



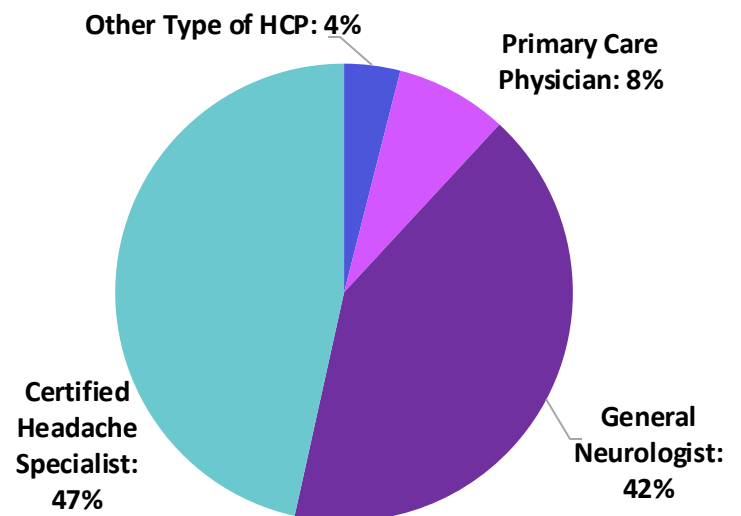
SURVEY REPORT

Migraine Patient Experience with Doctors

Hope In Pain and Migraine Meanderings recently conducted an online survey to better understand the healthcare provider experience for people with migraine. The survey, completed by **591 respondents with migraine**, was distributed online via social media channels and through email.

The results of this survey indicate that overall, patients are satisfied with the level of care they are receiving from their chosen providers. However, the percentage of satisfaction increases with more specialized practitioners. For example, 59% of those seeing a PCP for migraine care report they are satisfied with the overall quality of care they are receiving. This number increases to 70% for those seeing general neurologists, and 89% for those seeing certified headache specialists. This may mean that while the quality of care some are receiving is satisfactory, it could be better. This trend is also true for the quality of the relationship patients have with their respective providers, with one exception being that those who see PCPs for migraine care find it easier to get in touch with their provider with questions/concerns.

TYPE OF HEALTHCARE PROVIDER SEEN FOR MIGRAINE



REQUESTED TREATMENTS

31% of respondents report that their doctor **has refused** to prescribe a treatment they have requested.

For those whose doctors refused to prescribe a treatment, the top 3 reasons for denial included:

- Medication would not be covered by insurance - **11%**
- Preferred to prescribe a different medication - **10%**
- Wanted patient to try an older medication first - **7%**

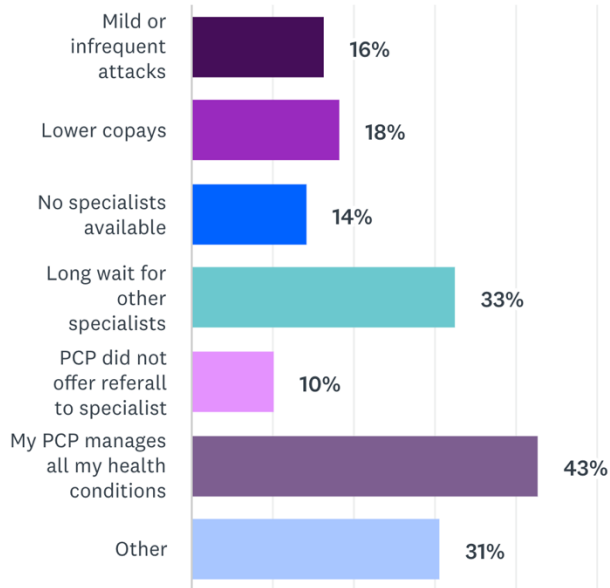
CERTIFIED HEADACHE SPECIALIST vs GENERAL NEUROLOGIST

60% of respondents think there is a big difference between a general neurologist and a certified headache specialist, leaving **40% who do not or who are not sure!**

