Four Things Affecting the Hispanic Patient Experience

Practices by insurers and middlemen - known as pharmacy benefit managers - are disproportionately affecting historically underserved communities. Many of these communities bear the burden of systemic and societal barriers to care.

America’s biopharmaceutical companies support systemic, long-term change to better meet the needs of underserved communities. PhRMA’s fourth installment of the Patient Experience Survey (PES) reveals the difficulties patients experience when accessing and affording health care, including the startling discovery that only 34% of survey participants believe insurance is working as it’s supposed to.

What are health care concerns that affect Hispanic communities disproportionately?

- Heart disease and cancer in Hispanics are the two leading causes of death
- Experience 50% higher death rate from diabetes than whites
- Are 24% more likely to have poorly controlled high blood pressure; 23% more obesity; and 28% less colorectal screening

What are health care concerns that affect Hispanic communities disproportionately?

Communities of color express a number of concerns about the health care system. Here are four things to know about the Hispanic patient experience:

Nearly two in three insured Hispanic Americans say they are concerned that a medicine their doctor recommended or prescribed wouldn’t be covered by their insurer (excluded from the formulary).

More than a quarter of insured Hispanic Americans say their out-of-pocket costs are more than they could afford if they had a major unexpected medical event or were newly diagnosed with a chronic illness.

Nearly six in 10 insured Hispanic Americans say they are concerned they would have to wait for their insurer to provide prior authorization for a medicine their doctor prescribed.

Two in 10 insured Hispanic Americans reported having outstanding medical debt.

Addressing social determinants of health, bias and discrimination throughout a patient’s lifetime will help address health inequities and improve the patient experience. That’s why America’s biopharmaceutical companies support systemic, long-term change to address these barriers to care and better meet the needs of underserved communities.

Read the full PES report and learn more about patient-centered health care solutions at PhRMA.org/Middlemen.