	+10
Brazil	35%		32%	33%	+2
Colombia	34%		34%	32%	+2
South Korea	32%		46%	22%	+10
Hungary	31%		37%	32%	-1
Poland	30%	36	i%	35%	-5 🗖
Peru	30%		42%	28%	+2
Sweden	28%	34%		37%	-9 🗖
Russia	27%	34%		39%	-12
Japan	23%		55%	21%	+2
	Base: 23,249 online adults aged :	.6-64 across 28 countries Ma	y 25 – June 8, 2018		Ipsos

Most Recent Experience with Provider – Know Doctor Very Well

QB8. Thinking about the healthcare professional you saw Gre most recently, please answer the following questions as honestly as possible by ticking the box that best fits your opinion. – I know this doctor very well.

	Agree	Neither agree nor d	lisagree	Disagree	2		Net score (% agree minus % disagree)
World		37%	3	3%		30%	■ +7
India			60%		27%	13%	+47
France			56%		29%	16%	+40
United States		48%		29%		23%	+25
Australia		48%		28%		23%	+25
Germany		48%			35%	17%	+31
Serbia		47%	:	24%		29%	+18
Canada		47%		30%		23%	+24
South Africa		45%	2	5%		30%	+15
Saudi Arabia		45%		32%		24%	+21
Belgium		44%			42%	14%	+30
Turkey		43%	20%			37%	■ +6
Argentina		42%		33%		25%	+17
Spain		42%		35%		24%	+18
Malaysia		39%			44%	17%	+22
Hungary		37%	329	6		32%	■ +5
Italy		34%		41%		25%	– +9
China		32%	37	%		31%	+1
Poland		32%	36%	6		32%	0
Chile		32%	32%			37%	-5
Mexico		31%	36%			33%	-2
Brazil		30%	30%			40%	-10
Great Britain	2	<mark>3%</mark>	31%			42%	-14 💻
Colombia	22%	3	2%			45%	-23
Peru	22%		37%			41%	-19
Russia	21%	28%				51%	
South Korea	20%		43%			37%	-17
Sweden	20%	31%				50%	
Japan	14%		53%			33%	-19
	Base: 23,249	9 online adults aged 16-64 across 2					Ipsos

Most Recent Experience with Provider – Doctor Knows Me Very Well

QB8. Thinking about the healthcare professional you saw most recently, please answer the following questions as honestly as possible by ticking the box that best fits your opinion. – This doctor knows me as a person.

	🗖 Agree 📄 Neither ag	ree nor disagree	Disagree		Net score (% agree minus % disagree)
World	36%		31%	33%	+3
India		62%	25%	14%	+48
France		54%	29%	17%	+37
Australia		50%	29%	21%	+29
Canada		49%	29%	22%	+27
Germany		49%	29%	22%	+27
Malaysia		48%	37%	15%	+33
United States		47%	29%	24%	+23
Belgium	4	<mark>.5%</mark>	40%	15%	+30
South Africa	42%		26%	32%	+10
Turkey	40%	18%		43%	-3
Spain	40%		33%	28%	+12
Saudi Arabia	39%		30%	31%	■ +8
Argentina	37%		34%	29%	+ 8
Serbia	36%	21%		43%	-7
Hungary	36%	27%		38%	-2
Italy	36%		38%	27%	+ 9
Mexico	31%		36%	33%	-2
Great Britain	29%	30%		41%	-12 🗖
Poland	28%	25%		47%	19 💻
Brazil	28%	32%		41%	-13
Chile	28%	32%		41%	-13
China	26%	35%		39%	-13
Colombia	23%	31%		46% ₋₂	23
South Korea	22%	41%)	0/	-15
Peru	21%	36%		0/	22
Sweden	19%	31%		50% - ₃₁	
Russia	19%	29%		52% -33	
Japan	13%	49%		38% -2	
	Base: 23,249 online adults aged 16	5-64 across 28 countries Ma	y 25 – June 8, 2018		Ipsos

Most Recent Experience with Provider – Agree Summary (% agree)

QB8. To what extent with the following sta agree)

This doctor takes me

This doctor accepts m

I know what to expec doctor

I feel totally relaxed w

This doctor really care This doctor really kno about things I know this doctor ver

This doctor knows me

	w																												
t do you agree	0	Α	Α	B				С																S			S	Т	U
statements? (%	R	R	U	Ε				H							Т			Ε		Ε	0			Ε			W	U	S
	L	G	S	L	Α	N	L	N	L	Α	R	U	N	D	Α	Ν	R	X	S	R	L	S	U	R	F	Ρ	Ε	R	Α
	D																												
e seriously	56%	62%	71%	57%	44%	68%	55%	56% 5	50%	69%	64%	66%	46%	61%	52%	34%	41%	54%	64%	40%	54%	43%	57%	55%	67%	63%	55%	63%	71%
me the way I am	55%	57%	71%	57%	42%	67%	53%	45% 5	51%	72%	59%	66%	45%	65%	49%	24%	34%	50%	62%	41%	55%	43%	53%	60%	65%	59%	56%	64%	68%
ect with this	52%	55%	67%	55%	40%	64%	47%	47%4	40%	66%	51%	64%	45%	67%	46%	23%	38%	44%	55%	34%	55%	40%	51%	55%	62%	56%	44%	66%	67%
with this doctor	50%	56%	65%	51%	41%	62%	48%	48%4	42%	69%	55%	61%	45%	62%	48%	20%	24%	43%	65%	31%	49%	28%	52%	56%	61%	56%	47%	55%	64%
ires for me	45%	51%	57%	43%	37%	55%	37%	42%3	36%	58%	45%	60%	33%	63%	35%	22%	30%	38%	58%	29%	41%	34%	54%	44%	52%	52%	42%	62%	57%
nows how I feel	42%	48%	52%	45%	35%	50%	39%	43%3	34%	51%	36%	53%	31%	60%	38%	23%	32%	40%	52%	30%	30%	27%	48%	37%	46%	46%	28%	59%	52%
ery well	37%	42%	48%	44%	30%	47%	32%	32%2	22%	56%	28%	48%	37%	60%	34%	14%	20%	31%	39%	22%	32%	21%	45%	47%	45%	42%	20%	43%	48%
ne as a person	36%	37%	50%	45%	28%	49%	28%	26%2	23%	54%	29%	49%	36%	62%	36%	13%	22%	31%	48%	21%	28%	19%	39%	36%	42%	40%	19%	40%	47%



Most Recent Experience as Patient/with a Provider – Average of 16 Attributes (% Agree)

QB7. Please indicate the extent to which you agree or disagree with each statement when considering the last time you saw a healthcare professional.

QB8. Thinking about the healthcare professional you saw most recently, please answer the following questions as honestly as possible by ticking the box that best fits your opinion.

World	48%
India	62%
United States	62%
Malaysia	61%
Australia	61%
Canada	58%
Turkey	57%
South Africa	56%
France	54%
Spain	54%
Germany	54%
Saudi Arabia	51%
Great Britain	51%
Chile	49%
Belgium	47%
Serbia	46%
China	45%
Sweden	44%
Mexico	43%
Italy	42%
Colombia	41%
Poland	40%
Hungary	37%
Brazil	36%
Peru	35%
South Korea	34%
Russia	33%
Japan	29%
	Base: 23,249 online adults aged 16-64 across 28 countries May 25 — June 8, 2018

Base: 23,249 online adults aged 16-64 across 28 countries May 25 – June 8, 2018

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Expected Changes in Healthcare

How do citizens expect the future of healthcare to look?

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Expected 10-Year Change – Own Health

QA2. How do you think the following will change over the next 10 years? – My own health.