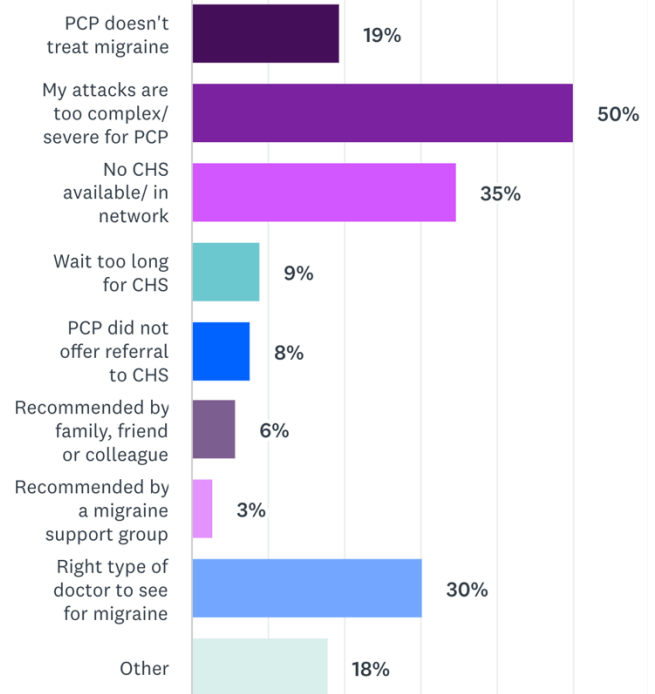
REASONS GIVEN FOR SEEING DIFFERENT HCPS

PCP: Primary Care Physician HAS: Certified Headache Specialist GN: General Neurologist HCP: Other Healthcare Provider

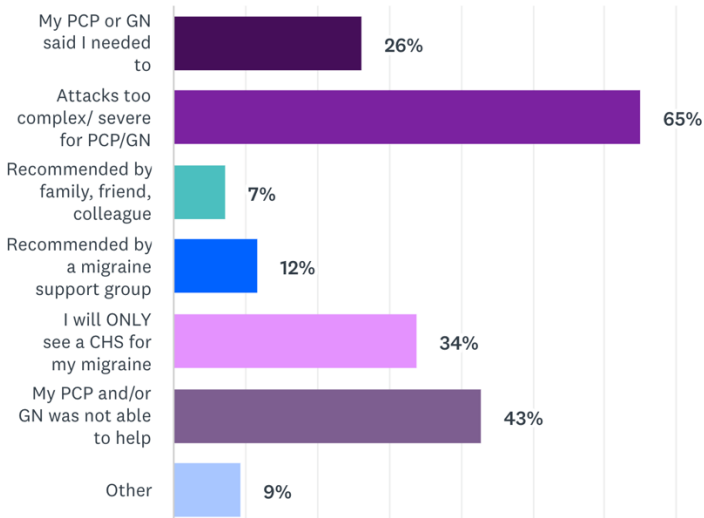
Primary Care Physician (PCP)



General Neurologist (GN)

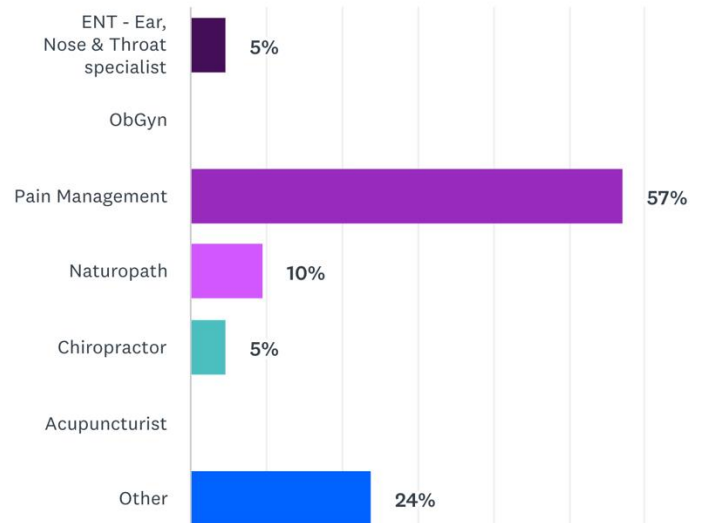


Certified Headache Specialist (HAS)



Other Health Care Providers (HCP)

Some respondents report that they prefer to see healthcare providers other than a PCP, GN or HAS. These practitioners include:

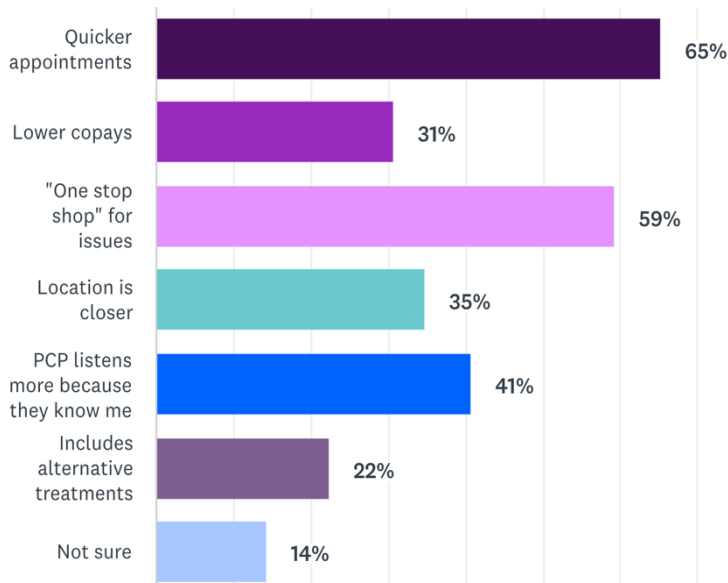


These results show that survey respondents who opt to see a GN or HAS mainly do so because their migraine is out of their more general practitioners' area of expertise. They cite that their attacks are too severe and/or complex for their PCP. Those who do opt to see their PCP for migraine care report doing so because of long wait times to see other specialists, that their PCP manages all of their conditions, and that they have lower copays with a PCP. They also report not having specialists available to them geographically. This could indicate that while patients may be able to obtain better care with a specialist, they are left with what is most readily available to them.

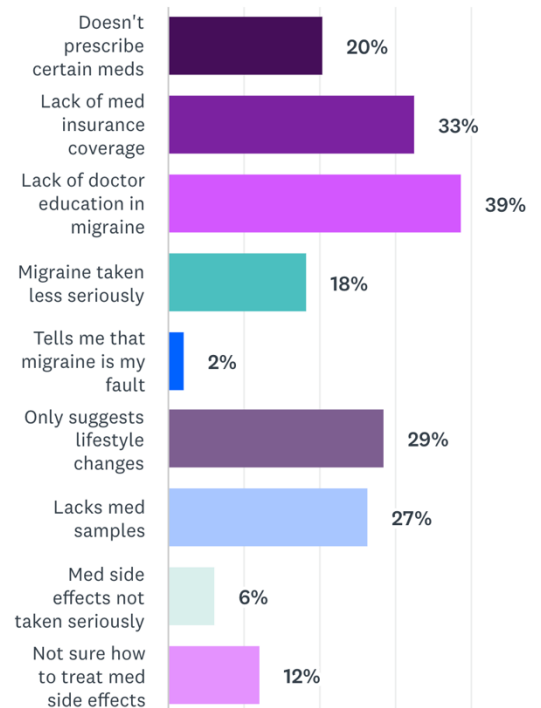
PRIMARY CARE PHYSICIAN

EXPERIENCE

Pros of Seeing a PCP for Migraine



Challenges of Seeing a PCP for Migraine



KEY INSIGHTS: PRIMARY CARE PHYSICIAN



Provider Relationship

- **63% of patients say they feel heard** when talking to their PCP about how migraine impacts their life.
- **71% say their PCP understands** and takes their quality of life issues into consideration.



Treatments

- **61% report that their PCP is receptive** when the patient asks about a new or specific treatment or shares the latest research.
- Most patients say their PCP is good about providing details regarding the treatments they are prescribing—including side effects that may occur, and how the treatment fits in with their other treatments. **Only 6%** say they their PCP doesn't explain anything.
- Of the patients who experienced side effects, **37% were told by the PCP to stop the medication** and prescribed a new one.



