

CONFIDENCE IN HEALTH CARE TODAY

Pharmacists get high marks, followed by access to specialists and choice of provider. Americans are most concerned about a fair review system when health care is denied. They are less confident in the advice from doctors under managed care.

- Americans are more confident that their pharmacist will fill their prescription correctly than they are about all other aspects of health care. Only 5 percent of Americans reported that they were not confident that their pharmacist would fill their prescription correctly.
- Almost 60 percent of Americans report that they are extremely or very confident that they will be able to see a health care specialist if they need one; 33 percent are somewhat confident, while 10 percent are not confident.
- Less than 50 percent of Americans report that they are extremely or very confident that their doctors will offer advice based on their health care needs, rather than on the cost of care, or advise them of all possible treatments, regardless of what is covered by their health plan; 35 percent are somewhat confident, while 19 percent are not confident.
- More than 25 percent of Americans are not confident that their medical records are confidential or that there is a system in place that will allow them to get a fair review if health insurance coverage is denied; 44 percent are extremely or very confident, while 28 percent are not confident.

| Aspect of Health Care | Extremely or Very Confident | Somewhat Confident | Not Too or Not At All Confident |
|--|-----------------------------|--------------------|---------------------------------|
| Your pharmacist will fill your prescription correctly | 74% | 20% | 5% |
| Ability to see health care specialist | 57 | 33 | 10 |
| Ability to choose own doctor or hospital | 48 | 34 | 17 |
| You clearly understand what benefits are and are not covered by your health plan | 48 | 36 | 16 |
| Doctors' advice based on needs of patient rather than on the cost of care | 46 | 36 | 18 |
| Doctors are up-to-date on information about medicine and medical conditions | 45 | 41 | 12 |
| Doctors will advise you of all possible treatments regardless of what is covered by health plan | 44 | 35 | 19 |
| Your medical records are confidential | 44 | 28 | 26 |
| Hospitals deliver quality medical care | 43 | 46 | 10 |
| There is a system in place that will allow you to get a fair review if health insurance coverage is denied | 22 | 44 | 28 |

Source: 1999 Health Confidence Survey.