	Better	Stay the same	Worse		Net score (% agree minus % disagree)
World	35%	40	0%	25%	
India		66%	22%	13%	+53
Saudi Arabia		63%	29%	8%	+55
China		57%	28%	15%	+42
Peru		56%	30%	14%	+42
Mexico		56%	31%	13%	+43
Malaysia		53%	34%	14%	+39
Brazil		52%	33%	15%	+37
South Africa		50%	34%	16%	+34
Chile	45%		35%	20%	+25
Argentina	42%		41%	17%	+25
Turkey	41%	27%		32%	
United States	39%		42%	20%	+19
Sweden	33%	38%		30%	+3
South Korea	30%		52%	19%	+11
Australia	29%	46	5%	25%	■ +4
Canada	27%	46%		27%	0
Poland	24%	37%		40%	-16
Russia	24%	38%		39%	-15
Serbia	22%	38%		40%	-18
Spain	22%	529	6	26%	-4
Great Britain	21%	48%		31%	-10
Hungary	20%	42%		37%	-17
Italy	20%	49%		32%	-12 🗖
France	17%	55%		28%	-11 🗖
Germany	17%	59	9%	25%	-8 🗖
Belgium	14%	58%		27%	-13 🗖
Japan	11%	52%		38%	-27
	Base: 20,767 online adults aged 16-64	across 27 countries April 20 — May 4,	2018		Ipsos

Expected 10-Year Change – Quality of Own Healthcare

QA2. How do you think the following will change over the next 10 years? – The quality of my and my family's healthcare (doctors, hospitals, medicine, etc.).

	Better	Stay the same	Worse		Net score (% agree minus % disagree)
World	39%		40%	21%	+18
India		69%	21%	9%	+60
China		68%	269	6 7%	+61
Saudi Arabia		67%	26%	8%	+59
Malaysia		56%	35%	10%	+46
Turkey		52%	25%	24%	+28
Argentina		51%	31%	18%	+33
Peru		51%	32%	18%	+33
Chile		<u>50%</u>	36%	14%	+36
Mexico	4	.9%	33%	18%	+31
South Africa	4	9%	32%	20%	+29
South Korea	48	3%	43%	8%	+40
Brazil	43%		36%	21%	+22
United States	40%		44%	16%	+24
Serbia	37%	3	8%	25%	+12
Russia	36%		40%	24%	+12
Poland	33%	41	۱%	26%	+ 7
Australia	31%		51%	18%	+13
Spain	29%		46%	25%	∎ +4
Canada	28%		50%	22%	■ +6
Hungary	26%	39%		34%	-8 🗖
Belgium	24%		56%	19%	■ +5
Japan	23%		62%	15%	■ +8
Sweden	23%	46%		31%	-8 🗖
France	22%	47%		31%	-9 🗖
Italy	22%	48%		30%	-8
Great Britain	21%	47%		32%	-11
Germany	16%	54%		30%	-14 💻
	Base: 20,767 online adults aged 16-64 a	cross 27 countries April 20 – May	4, 2018		Ipsos

Expected 10-Year Change - Cost of Own Healthcare

QA2. How do you think the following will change over the next 10 years? – The cost of my and my family's healthcare (doctors, hospitals, medicine, etc.).

	Bet	ter 📕 Stay the sa	me 📕 Worse	2	Net score (% agree minus % disagree)
World	30%	36	%	34%	
China		64%		28% 8%	+ -
Saudi Arabia		61%	26	% 13%	+48
India		60%	19%	21%	+39
Malaysia		51%	28%	21%	+30
Peru		48%	31%	21%	+27
Mexico	40 ⁰	<mark>%</mark>	29%	32%	+8
Chile	40 ⁹	6	36%	25%	+15
South Korea	38%		45%	18%	+20
Argentina	36%	3	1%	33%	I +3
Brazil	36%		35%	29%	<u></u> +7
Turkey	32%	24%		44%	-12
South Africa	29%	21%		50%	-21
Poland	28%	35%		37%	-9 🗖
United States	27%	27%		46%	-19
Russia	23%	35%		42%	-19
Serbia	23%	36%		41%	-18
Spain	22%		47%	31%	-9 🗖
Australia	20%	35%		45%	-25
Hungary	19%	31%		50%	-31
Sweden	17%	47%		36%	-19
Canada	17%	47%		36%	-19
Italy	17%	42%		41%	-24
France	17%	41%		43%	-26
Great Britain	15%	47%		38%	-23
Belgium	13%	46%		41%	-28
Japan	12%	55	;%	34%	-22
Germany	11%	48%		41%	-30
	Base: 20,767 online adults age	ed 16-64 across 27 countries April	20 – May 4, 2018		Ipsos

Expected 10-Year Change – Availability of Providers

QA2. How do you think the following will change over the next 10 years? - The availability of healthcare providers (doctors, hospitals, etc.) where I live.

	Better	Stay the same	Worse		Net score (% agree
World	37%		41%	22%	minus % disagree)
India		7:	L <mark>%</mark> 209	6 9%	+6
Saudi Arabia		69%	2/	4% 7%	+6
China		68%		27% 6%	+6
Malaysia		57%	35 ⁰	% 8%	+49
Peru		55%	26%	19%	+36
Chile		52%	34%	15%	+37
Turkey		48%	34%	18%	+30
Argentina		47%	34%	19%	+28
Mexico	4	<mark>6%</mark>	35%	19%	+27
South Africa	44	<mark>%</mark>	34%	22%	+22
South Korea	41%		50%	10%	+31
Brazil	39%		38%	23%	+16
Jnited States	38%		46%	16%	+22
Serbia	35%	3	7%	28%	+ 7
Russia	33%		44%	24%	= +9
Poland	32%	4	0%	28%	■ +4
Australia	30%		52%	18%	+12
Spain	28%		50%	22%	+ 6
Hungary	26%	41%		32%	-6 🗖
Canada	25%		50%	25%	0
Italy	21%	48%		31%	-10
Sweden	20%	46%		34%	-14 💻
Great Britain	19%	44%		37%	-18
France	17%	40%		43%	-26
Belgium	16%		57%	27%	-11 🗖
Japan	14%		69%	17%	-3
Germany	13%	56%	b l	31%	-18 💻
	Base: 20,767 online adults aged 16-6	64 across 27 countries April 20 – N	lay 4, 2018		Ipsos

Expected 10-Year Change – Availability of Treatments

QA2. How do you think the following will change over the next 10 years? – The availability of treatments for various health conditions.

	Bet	ter 📕 Stay the s	ame 📕 Wors	se	Net score (% agr
World		47%	35%	18%	minus % disagre
India			73%	19% 8%	+29
Saudi Arabia			70%	23% 7%	
China			68%	26% 5%	
Argentina		61%	24%		
South Africa		58%	23%	19%	+4
Malaysia		57%		34% 10%	+39
Chile		57%		31% 12%	+4
Peru		56%	28%		+40
Inited States		56%	3	1% 13%	+43
Turkey		54%	24%	22%	+32
Mexico		53%	26%	21%	+32
Hungary		52%	30%	17%	+35
South Korea		52%		39% 9%	+43
Russia		47%	30%	23%	+24
Australia		47%	38%	16%	+31
Serbia		46%	31%	23%	+23
Brazil		45%	34%	22%	+23
Poland		44%	33%	23%	+21
Spain		<mark>42%</mark>	40%	18%	+24
Canada	4	1%	40%	18%	+23
Great Britain	33%		39%	29%	+4
Belgium	32%		49%	19%	+13
Japan	31%		56	5% 14%	+17
Sweden	30%		40%	30%	0
France	24%		48%	28%	-4
Italy	23%		47%	30%	-7 🗖
Germany	17%		54%	29%	-12 🗖

Base: 20,767 online adults aged 16-64 across 27 countries April 20 – May 4, 2018

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Expected 10-Year Change – Agree Summary (% agree)