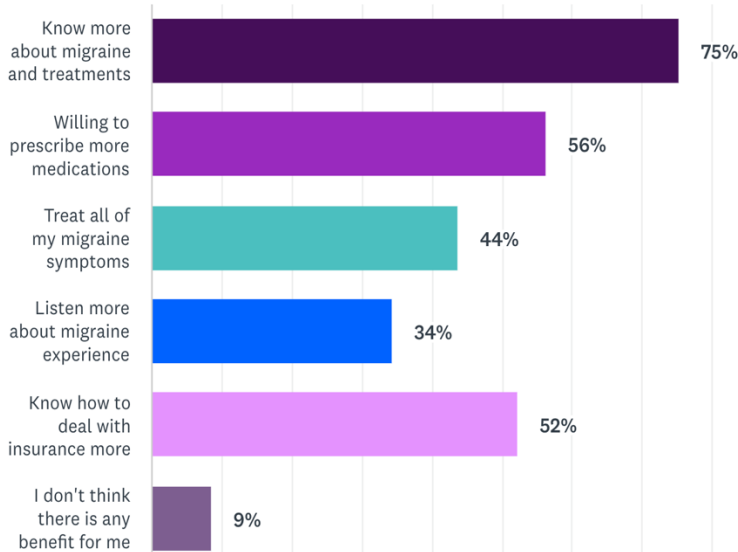
Quality of Care

- **65%** of respondents believe their PCP **is capable of managing their migraine care** and **59% are satisfied with overall quality of care** they receive for migraine.
- **65% find their PCP good at handling insurance paperwork**, like prior authorizations and denials for medications.
- **80% say it is easy to get in touch with** their PCP with questions/concerns.
- **51% were offered a referral**—whether because their migraine was too complex for the PCP or because the patient asked for it.

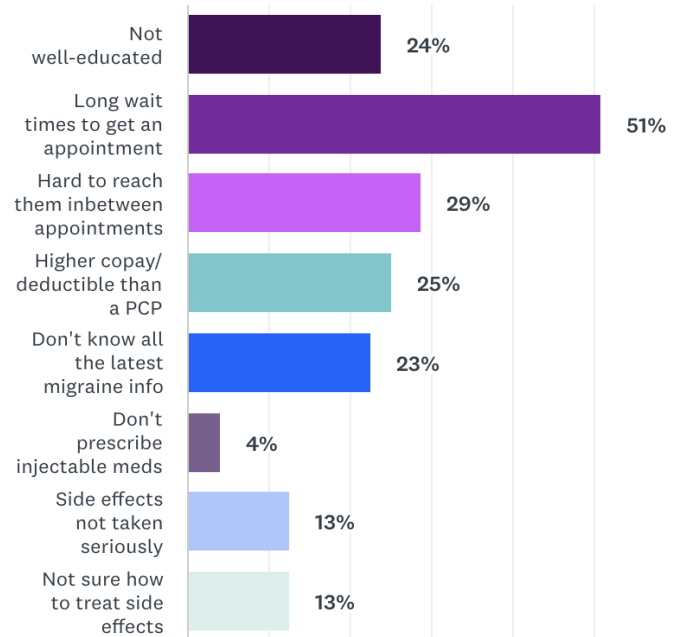
GENERAL NEUROLOGIST

EXPERIENCE

Pros of Seeing a General Neurologist Instead of a PCP for Migraine



Challenges of Seeing a General Neurologist for Migraine



KEY INSIGHTS: GENERAL NEUROLOGIST



Provider Relationship

- **70% of patients say they feel heard** when talking to their neurologist about how migraine impacts their life.
- **71% say their neurologist understands** and takes their quality of life issues into consideration.



Treatments

- **73% report that their neurologist is receptive** when the patient asks about a new or specific treatment or shares the latest research.
- Most patients say their neurologist is good about providing details regarding the treatments they are prescribing—including side effects that may occur, and how the treatment fits in with their other treatments. **Only 5%** say they don't explain anything.
- Of the patients who experienced side effects, **46% were told by their neurologist to stop the medication** and prescribed a new one.



