



Neurocrine Biosciences/The Harris Poll Survey: 8 in 10 Americans Will Always Prefer In-Person Doctor Appointments to Telehealth

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Patients Overall Satisfied with Telehealth Care Received During the Pandemic but also Worry Things Will Be Missed on Telehealth

SAN DIEGO, July 22, 2021 – A new Neurocrine Biosciences, Inc. (Nasdaq: NBIX) survey conducted by The Harris Poll found that 80% of Americans will always prefer in-person doctor appointments to telehealth. This survey was developed to provide a deeper understanding of Americans' views toward telehealth beyond simple favorability of telehealth.

Consistent with other recent polling, the Neurocrine/Harris survey also showed that Americans like the convenience of telehealth; however, it found that Americans agree telehealth does not meet all their healthcare needs. The results provide new information about patient preferences as policymakers in Washington, D.C., and state capitals debate the future of telehealth policies nationwide.

"Telehealth was a critical connection to care for many of us during the darkest days of the COVID-19 pandemic and likely will play a key contributing role in our nation's healthcare delivery system moving forward," Neurocrine Biosciences Chief Executive Officer Kevin Gorman, Ph.D., said. "This survey demonstrates that Americans continue to feel strongly about the need for in-person visits with their providers in order to have confidence in the appropriateness of the care they receive. These responses underscore the importance of post-pandemic telehealth policies that accommodate the unique needs of different patients and patient groups, for whom telehealth can effectively complement, but should not replace, in-person care."

The research revealed:

- 87% of Americans receiving telehealth services during the pandemic were satisfied with the services they received
- 82% of Americans agree telehealth appointments were a great option during the pandemic but doctors' visits are best in person
- 81% of Americans agree telehealth appointments meet some but not all of their healthcare needs
- 80% of Americans will always prefer in-person doctors' visits to telehealth
- 79% of Americans agree they like the convenience of telehealth but don't want it to replace in-person doctors' visits
- 72% of Americans say having healthcare providers who offer both in-person and telehealth visits is important to them
- 53% of Americans cite that a healthcare provider might miss something due to limited view/observation of the patient as a disadvantage of telehealth
- 37% of Americans postponed a medical appointment until they could see their doctor in person since the start of the pandemic

[Click here to view the full results.](#)

This survey was conducted online within the United States by The Harris Poll on behalf of Neurocrine Biosciences from June 29 to July 2, 2021 among 2,589 U.S. adults ages 18 and older. Results were weighted where necessary to bring them into line with their actual proportions in the population. This online survey is not based on a probability sample and therefore no estimate of theoretical sampling error can be calculated.

About Neurocrine Biosciences

Neurocrine Biosciences is a neuroscience-focused, biopharmaceutical company dedicated to discovering, developing and delivering life-changing treatments for people with serious, challenging and under-addressed neurological, endocrine and psychiatric disorders. The company's diverse portfolio includes FDA-approved treatments for tardive dyskinesia, Parkinson's disease, endometriosis*, uterine fibroids* and clinical programs in multiple therapeutic areas. For nearly three decades, Neurocrine Biosciences has specialized in targeting and interrupting disease-causing mechanisms involving the interconnected pathways of the nervous and endocrine systems. For more information, visit neurocrine.com, and follow the company on LinkedIn. (*in collaboration with AbbVie)

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