QA2. How do you think the following will change over the next 10 years? (% agree)	W O R L D	A R G	A U S	B E L	B R A	C A N	C H L	C H N	F R A	G B R	D E U	H U N	I N D	I T A	J P N	K O R	M Y S	M E X	P E R	P O L	R U S	S A U	S R B	Z A F	E S P	S W E	T U R	U S A
My own health	35%	42%	29%	14%	52%	27%	45%	57%	17%	21%	17%	20%	66%	20%	11%	30%	53%	56%	56%	24%	24%	63%	22%	50%	22%	33%	41%	39%
The availability of healthcare providers (doctors, hospitals, etc.) where I live	37%	47%	30%	16%	39%	25%	52%	68%	17%	19%	13%	26%	71%	21%	14%	41%	57%	46%	55%	32%	33%	69%	35%	44%	28%	20%	48%	38%
The availability of treatments for various health conditions	47%	61%	47%	32%	45%	41%	57%	68%	24%	33%	17%	52%	73%	23%	31%	52%	57%	53%	56%	44%	47%	70%	46%	58%	42%	30%	54%	56%
The cost of my and my family's healthcare (doctors, hospitals, medicine, etc.)	30%	36%	20%	13%	36%	17%	40%	64%	17%	15%	11%	19%	60%	17%	12%	38%	51%	40%	48%	28%	23%	61%	23%	29%	22%	17%	32%	27%
The quality of my and my family's healthcare (doctors, hospitals, medicine, etc.)	39%	51%	31%	24%	43%	28%	50%	68%	22%	21%	16%	26%	69%	22%	23%	48%	56%	49%	51%	33%	36%	67%	37%	49%	29%	23%	52%	40%

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Expected 10-Year Change-Disagree Summary (% disagree)

QA2. How do you think the following will change over the next 10 years? (% disagree)	W O R L D	A R G	A U S	B E L	B R A	C A N	C H L	C H N	F R A	G B R	D E U	H U N	I N D	I T A	J P N	K O R	M Y S	M E X	P E R	P O L	R U S	S A U	S R B	Z A F	E S P	S W E	T U R	U S A
My own health	25%	17%	25%	27%	15%	27%	20%	15%	28%	31%	25%	37%	13%	32%	38%	19%	14%	13%	14%	40%	39%	8%	40%	16%	26%	30%	32%	20%
The availability of healthcare providers (doctors, hospitals, etc.) where I live	22%	19%	18%	27%	23%	25%	15%	6%	43%	37%	31%	32%	9%	31%	17%	10%	8%	19%	19%	28%	24%	7%	28%	22%	22%	34%	18%	16%
The availability of treatments for various health conditions	18%	16%	16%	19%	22%	18%	12%	5%	28%	29%	29%	17%	8%	30%	14%	9%	10%	21%	16%	23%	23%	7%	23%	19%	18%	30%	22%	13%
The cost of my and my family's healthcare (doctors, hospitals, medicine, etc.)	34%	33%	45%	41%	29%	36%	25%	8%	43%	38%	41%	50%	21%	41%	34%	18%	21%	32%	21%	37%	42%	13%	41%	50%	31%	36%	44%	46%
The quality of my and my family's healthcare (doctors, hospitals, medicine, etc.)	21%	18%	18%	19%	21%	22%	14%	7%	31%	32%	30%	34%	9%	30%	15%	8%	10%	18%	18%	26%	24%	8%	25%	20%	25%	31%	24%	16%

Base: 20,767 online adults aged 16-64 across 27 countries April 20 – May 4, 2018

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Expected 10-Year Change-Net Summary (% agree minus % disagree)

QA2. How do you think the following will change over the next 10 years? (% agree minus % disagree)	W O R L D	A R G	A U S	B E L	B R A	C A N	C H L	C H N	F R A	G B R	D E U	H U N	I N D	I T A	J P N	K O R	M Y S	M E X	P E R	P O L	R U S	S A U	S R B	Z A F	E S P	S W E	T U R	U S A
My own health	10%	25%	5%	-13%	36%	0%	25%	42%	-11%	-10%	-8%	-17%	53%	-12%	-27%	11%	39%	42%	42%	-16%	-15%	55%	-18%	34%	-4%	3%	8%	19%
The availability of healthcare providers (doctors, hospitals, etc.) where I live	15%	29%	11%	-11%	15%	0%	37%	63%	-27%	-19%	-17%	-6%	63%	-11%	-3%	31%	49%	27%	37%	3%	9%	62%	7%	23%	6%	-14%	30%	22%
The availability of treatments for various health conditions	29%	46%	31%	13%	23%	23%	44%	63%	-4%	4%	-12%	35%	65%	-7%	17%	43%	47%	33%	41%	21%	24%	63%	23%	38%	24%	-1%	32%	43%
The cost of my and my family's healthcare (doctors, hospitals, medicine, etc.)	-4%	3%	-26%	-28%	7%	-19%	15%	56%	-26%	-23%	-30%	-31%	40%	-24%	-22%	20%	29%	8%	28%	-9%	-19%	49%	-19%	-21%	-9%	-19%	-13%	-19%
The quality of my and my family's healthcare (doctors, hospitals, medicine, etc.)	18%	33%	14%	5%	22%	6%	36%	61%	-9%	-11%	-14%	-8%	60%	-9%	8%	40%	46%	31%	33%	7%	12%	59%	12%	29%	4%	-9%	28%	24%

Base: 20,767 online adults aged 16-64 across 27 countries April 20 – May 4, 2018

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Adoption of Healthcare Technology

How do we integrate technology into our healthcare?

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Usage of Telemedicine

📕 Used, wil	ll use again	Used, but wouldn't use again	Haven't used, but would try		ı't used ouldn't try	Not Sure	Have used telemedicine (Net)
World	<mark>7% 4%</mark>		44%		25%	21%	10%
Saudi Arabia	21%	10%		33%	15%	21%	31%
India	17%	10%		41%	15%	17%	27%
China	19%	6%			59%	<mark>7%</mark> 9%	24%
Malaysia	10% 5%			53%	199	13%	15%
United States	11% 39	6	46	%	23%	17%	15%
Brazil	8% 6%		42%	15%		30%	13%
Turkey	8% 5%			57%	13%	18%	12%
Peru	<mark>8% 3%</mark>		<u>t</u>	2%	15%	23%	11%
Sweden	7% 4%	3	2%		40%	18%	11%
South Korea	6% 5%			54%	20%	15%	10%
Chile	7% 4%		47%		23%	19%	10%
Mexico	6% 4%		41%	2	5%	25%	10%
Great Britain	6% 4%		38%		34%	19%	10%
Argentina	7% 3 <mark>%</mark>		41%		27%	24%	9%
Canada	6% 3%		44%		23%	24%	9%
South Africa	<mark>5%</mark> 3%			55%	20%	17%	8%
Poland	<mark>4%</mark> 3%		40%		31%	22%	7%
Australia	<mark>3%4%</mark>		39%	2	9%	25%	6%
Germany	<mark>3</mark> %3%	30%		4	.0%	25%	6%
Japan	<mark>3%3</mark> %		42%	16%		36%	5%
Italy	<mark>2</mark> %3%		39%	26%		30%	5%
Hungary	<mark>2%2</mark> %		46%		27%	23%	4%
Spain	<mark>2</mark> 2%	3	8%		37%	21%	4%
France	<mark>2%</mark> 2%	3	3%		37%	22%	4%
Russia	<mark>2%</mark> 1%		50%		349	<mark>%</mark> 13%	4%
Serbia	<mark>3%</mark> 1%			60%	19%	17%	3%
Belgium	<mark>1%</mark> 2%	27%			51%	20%	2%
		Base: 20,767 online adults ag	ed 16-64 across 27 countrie	es April 20 — May	4, 2018		Ipsos

QA4. Telemedicine allows patients to consult doctors or specialists without having to visit them in person, using video, audio and/or messaging applications on a computer, a tablet or a smartphone. Which of the following best describes your thoughts on using telemedicine?