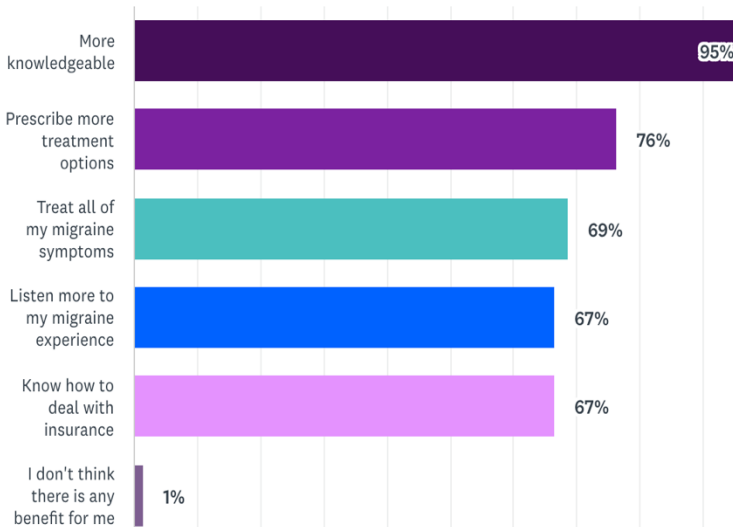
Quality of Care

- **77%** of respondents believe their neurologist **is capable of managing their migraine care** and **70% are satisfied with overall quality of care** they receive for migraine.
- **79% find their neurologist good at handling insurance paperwork**, like prior authorizations and denials.
- **64% say it is easy to get in touch** with their neurologist with questions/concerns.
- **10% were offered a referral**—whether because their migraine was too complex for the neurologist or because the patient asked for it. **31% say they have not gotten a referral** because there are **no certified headache specialists** in their area.

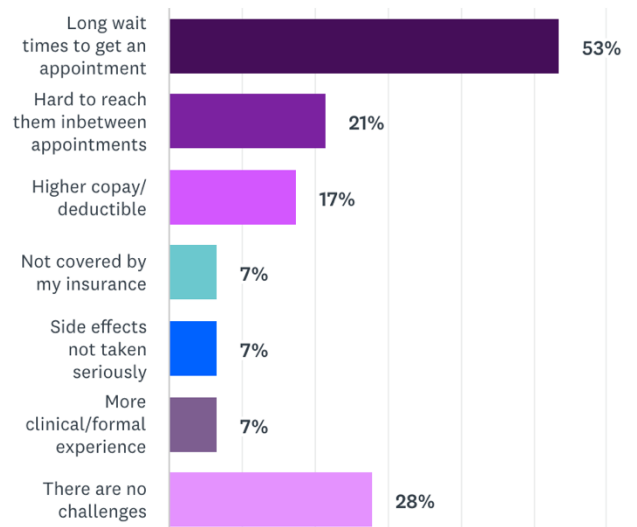
CERTIFIED HEADACHE SPECIALIST

EXPERIENCE

Pros of Seeing a Certified Headache Specialist for Migraine



Challenges of Seeing a Certified Headache Specialist for Migraine



KEY INSIGHTS: CERTIFIED HEADACHE SPECIALIST



Provider Relationship

- **87% of patients say they feel heard** when talking to their headache specialist about how migraine impacts their life.
- **87% say their headache specialist understands** and takes their quality of life issues into consideration.



Treatments

- **85% report that their headache specialist is receptive** when the patient asks about a new or specific treatment or shares the latest research.
- Most patients say their headache specialist is good about providing details regarding the treatments they are prescribing—including side effects that may occur, and how the treatment fits in with their other treatments. **Only 4%** say they their headache specialist doesn't explain anything.
- Of the patients who experienced side effects, **57% were told to stop the medication by the headache specialist** and prescribed a new one and **19% were told how they could manage the side effects** to stay on the medication.



