COVID-19 VETERINARY SURVEY RESULTS

2,017 Respondents

98% of practices are limiting client contact

Operational strategies

- Clients asked to wait in vehicles during treatment: 84%
- Contactless payment processing: 66%
- Patient history by phone or virtually: 59%
- Client visits by appointment only: 50%
- Drive-thru pickup and drop-off: 55%
- Telemedicine/Telehealth/Virtual visits: 32%
- Emergency care only: 20%
- Staggered/Dedicated hours for senior citizens only: 1%
- All of these options: 13%
- Other: 1%
- None: 1%

Precautionary measures

- Asked clients to maintain safe distances between each other: 34%
- Asked staff members presenting symptoms to go home: 32%
- Canceled appointments: 28%
- Asked staff to sanitize PPE for reuse: 27%
- Other policies around personal hygiene: 26%
- Advised clients on COVID-19: 25%
- Asked staff to limit use of PPE (beyond state compliance): 19%
- Asked clients displaying symptoms to leave the facility: 14%
- Asked clients to wash hands: 13%
- Asked staff members to telecommute: 11%
- Other: 11%
- None: 1%

IMPACT OF COVID-19 ON PRACTICES

Avg cash shortfall for April

$17K

Avg anticipated cash shortfall for May

$23K

Cash shortfall % for April

- 0%: 10%
- 20%: 10%
- 40%: 10%
- 60%: 10%
- 80%: 10%
- 100%: 10%

Client change since COVID-19

- 100%: 10%
- 80%: 10%
- 60%: 10%
- 40%: 10%
- 20%: 10%
- 0%: 10%

Cash shortfall by state

Low

Medium

High

STRATEGIES FOR COVID-19

Cash shortfall strategies

- SBA loan: 23%
- Forgo your own salary: 23%
- Use business cash reserves: 23%
- Rely on business line of credit: 23%
- Use personal assets for cash infusion: 23%
- Tax credit advances: 23%
- Take out a personal loan: 23%
- All these options: 23%
- Other: 23%
- None: 23%

My clients have started purchasing food or medication online

76%

Most relied on source of information

- American Veterinary Medical Association: 80%
- State veterinary medical association: 76%
- State public health/government officials: 72%
- Federal public health officials: 68%
- Local public health/government officials: 64%
- News media: 60%
- Peer to peer network/other colleagues: 56%
- Social media: 52%
- Friends/family: 48%
- Land grant universities: 44%
- Extension agents: 40%
- Other veterinary industry association: 36%
- Other: 32%

My clients have started purchasing from online retailers, but not my practice

23%

For more information visit: avma.org/Coronavirus

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How many days have passed since COVID-19 began impacting your practice?

21

Practice community

Practice locations

BUSINESS OWNERSHIP

PRACTICE TYPE

PRACTICE INFORMATION

Hospital type

Emergency services

Exam rooms

Average payroll

Gross revenue

Average FTEs

8

Average medical staff FTEs

7

Average years experience

22
CASH SHORTFALLS

**Avg cash shortfall for April**
$17K

**Avg anticipated cash shortfall for May**
$23K

**STRATEGIES FOR CASH SHORTFALLS**

Cash shortfall strategies
- **SBA loan**
- Forgo your own salary
- Use business cash reserves
- Rely on business line of credit
- Use personal assets for cash infusion
- Tax credit advances
- Take out a personal loan
- All these options
- Other
- None

How have your expenses changed?
- Decreased over 75%
- Decreased 51-75%
- Decreased 1-50%
- No change in business activity
- Increased 1-50%
- Increased over 75%

**Average spending per $100**

**March 2019**
- Wages and salary: 33.35
- Rent: 6.51
- Utilities: 4.21
- Equipment: 25.10
- Marketing: 2.08
- Repairs: 3.79
- Other: 13.61

**Since COVID-19**
- Wages and salary: 37.69
- Rent: 7.59
- Utilities: 4.95
- Equipment: 22.10
- Marketing: 1.49
- Repairs: 2.82
- Other: 11.39