Usage of a Connected Health Device

		ntly use	using	nerly used but not g now	No, never	Don't kn	UW	
World	12%	15	%				68%	6%
China		2	28%	22%			47	<mark>7% 2</mark> %
India		23%		24%			49%	<mark>6</mark> 4%
Saudi Arabia		22%		19%		46%		13%
Malaysia	1	.8%	17%				60%	6%
United States	15%	11%)				70%	5%
Australia	14%	10%					71%	6%
Germany	13%	10%					73%	<mark>6</mark> 4%
Italy	12%	149	%				70%	<mark>ó 4</mark> %
South Korea	12%		18%				61%	9%
South Africa	12%		18%				67%	<mark>6</mark> 4%
Sweden	12%	12%					69%	8%
Canada	11%	10%					73%	6%
Russia	11%	13%					70%	6%
Great Britain	11%	9%						<mark>6 4</mark> %
Hungary	10%		19%				65%	7%
Spain	9%	9%					78%	<mark>6</mark> 4%
Belgium	9%	13%				59%		19%
Turkey	9%		21%					9% 1%
Poland	8%	1	9%				67%	5%
France	8% 4%						82%	6%
Peru	8%	14%						<mark>% 3</mark> %
Mexico	8%	13%						<mark>% 3</mark> %
Brazil	7%	15%					71%	7%
Chile	6%	18%						<mark>% 3</mark> %
Serbia	<mark>-6%</mark> 9%						78%	7%
Argentina	6%	16%						<mark>% 3</mark> %
Colombia	5%	22	%					% 1%
Japan	4% 5%			-64 across 28 countries May		8	1%	10%

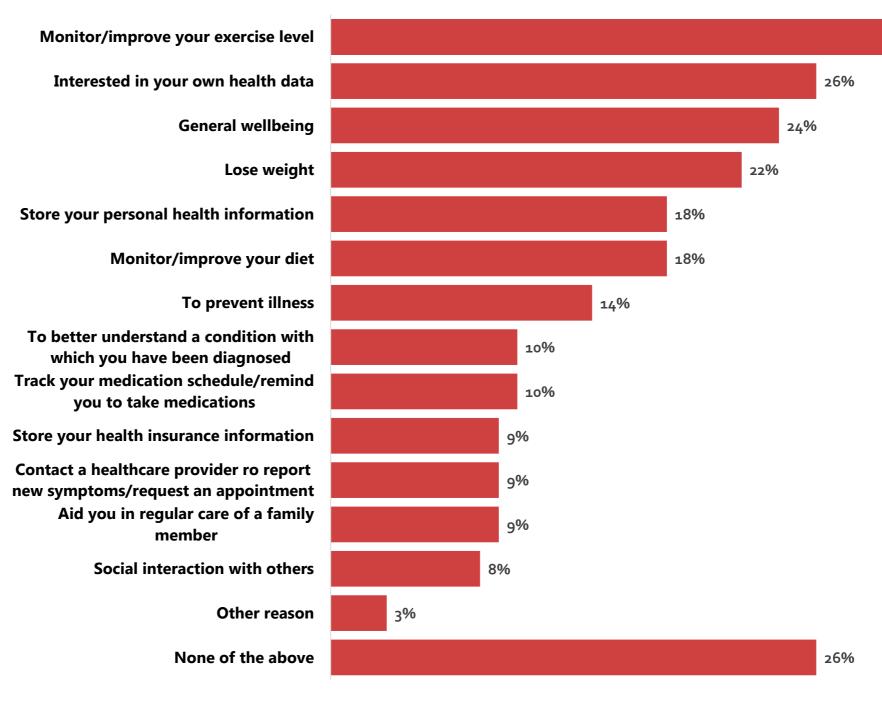
Base: 23,249 online adults aged 16-64 across 28 countries May 25 – June 8, 2018

QB9. Do you currently, or have you ever, used a connected health device or tool to manage your health?

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Reasons for Connected Health Device Usage – Globally

QB10. Which of the following, if any, are the reasons you currently use a connected health device or tool to manage your health?



Base: 3,272 online adults aged 16-64 across 28 countries who currently use a connected health device May 25 – June 8, 2018

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32%

Barriers to Connected Health Device Usage – Globally

QB11. What, if anything,

your health?

The cost is a barrier I don't know enough about them 26% I am not interested in technology for my 17% health I am concerned about the privacy of my 17% health data and who will have access to it I don't see it as useful 13% I don't trust the quality of data it delivers 12% I'm concerned about insurance or public 12% health bodies using my health data I find devices, trackers and apps too much 11% effort I don't understand how my data will be 7% stored prevents you from using/owning a connected device or tool for Other 2% Nothing prevents me or is a barrier 21%

Base: 19,293 online adults aged 16-64 across 28 countries who do not currently use a connected health device May 25 - June 8, 2018

lpsos

28%

Barriers to Connected Health Device Usage – Summary

QB11. What, if anything, prevents you from using/owning a connected device or tool for your health?	W O R L D	A R G	A U S	B E L	B R A	C A N	C H L	C H N	C O L	E S P	F R A	G B R	D E U	H U N	I N D	I T A	J P N	K O R	M E X	M Y S	P E R	P O L	R U S	S A U	S E R	Z A F	S W E	T U R	U S A
The cost is a barrier	28%	33%	25%	17%	30%	23%	33%	25%	36%	19%	20%	18%	20%	31%	31%	20%	24%	33%	41%	44%	43%	27%	39%	19%	10%	46%	16%	34%	26%
I don't know enough about them	26%	30%	17%	23%	27%	23%	32%	25%	36%	24%	16%	15%	18%	35%	18%	14%	31%	18%	36%	32%	33%	32%	31%	13%	33%	25%	22%	29%	16%
I am not interested in technology for my health	17%	19%	22%	21%	11%	20%	18%	10%	10%	16%	25%	27%	27%	8%	20%	26%	23%	11%	14%	15%	10%	16%	13%	17%	6%	18%	26%	16%	28%
I am concerned about the privacy of my health data and who will have access to it	17%	18%	15%	19%	15%	15%	26%	25%	21%	15%	21%	14%	24%	10%	28%	7%	9%	11%	24%	27%	30%	16%	9%	18%	9%	21%	10%	8%	17%
I don't see it as useful	13%	10%	17%	18%	8%	14%	8%	20%	7%	8%	22%	15%	20%	8%	13%	20%	10%	32%	9%	11%	6%	5%	19%	8%	5%	11%	20%	8%	16%
I don't trust the quality of data it delivers	12%	12%	10%	11%	10%	9%	14%	13%	14%	9%	11%	13%	14%	7%	17%	10%	10%	14%	17%	11%	16%	10%	19%	13%	8%	9%	16%	15%	10%
I am concerned about insurance companies/public health bodies using my health data	12%	14%	11%	12%	10%	11%	18%	20%	15%	11%	15%	8%	16%	7%	19%	6%	4%	6%	13%	21%	17%	12%	7%	12%	4%	13%	9%	9%	12%
I find devices, trackers and apps too much effort	11%	9%	14%	10%	8%	13%	6%	27%	5%	5%	5%	12%	13%	3%	24%	13%	13%	10%	5%	16%	6%	6%	6%	19%	4%	18%	18%	10%	12%
I don't understand how my data will be stored	7%	10%	6%	4%	11%	8%	10%	4%	14%	7%	5%	6%	9%	8%	7%	4%	7%	4%	8%	11%	14%	7%	8%	7%	5%	8%	4%	3%	7%
Other	2%	4%	2%	2%	1%	2%	2%	0%	3%	2%	1%	3%	2%	2%	1%	1%	0%	1%	4%	1%	3%	1%	3%	1%	1%	1%	4%	2%	2%
Nothing prevents me or is a barrier	21%	20%	28%	21%	27%	28%	18%	10%	19%	31%	25%	27%	19%	24%	14%	19%	20%	18%	16%	14%	12%	24%	14%	26%	30%	15%	27%	25%	26%

Base: 19,293 online adults aged 16-64 across 28 countries who do not currently use a connected health device May 25 – June 8, 2018

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Would Use Connected Health Device if Recommended by Own Physician

QB12. To what extent do you agree or disagree, at all, with the following statement – If my doctor recommended that I use a connected health device or tool as part of my treatment plan I would use it.

