How do Patients Make Health Care Decisions?

**Annual frequency of visits to a health care provider**
- 0 - 3 Times (44.02%)
- 4 - 8 Times (40.91%)
- 9+ Times (15.08%)

**Reasons for visiting a health care provider**

**3 Most Common**
- 74% Have a specific health concern
- 45% Need a physical exam
- 22% Require prescription renewal

**3 Least Common**
- 1% Need clarification on hospital instructions or medication
- 2% Need to obtain a copy of test results
- 7% Have symptoms of a cold

**Other reasons for visiting a health care provider**
- Check-ups and Follow-ups
- Ongoing Treatment and Procedures
- Pregnancy-Related Appointments

**Top 3 Informational Outlets**
- Online search tools (42.50%)
- WebMD (34.57%)
- Health care provider (22.92%)

**Patient Perceptions**

- 75% Agree that patients can be harmed if they get medical treatments and services that are not needed
- 73% Trust the opinion and recommendation of their health care provider more than what they find in their own research
- 60% Never feel the need to ask their provider to prescribe medication or perform a test procedure outside of his/her recommendation

- **58%** Believe the right amount of care to be the recommendation of their health care provider.

**Selected Comments**

- I believe that any health care treatment should always be a balance between both the physicians’ knowledge/experience and what the patient knows and feels.
- I sometimes don’t accept some services because I believe them to be unnecessary.
- I worry about unnecessary or duplicative tests but want to know that the essentials are being covered to make an accurate diagnosis and choose appropriate treatment.
- Sometimes treatment options change and it’s useful to get a full explanation for why they are no longer valid and available.

Patients are very likely to conduct their own research, but the majority still value the recommendation of their health care provider more than what they find in their own research.

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