

Harper moved to the area about 3 years ago. When she first moved here, a friend of hers had an emergency and needed to go to Mercy Hospital. At that point, her perspective of the hospital was shaped by disorganization, long wait, poor service, and the hospital seeming to be a "small", "rundown" place to seek care, only for extreme emergencies. A Penn hospital about 10 minutes away was advertising LGBTQ services, was bigger, and was a Penn Medicine hospital so she started seeking her care there. She believes the hospital is now closed after hearing this in the news.



- Continue to enjoy the community and friends for many years
- Stay healthy
- Get promoted or find a new job



- Care from a brand she can trust in terms of quality of service and doctor skill level
- easy and organized scheduling and office interactions
- clean, professional, non-stressful environment



- Access to LGBTQ specialized care
- Reliable, regular primary care visits
- Healthcare that is close by, either a short drive or walk



# Fears

- Won't be able to schedule a visit when she really needs it
- Doctor won't offer the specialized care she needs
- Longer than usual wait times
- Rescheduling visits due to work schedule

# "The last I heard, the hospital was closing down."



Harper

Occupation Marketing

Age 26

## **Snapshot:**

- Newer resident (3 years)
- attracted to LGBTQ services
- younger resident (26)
- No car walks, gets a ride, public
- Commutes to 10 min to another Penn hospital

### Believes hospital:

- closed recently
- was underfunded
- was not a good place for care
- was for emergencies only
- didn't meet LGBTQ needs

### **Experienced hospital:**

- last heard, it was closing
- took friend for emergency years ago
- disorganized
- rundown
- poor service