	Agree	Disagree	Don'i	t know			Net score (% agree minus % disagree)
World			70%		18%	12%	+52
Serbia				85	<mark>%</mark> 10%	<u>6</u> 5%	+75
Turkey				84%	10%	7%	+74
South Africa				80%	15%	<u>6</u> 5%	+65
China				80%	12%	8%	+68
Colombia				79%	12%	9%	+67
Argentina			77	7%	13%	10%	+64
Peru			75%		19%	7%	+56
Chile			74%		18%	8%	+56
Hungary			74%		16%	10%	+58
Malaysia			73%		18%	8%	+55
Mexico			73%		16%	11%	+57
Spain			73%		15%	12%	+58
India			73%		19%	8%	+54
Australia			72%	:	15%	13%	+57
Saudi Arabia			71%		20%	9%	+51
Great Britain			70%	14	%	15%	+56
Poland			70%	12%		18%	+58
Canada			68%	15%		17%	+53
Brazil			68%	16%	6	16%	+52
Russia			68%	18	8%	14%	+50
South Korea			68%		21%	11%	+47
United States			67%		22%	11%	+45
Italy		6	54%	:	23%	13%	+41
Sweden		6	3%	21%	б	16%	+42
Belgium		59%	18	8%		23%	+41
Germany		55%		30%	6	16%	+25
France		52%		27%		21%	+25
Japan		44%		36%		20%	- +8
	Base: 23,249 onli	ne adults aged 16-64 across 28 countries	May 25 – June 8, 20	018			Ipsos

Would Use Connected Health Device if Recommended by a Nurse

QB12. To what extent do you agree or disagree, if at all, with the following statements? – If anurse recommended that I use a device, tracker or app as part of my treatment plan I would use it.

	Agree	Disagree	Don't know		Net score (% agree
World		54%	31%	15%	minus % disagree)
Great Britain		64%	19%	18%	+45
Spain		63%	22%	15%	+41
South Africa		63%	28%	10%	+35
Serbia		62%	29%	9%	+33
China		62%	25%	13%	+37
Malaysia		62%	29%	9%	+33
South Korea		61%	27%	12%	+34
Saudi Arabia		61%	29%	10%	+32
Sweden		60%	24%	17%	+36
Hungary		59%	27%	14%	+32
India		58%	33%	9%	+25
Canada		56%	24%	20%	+32
Australia		56%	28%	17%	+28
Poland		55%	20%	24%	+35
Colombia		55%	32%	12%	+23
Chile		54%	34%	12%	+20
Turkey		54%	39%	7%	+15
Mexico		54%	35%	11%	+19
United States		53%	34%	14%	+19
Brazil		51%	31%	18%	+20
Russia		50%	31%	19%	+19
Peru		48%	38%	14%	+10
Italy		48%	36%	16%	+12
Argentina		47%	37%	16%	+10
Belgium		47%	27%	26%	+20
France		<mark>41%</mark>	37%	23%	■ +4
Germany	39	<mark>9%</mark>	43%	18%	-4
Japan	39	9 <mark>%</mark>	40%	21%	-1
	Base: 23,249 online adults a	aged 16-64 across 28 countries May	25 – June 8, 2018		Ipsos

Would Use Connected Health Device if Recommended by Health Insurance

QB12. To what extent do you agree or disagree, if at all, with the following statements? - If my health insurance company recommended that I use a device, tracker or app as part of my treatment plan I would use it.

	Agree	Disagree	Don't	know		Net score (% agree minus % disagree)
World		50%		34%	16%	+16
Serbia			69%	22%	9%	+47
South Africa			67%	24%	9%	+43
Colombia			65%	26%	9%	+39
Saudi Arabia			62%	27%	11%	+35
Peru		60	0%	29%	11%	+31
Mexico		60	0%	29%	11%	+31
China		58%	<mark>6</mark>	30%	12%	+28
Malaysia		56%		34%	11%	+22
India		55%		32%	14%	+23
Brazil		54%		28%	18%	+26
Spain		53%		30%	17%	+23
Hungary		52%		33%	15%	+19
South Korea		51%		34%	15%	+17
Turkey		50%		42%	8%	■ +8
Argentina		49%		35%	16%	+14
United States		48%		36%	15%	+12
Poland		47%	27%		26%	+20
Canada		46%		33%	21%	+13
Russia		45%		36%	20%	- +9
Belgium		44%	29%		27%	+15
Chile		44%		42%	15%	+2
Australia		42%		39%	19%	+3
Great Britain		42%	31%		28%	+11
Germany		42%		42%	16%	0
Sweden		41%	3	8%	22%	I +3
Italy		37%		44%	19%	-7 🗖
Japan		35%	Ĺ	4%	22%	-9 🗖
France	32	<mark>%</mark>		47%	21%	-15 🗖
	Base: 23,249 online	e adults aged 16-64 across 28 counti	ries May 25 – June 8, 20	018		Ipsos

Would Use Connected Health Device if Recommended by Own Pharmacist

QB12. To what extent do you agree or disagree, if at all, with the following statements? - If my pharmacist recommended that I use a connected health device or tool as part of my treatment plan I would use it.

	Agree	Disagree	📕 Don't k	now		Net score (% agree
World		49%		35%	16%	minus % disagree)
China			68%	22%	11%	4 6
Serbia			67%	23%	11%	
South Africa			65%	26%	10%	+44
Saudi Arabia			61%	28%	10%	+33
Malaysia		6	<mark>o%</mark>	29%	10%	+31
South Korea		59%	<mark>6</mark>	27%	15%	+32
Hungary		58%		29%	14%	+29
Spain		55%		30%	15%	+25
India		54%		37%	9%	+17
Turkey		51%		42%	8%	
Canada		51%	20	9%	21%	+22
Great Britain		50%	29	9%	21%	+21
Poland		49%	26%		25%	+23
Mexico		48%		38%	14%	+10
Australia		47%		35%	18%	+12
Colombia		46%		44%	10%	+2
Peru		46%		41%	14%	+ 5
Italy		44%		39%	17%	+ 5
Brazil		43%	3	37%	20%	+6
Argentina		43%		41%	16%	+2
United States		43%		40%	17%	+3
Sweden		43%	3	37%	20%	+ 6
Russia		43%	3	8%	20%	+ 5
Belgium		42%	29%		28%	+13
Chile		41%		46%	13%	-5
Japan		38%	41	۱%	21%	-3
France		4%	45 ⁰		22%	-11
Germany	3	4%		49%	17%	-15 💻
	Base: 23,249 online	adults aged 16-64 across 28 countr	ies May 25 – June 8, 2018	3		Ipsos

Would Use Connected Health Device if Recommended by a Friend or Family Member

QB12. To what extent do you agree or disagree, if at all, with the following statements? – If afriend or family member recommended that I use a device, tracker or app as part of my treatment plan I would use it.