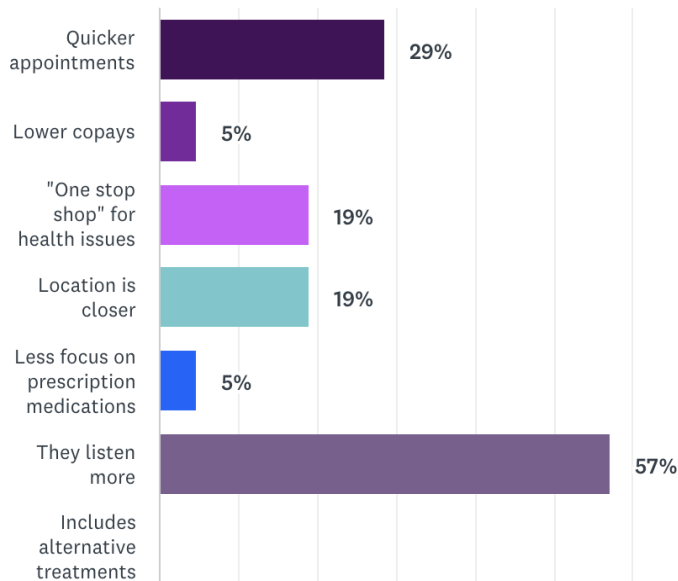
Quality of Care

- **92% of respondents believe their headache specialist is capable of managing** their migraine care and **89% are satisfied with overall quality of care** they receive for migraine.
- **87% find their headache specialist good at handling insurance paperwork**, like prior authorizations and denials for medications.
- **75% say it is easy to get in touch** with their headache specialist with questions/concerns.

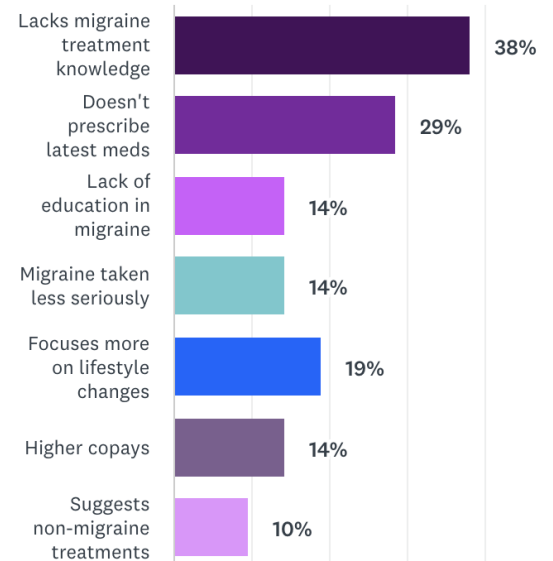
OTHER HEALTHCARE PROVIDER

EXPERIENCE

Pros of Seeing Another Type of Doctor for Migraine



Challenges of Seeing Another Type of Doctor for Migraine



KEY INSIGHTS



Provider Relationship

- **76% of patients say they feel heard** when talking to their HCP about how migraine impacts their life.
- **71% say their HCP understands** and takes their quality of life issues into consideration.



Treatments

- **67% report that their HCP is receptive** when the patient asks about a new or specific treatment or shares the latest research.
- All respondents say their HCP is good about providing details regarding the treatments they are prescribing — including side effects that may occur, and how the treatment fits in with their other treatments.
- Of the patients who experienced side effects, **43% were told to stop the medication by the HCP** and prescribed a new one.

Quality of Care

- **81% of respondents believe their HCP is capable of managing** their migraine care and **are satisfied with overall quality of care** they receive.
- **67% find their HCP good at handling insurance paperwork**, like prior authorizations and denials for medications.
- **67% say it is easy to get in touch** with their HCP with questions/concerns.



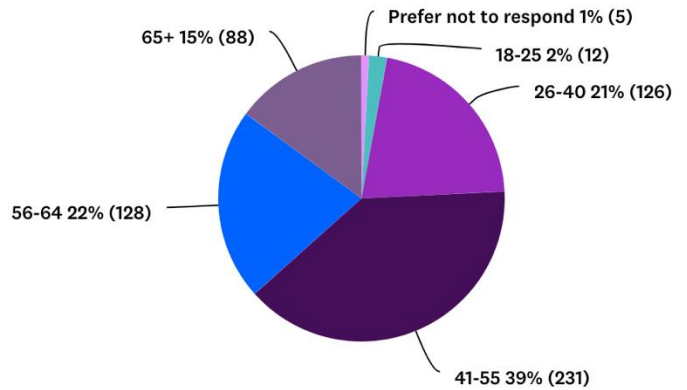
DEMOGRAPHICS

FREQUENCY

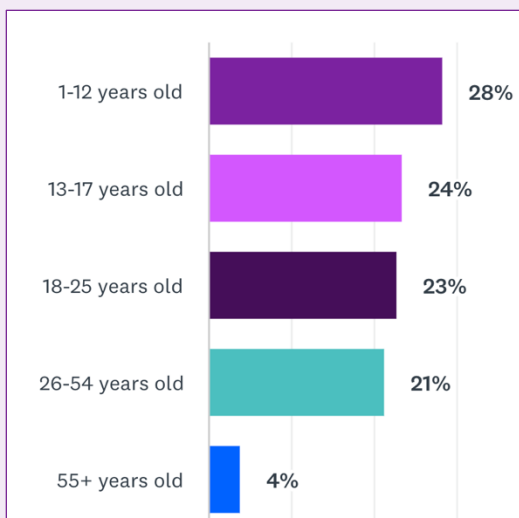
Number of migraine days/month:

- 26% 24+ days/month
- 28% 15-23 days/month
- 22% 8-14 days/month
- 17% 4-7 days/month
- 7% 1-3 days/month

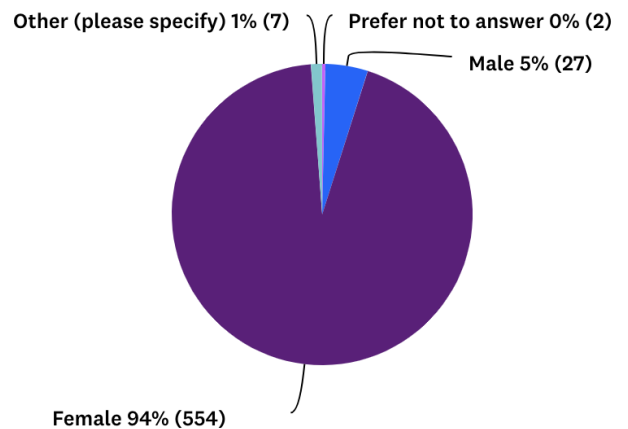
AGE



AGE OF FIRST MIGRAINE ATTACK

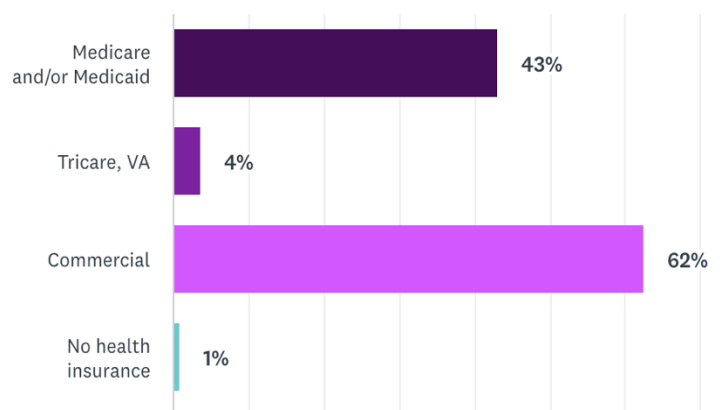


GENDER



These demographics show that the majority of survey respondents who completed this survey are women, ages 41-44 years old, with commercial insurance, and have been diagnosed with chronic migraine.

HEALTH INSURANCE





PATIENT VOICES

Respondents had the following to say:

"The first time I saw my headache specialist was the first time I felt HEARD about my migraine condition. It was an amazing feeling."

"I have had doctors who didn't believe me about my symptoms and migraine episodes. So, it is discouraging to spend the time going to appointments and not get the care I need."

"I feel extremely lucky to find the provider I have, as I have had MANY who were totally unhelpful and dismissive. I've been at this game since I was 12."

"My neurologist is knowledgeable about side effects of migraine medication and helps weigh the best options for me."

"I do not have certified headache specialists in my area. I do not drive so that is a barrier to care. My PCP is very thorough and cares for her patients but seeing a specialist would be ideal."

"I have an exceptional PCP who spends plenty of time with me for my multiple, complex health issues. I feel very fortunate!"

"I see a PCP for migraine because there is not a neurologist in the area willing to take me on."

"It is very disheartening to try and be your own advocate with neurologists that keep giving you the same treatment that doesn't help. I feel sometimes I have to be the one to offer alternatives."

"I had seen several neurologists in the past, now I am blessed to have a neurologist who is an expert."

"My headache specialist doesn't give up when various treatment plans fail. And they don't ridicule me."

"I was referred to an ENT. He listens well and is open to trying anything for his patients. He sees a lot of migraine."

"Every solution I've ever tried has eventually stopped working, so it takes a specialist to solve the issues I now bring to the table."