**SBA LOAN PLANS**

Practice owners applying for a COVID-19 loan
61%

**SBA loan choice for cash shortfall**
- Paycheck Protection Program
- Economic Injury Disaster Loan
- Unsure
- Other

Are you using the SBA loan for payroll?
- Yes, approximately 50-99% of the loan
- Yes, 100% of the loan
- Yes, approximately 1-49% of the loan
- No, the loan will go to other expenses

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**ACTIVITIES AND PROCEDURES**

- **Planned activities**
  - Maintenance: 0%
  - None: 10%
  - Building repairs: 20%
  - Renovations: 30%
  - Building expansion: 40%
  - Other: 50%
  - Relocation: 60%

- **Cancelled planned activities**
  - Reduced operating hours: 12.54%
  - Maintained regular operating hours: 36.55%
  - Extended operating hours: 50.92%

- **Surgical procedure postponement**
  - No: 37.17%
  - Yes: 62.83%

**PRACTICE HOURS AND EMPLOYEES**

- **Adjusted practice hours**
  - Reduced operating hours: 50%
  - Maintained regular operating hours: 40%
  - Extended operating hours: 10%

- **Typical hours**
  - Open per week: 50
  - Average hours extended: 14
  - Average hours reduced: 16

- **Average employees laid off**: 0.36
- **Average employees furloughed**: 0.79

**CLIENT CONTACT**

**Social distancing protocols**

- Practices limiting client contact: 98%

**Operational strategies**

- Clients asked to wait in vehicles during treatment
- Contactless payment processing
- Patient history by phone or virtual only
- Client visits by appointment only
- Drive-thru pickup and drop-off
- Telemedicine/Telehealth (virtual visits)
- Emergency cases only
- Staggered/Dedicated hours for senior citizens only
- All of these options
- None

**Precautionary measures**

- Asked clients to maintain safe distances between each other
- Asked staff members presenting symptoms to go home
- Canceled appointments
- Asked staff to sanitize PPE for reuse
- Other policies around personal hygiene
- Advised clients on COVID-19
- Asked staff to limit use of PPE (beyond state compliance)
- Asked clients displaying symptoms to leave the facility
- Asked clients to wash hands
- Asked staff members to telecommute
- Other
- None
### CLIENT TRAFFIC

#### Client change since COVID-19

- Clients switched to buying pet food and/or medication online:
  - My clients have started purchasing food or medication online: 76%

#### New client change since COVID-19

- Clients requested advice regarding the spread of the virus:
  - Requested advice on preventive measures for their pet:
  - Requested advice on preventive measures for themselves:
  - Requested testing pets for COVID-19:

### CLIENT WAIT TIME

#### Average clients served
- In March 2019: 722
- In last 30 days: 529

#### Avg new clients served
- In last 30 days: 54

#### Avg new clients in last 30 days
- 38

#### Avg wait time
- 0
- 12
- 60

#### Avg wait time since COVID-19
- 0
- 14
- 60

### CLIENT NEEDS AND BEHAVIOR

#### Meeting client needs

- My practice already had online sales prior to COVID-19 outbreak:
- My clients began purchasing from other online retailers:
- My practice began to offer online sales as a result of the COVID-19 outbreak:

#### Online sales changes

- Online sales rising upward:
- Online sales remaining stable:
- Online sales trending downward:

#### Online sales behavior

- My practice already had online sales prior to COVID-19 outbreak:
- My clients began purchasing from other online retailers:
- My practice began to offer online sales as a result of the COVID-19 outbreak:

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Supply shortages

Practices with PPE shortages 81%

Ordering Supplies

PRODUCTIVITY

Average revenue per full-time employee $261K
Average revenue per medical staff FTE $314K
Average revenue per exam room $503K

Distribution of revenue per full-time employee
Distribution of revenue per medical staff FTE
Distribution of revenue per exam rooms

Medical staff includes veterinary technicians and DVMs
INFORMATION SOURCES

Most relied on source of information

- American Veterinary Medical Association
- State veterinary medical association
- State public health/government officials
- Federal public health officials
- Local public health/government officials
- News media
- Peer to peer network/other colleagues
- Social media
- Friends/family
- Land grant universities
- Extension agents
- Other veterinary industry association
- Other

What can the AVMA do to help?

- Regular updates
- Provide safe operating guidelines
- All of these items
- Webinars for continuing education
- How other veterinarians are doing
- Short-term loan information
- Idea sharing forum