World 46% 37% 17% 17% China 71% 18% 11% India 63% 28% 10% Malaysia 63% 28% 10% Serbia 61% 28% 10% South Korea 55% 34% 15% South Arita 50% 37% 15% Mangayi 52% 33% 15% Mexico 49% 39% 16% Turkey 44% 38% 20% Turkey 44% 38% 20% Sweden 43% 38% 20% Haly 41% 38%		Agree	Disagree	Do	on't know		Net score (% a	-
China 71% 18% 11% India 63% 28% 10% Malaysia 62% 28% 10% Serbia 61% 29% 10% South Korea 59% 26% 10% South Korea 59% 26% 10% South Korea 59% 26% 10% South Korea 55% 34% 11% South Africa 55% 34% 11% Hungary 52% 33% 11% Peru 49% 39% 14% Mexico 49% 39% 14% Mexico 45% 39% 16% Spain 45% 39% 16% Sweden 43% 38% 20% Malaysia 43% 38% 20% Brazil 42% 38% 22% Mulaysia 43% 38% 22% Jitaly 41% 41% 41%	World		46%		37%	17%		jree)
India 63% 28% 1.0% Malaysia 62% 28% 1.0% Serbia 62% 28% 1.0% South Korea 59% 26% 1.5% Saudi Arabia 55% 34% 1.0% Hungary 52% 33% 1.5% South Korea 50% 33% 1.5% Peru 4.9% 33% 1.5% Mexico 4.7% 39% 1.6% Chile 4.5% 39% 2.0% Spain 4.4% 38% 2.0% Maysia 4.3% 38% 2.0% Sweden 4.3% 38% 2.0% Italy 4.1% 42% 1.1% Argentina 4.1% 38% 2.0% <	China			71%				F D
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South Korea 26% 15% 15% 15% Saudi Arabia 55% 34% 11% +21 Hungary 52% 33% 15% +33 South Africa 50% 33% 15% +13 South Africa 50% 37% 14% +13 Peru 49% 38% 14% +12 Colombia 48% 38% 14% +12 Mexico 47% 39% 15% +8 Chile 45% 39% 16% +6 Spain 45% 39% 16% +6 Spain 45% 39% 16% +6 Sweden 43% 38% 20% +4 +5 Sweden 43% 38% 20% +4 +5 Sweden 43% 38% 21% +4 -1 United States 44% 42% 1% -1 -1 Russia	Serbia			61%	29%	10%		
Saudi Arabia 55% 34% 11% Hungary 52% 33% 15% South Africa 50% 37% 13% Peru 49% 37% 14% Colombia 48% 38% 14% Mexico 47% 39% 15% Chile 45% 39% 15% Turkey 44% 39% 16% Mastralia 43% 38% 20% Brazil 43% 35% 22% Mastralia 43% 35% 22% Mastralia 43% 36% 14% Italy 41% 42% 14% United States 41% 38% 20% Poland 41% 38% 29% Russia 40% 38% 29% Great Britain 40% 38% 29% Japan 33% 39% 29% Japan 33% 45% 29% Japan 33% 51% 14 -1 -1	South Korea			59%	26%	15%		
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South Africa	Hungary					15%		
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Japan 33% 45% 22% -12 Germany 31% 51% 18% -20	Canada		39%		38%	23%	+1	
Japan 33% 45% 22% -12 Germany 31% 51% 18% -20	Belgium		37%	33%		29%	∎ +4	
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France 30% 47% 24% -17	Germany	31%			51%	18%	-20	
	France	30%			47%	24%	-17	

Base: 23,249 online adults aged 16-64 across 28 countries May 25 - June 8, 2018

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Sources of Information

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sorte FLG

Where do citizens go to for healthcare information? V-

- Poperolle



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						82

Schicht/ Datum

Sorte

FLG Stoffverhälnis DIP / Etik.

-V - Sieb

V - Poperoller

Arbeitsbreite

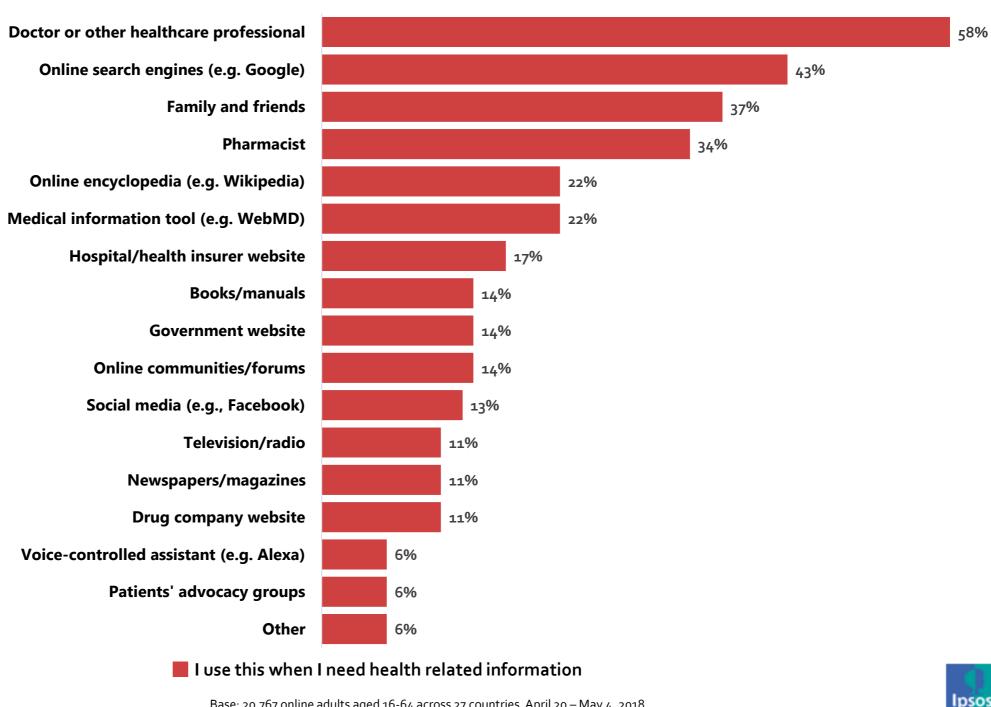
OI

g/m

m/min

Sources of Healthcare-Related Information – Globally

QA₅. Which of the following do you use or go to when you need information about healthcare, symptoms of diseases, treatments, etc.



