



# H&LS SCRIPT – US VO

## VIDEO TRANSCRIPT

The US healthcare ecosystem has been tested recently in ways we never imagined.

In our 20-21 Health and Life Sciences Experience Survey,  
we measured the effects and look for lasting improvements.

We asked about access, affordability, technology, trust and emotional support.  
Whether virtual care is working.  
If there's an appetite to continue using it.  
And the consequences patients face when the system fails them.

This is what 18 hundred people across the US told us.

Emotional support is *just* as important as medical treatment.

The ideal healthcare experience is easy, convenient and accessible.

A lack of affordable care can result in people delaying or skipping treatment altogether.

People are willing to share personal information in exchange for better treatment,  
if data security is guaranteed.

They'll also search *and* switch providers to get the level of service and care they want.

Creating an exceptional healthcare experience now demands a combination of:

Secure digital technology.

Affordable Access.

Reasons to Trust the companies, providers and government bodies in the chain.

And meaningful experiences, that include empathy and emotional support.

It's time to shape a new future.

One that puts people at the heart of healthcare.

We can help get you there.

Copyright © 2021 Accenture  
All rights reserved.

Accenture and its logo  
are registered trademarks  
of Accenture.