Base: 20,767 online adults aged 16-64 across 27 countries April 20 – May 4, 2018

Sources of Healthcare-Related Information–Summary

QA5. Which of the following do you	W																											
use or go to when you need	0	Α	Α	В	В	С	С	С	F	G	D	н	L.	1	J	к	м	м	Р	Р	R	S	S	Z	E	S	Т	U
information about healthcare,	R	R	U	E	R	Α	н	н	R	В	E	U	N	Т	Р	0	Y	E	E	0	U	Α	R	Α	S	w	U	S
symptoms of diseases, treatments,	L	G	S	L	A	N	L	N	Α	R	U	N	D	A	N	R	S	х	R	L	S	U	В	F	Р	E	R	Α
etc.?	D																											
Doctor or other healthcare	58%	65%	66%	75%	50%	63%	62%	48%	56%	52%	55%	61%	53%	59%	22%	48%	61%	60%	58%	67%	67%	34%	73%	63%	64%	57%	64%	56%
professional	3070	0378	0070	1370	5070	0370	0270	4070	50%	5270	JJ70	0170	3370	5570	2270	4070	0170	0078	5070	0778	0770	5470	/3/0	0370	0470	5770	0470	5078
Online search engines (e.g., Google,	43%	39%	42%	36%	35%	44%	43%	40%	31%	40%	39%	47%	50%	36%	48%	47%	49%	38%	44%	40%	53%	35%	56%	58%	26%	49%	55%	47%
Yahoo, Bing)	4370	3370	4270	30%	3370	4470	4370	4070	51/0	4070	3370	4770	50%	3070	4070	4770	4370	5070	4470	4070	5570	5570	50%	5670	2070	4370	5570	4770
Family and friends	37%	42%	35%	32%	36%	34%	45%	36%	30%	29%	35%	34%	46%	24%	24%	29%	43%	43%	44%	43%	44%	29%	54%	46%	31%	38%	41%	38%
Pharmacist	34%	35%	39%	53%	29%	42%	33%	14%	43%	36%	32%	36%	24%	38%	7%	25%	46%	30%	41%	34%	28%	35%	40%	60%	44%	8%	46%	22%
Online encyclopedia (e.g., Wikipedia)	22%	32%	14%	20%	14%	20%	28%	26%	10%	16%	19%	21%	32%	17%	30%	13%	20%	25%	32%	17%	25%	21%	31%	34%	17%	17%	24%	21%
Medical/health information																												
website/application (e.g., WebMD,	22%	16%	23%	17%	16%	31%	22%	33%	23%	28%	16%	25%	29%	15%	10%	12%	22%	17%	17%	13%	14%	18%	31%	33%	9%	17%	37%	46%
Doctissimo)																												
Hospital/health system/health																	/											
insurer website/application	17%	9%	16%	11%	14%	15%	12%	37%	8%	18%	9%	20%	32%	12%	18%	20%	24%	10%	11%	16%	14%	15%	17%	27%	4%	27%	32%	19%
Books/manuals	14%	15%	6%	8%	15%	11%	21%	16%	8%	10%	13%	11%	23%	11%	10%	7%	14%	19%	21%	19%	22%	13%	24%	25%	9%	11%	13%	12%
Government/public health authority	1 4 0/	120/	170/	1 40/	120/	4 5 0/	1.00/	200/	110/	2.40/	C 0/	40/	210/	1 40/	1.20/	70/	200/	120/	1.00/	50/	1.1.0/	1.00/	1.40/	1 5 0/	70/	2004	1.20/	1.00/
website/application	14%	13%	17%	14%	13%	15%	16%	20%	11%	24%	6%	4%	21%	14%	12%	7%	29%	12%	10%	5%	11%	16%	14%	15%	7%	30%	13%	10%
Online																												
communities/forums/message	14%	13%	10%	9%	7%	13%	16%	15%	8%	11%	14%	21%	27%	9%	8%	22%	16%	10%	15%	17%	11%	9%	23%	24%	6%	8%	23%	17%
boards																												
Social media (e.g., Facebook)	13%	16%	7%	5%	16%	8%	16%	16%	4%	6%	5%	12%	27%	7%	7%	8%	33%	18%	29%	9%	6%	20%	17%	17%	6%	7%	25%	12%
Television/radio	11%	14%	5%	7%	14%	5%	13%	10%	6%	5%	9%	8%	22%	7%	18%	12%	19%	12%	21%	7%	6%	13%	21%	14%	6%	4%	17%	7%
Newspapers/magazines	11%	9%	6%	7%	15%	5%	10%	9%	7%	6%	11%	6%	31%	8%	10%	7%	25%	10%	17%	10%	5%	10%	17%	13%	5%	7%	12%	7%
Drug company website	11%	13%	7%	6%	10%	7%	22%	11%	4%	5%	5%	8%	19%	9%	11%	3%	19%	17%	20%	17%	10%	15%	16%	15%	5%	12%	13%	10%
Voice-controlled search application																												
on a smart device (e.g., Siri, Google	6%	7%	2%	1%	10%	2%	6%	16%	1%	2%	3%	1%	14%	3%	3%	6%	12%	8%	9%	1%	5%	7%	4%	7%	3%	2%	13%	5%
Assistant, Alexa)																												
Patients'/condition sufferers'	60/	E 0/	70/	E0/	20/	70/	60/	70/	20/	0.04	E 0/	70/	150/	40/	20/	40/	150/	40/	E0/	4%	00/	70/	60/	0.0/	40/	00/	1 40/	8%
organizations/advocacy groups	6%	5%	7%	5%	3%	7%	6%	7%	2%	9%	5%	7%	15%	4%	3%	4%	15%	4%	5%	4%	0%	7%	6%	9%	4%	8%	14%	8%
Other	6%	6%	5%	3%	12%	6%	6%	3%	9%	7%	13%	7%	4%	6%	16%	4%	7%	6%	8%	3%	5%	7%	2%	4%	8%	8%	2%	6%

lpsos

Availability of Information	
about Healthcare Services	

QB4. To what extent do you agree or disagree with the following statements? – In my country, information about healthcare services is readily available when I need it.

	📕 Agree 📃 Neit	her agree nor disagree	📕 Disag	jree		Net score (% agree minus % disagree)
World		47%	3	31%	22%	+25
Great Britain			69%	24%	8%	+61
Australia			67%	26%	7%	+60
Turkey			66%	13%	21%	+45
Malaysia		63	<mark>%</mark>	22%	15%	+48
Canada		629	<mark>6</mark>	27%	11%	+51
United States		61%		29%	11%	+50
Sweden		58%		33%	9%	+49
Spain		58%		31%	11%	+47
Germany		57%		32%	11%	+46
South Korea		54%		35%	12%	+42
China		53%		32%	15%	+38
India		50%		30%	20%	+30
Belgium		50%		40%	10%	+40
South Africa		47%	25%		28%	+19
Argentina		46%		34%	20%	+26
France		45%		39%	16%	+29
Saudi Arabia		44%	3	34%	22%	+22
Russia		44%	3	35%	22%	+22
Chile		40%	27%		33%	+7
Japan	37	7%		50%	13%	+24
Mexico	37	%	30%		33%	■ +4
Serbia	369	<mark>%</mark> 25%			39%	-3
Poland	34%		34%		32%	+2
Hungary	33%		36%		31%	+2
Italy	28%		42%		30%	-2
Colombia	27%	30%			43%	-16 💻
Peru	25%	30%			45%	-20
Brazil	22%	26%			53%	-31

Base: 23,249 online adults aged 16-64 across 28 countries May 25 - June 8, 2018

Ipsos

Availability of Information to Look After Own Health

QB4. To what extent do you agree or disagree with the statement? - In my country, information about how to look after my health is readily available when I need it.

	Agree	Neither agree	nor disagree	Disag	gree					% agree
World			50%		32%		18%	minus		agree) +32
Great Britain				73%		239	% 5%			+68
Australia				68%		270	% 5%			+63
United States			6	56%		27%	8%			+58
Canada			e	5%		26%	9%			+56
Malaysia			64	%	2	2%	14%			+50
Turkey			64	% :	15%		22%			+42
Germany			62%			30%	8%			+54
Sweden			61%			29%	10%			+51
Spain			59%			28%	12%			+47
South Korea			56%			34%	10%			+46
China			51%			36%	13%			+38
India			50%		29%		21%			+29
Russia			49%		30%		21%			+28
Belgium			49%			41%	10%			+39
South Africa			49%	2	29%		22%		+	-27
France		4	8%		37	%	15%			+33
Saudi Arabia		4	8%		33%		19%			+29
Argentina		47	%		34%		19%		-	+28
Chile		469	6	31	1%		23%		+:	23
Mexico		43%		3	35%		22%		+2	21
Serbia		42%		24%			34%		+8	
Poland		41%		35	%		24%		+17	7
Japan		39%				51%	10%		-	+29
Hungary		35%		37%			28%		+7	
Colombia		35%		33%			33%		+2	
Peru		32%	3	3%			35%	-3		
Italy		31%		42%			28%		+3	
Brazil	259	6	29%				46%	-21		
	Base: 23,24	49 online adults aged 16-64	across 28 countries N	lay 25 – June 8, 2	018					Ipsos

QA1. Please indicate your level of agreement with each of the following statements.

Strongly agree Tend to agree Neither agree nor disagree Tend to disagree Strongly disagree

- I eat a healthy diet
- I get enough sleep
- I get enough exercise
- I feel safe in my community
- I am in frequent contact with family members and/or friends
- I am in good health
- I get all the medical care I need
- I get all the dental care I need
- The quality of my and my family's healthcare (doctors, hospitals, medicine, etc.) is excellent
- I am satisfied with the availability of healthcare providers (doctors, hospitals, etc.) where I live

QA2. How do you think the following will change over the next 10 years?

Will get much better Will get somewhat better Will stay the same Will get somewhat worse Will get much worse

- My own health
- The quality of my and my family's healthcare (doctors, hospitals, medicine, etc.)
- The cost of my and my family's healthcare (doctors, hospitals, medicine, etc.)
- The availability of healthcare providers (doctors, hospitals, etc.)
- The availability of treatments for various health conditions

QA3. In general, how often do you visit/consult with each of the following yourself?

Three times a year or more often Twice a year Once a year Less Often Never

- A primary care physician (general practitioner, internist, family doctor, etc.
- An obstetrician/gynecologist
- An alternative medicine professional (e.g., acupuncturist, osteopath, chiropractor, traditional Chinese medicine)
- A mental health professional (e.g., psychiatrist, psychologist)
- A dentist/dental surgeon
- An optometrist/ophthalmologist ("eye doctor")
- An audiologist (hearing specialist)
- A physical or occupational therapist
- Any other type of medical specialist (e.g., dermatologist, neurologist, oncologist, etc.) or healthcare professional



QA4. Which of the following best describes your thoughts on using telemedicine?

I have used telemedicine and I will use it again if I can I have used telemedicine, but I will not use it again, even if I can I haven't used telemedicine, but I will try it if I can I haven't used telemedicine and I will not try it, even if I can Not sure

QA5. Which of the following do you use or go to when you need information about healthcare, symptoms of diseases, treatments, etc.?

Doctor or other healthcare professional Pharmacist Family and friends Television/radio Newspapers/magazines Books/manuals Online search engines (e.g., Google, Yahoo, Bing) Voice-controlled search application on a smart device (e.g., Siri, Google Assistant, Alexa) Social media (e.g., Facebook) Online encyclopedia (e.g., Wikipedia) Medical/health information website/application (e.g., WebMD, Doctissimo) Government/public health authority website/application Hospital/health system/health insurer website/application Drug company website Patients'/condition sufferers' organizations/advocacy groups Online communities/forums/message boards Other



QB1. Thinking generally, which of the following, if any, do you see as the biggest health problems facing people in your country today?

Cancer Obesity Mental health Diabetes Dementia Heart disease Alcohol abuse Drug abuse Smoking Stress Sexually transmitted diseases (STD) Hospital superbugs Other

QB4. And to what extent do you agree or disagree with the following statements?

Strongly agree Tend to agree Neither agree nor disagree Tend to disagree Strongly disagree QB2. How would you rate the quality of healthcare that you and your family have access to in your country? By healthcare we include doctors, specialist physicians such as surgeons, hospitals, tests for diagnosis and drugs to treat various ailments.

Very good Good Neither good nor poor Poor Very poor QB3. Over the coming years, do you expect the quality of healthcare that you and your family will have access to locally will improve, stay the same or get worse?

Improve Stay the same Get worse

- I find it easy to get an appointment with doctors in my local area.
- In my country, information about healthcare services is readily available when I need it.
- In my country, information about how to look after my health is readily available when I need it.
- I trust the healthcare system in my country to provide me with the best treatment.
- Many people in my country cannot afford good healthcare.
- Waiting times to get an appointment with doctors are too long in my country.
- The healthcare system in my country is overstretched.
- I am concerned that my personal data will be made available to third parties (government, private companies) without my consent.
- The healthcare system in my country provides the same standard of care to everyone
- Vaccinating against serious infectious diseases should be compulsory



QB5. Overall, which of the following, if any, do you see as the biggest problems facing the healthcare system in your country?

Access to treatment/long waiting times Lack of choice Not enough staff Lack of investment Low standards of cleanliness Poor quality treatment Poor safety Bureaucracy Ageing population Cost of accessing treatment Lack of investment in preventative health Other

QB6. Now, thinking about you personally, to what extent do you agree or disagree with the following statements:

Strongly agree Tend to agree Neither agree nor disagree Tend to disagree Strongly disagree

- In case of sudden death, I would allow my organs to be removed in order to help other people in need.
- I frequently give blood to help others.

QB7. Below are some statements related to your personal healthcare treatment. Please think about the last time you saw a healthcare professional.

Please indicate the extent to which you agree or disagree with each one.

Strongly agree Tend to agree Neither agree nor disagree Tend to disagree Strongly disagree

- The healthcare professionals treating me showed respect for my values, preferences and expressed needs
- I was treated with dignity and respect throughout my treatment
- My care was personalized to reflect my needs and choices
- *I was provided with sufficient Information on my treatment*
- During my treatment the healthcare professional showed me emotional support
- My care included the involvement of family and friends
- My safety was a priority
- I had access to the best care I could have received
- I had easy access to my medical information



QB8. Thinking about the healthcare professional you saw most recently, please answer the following questions as honestly as possible by ticking the box that best fits your opinion.

Strongly agree Tend to agree Neither agree nor disagree Tend to disagree Strongly disagree

- I know this doctor very well
- This doctor knows me as a person
- This doctor really knows how I feel about things
- I know what to expect with this doctor
- This doctor really cares for me
- This doctor takes me seriously
- This doctor accepts me the way I am
- I feel totally relaxed with this doctor

QB9. Do you currently, or have you ever, used a connected health device or tool to manage your health?

Yes, currently use Formerly used, but not using now No, never Don't know

QB10. Which of the following, if any, are the reasons you currently use a connected health device or tool to manage your health?

Track your medication schedule /remind you to take medications To help you to better understand/learn about a disease/condition with which you have been diagnosed Monitor/improve your diet Lose weight Monitor / improve your exercise level Aid you in regular care of a family member Contact your healthcare provider (or the healthcare provider of someone you care for) to report new symptoms /request an appointment or a medication change Store your personal health information Store your health insurance information Social interaction with others Interested in your own health data To prevent illness General wellbeing Other reason (please specify) None of the above



QB11 What, if anything, prevents you from using/owning a connected health device or tool for your health?

I am not interested in technology for my health
I find devices, trackers and apps too much effort
I am concerned about the privacy of my health data and who will have access to it
I am concerned about insurance companies/public health bodies using my health data
The cost is a barrier
I don't trust the quality of data it delivers
I don't see it as useful
I don't know enough about them
I don't understand how my data will be stored
Other (please specify)
Nothing prevents me or is a barrier

QB12 To what extent do you agree or disagree, if at all, with the following statements...

Strongly agree				
Tend to agree				
Tend to disagree				
Strongly disagree				
Don't know				

- If my doctor recommended that I use a connected health device or tool as part of my treatment plan I would use it
- If my pharmacist recommended that I use a connected health device or tool as part of my treatment plan I would use it
- If my health insurance company recommended that I use a device, tracker or app as part of my treatment plan I would use it
- If a nurse recommended that I use a device, tracker or app as part of my treatment plan I would use it
- If a friend or family member recommended that I use a device, tracker or app as part of my treatment plan I would use it

QB13. Do you have a long-standing condition, illness or health condition that limits you in some way? By long-standing, we mean anything that has troubled you over a period of time or that is likely to affect you over a period of time?

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