RESPONDING TO COVID-19
98% of practices are limiting client contact

**Operational strategies**

- Clients asked to wait in vehicles during treatment: 64%
- Client visit by appointment only: 56%
- Drive-thru pickup and drop-off: 55%
- Teleremedicine/Telehealth/Virtual visits: 32%
- Emergency cases only: 20%
- Staggered/Dedicated hours for senior citizens only: 5%
- All of these options: 0%
- Other: 19%
- None: 1%

**Precautionary measures**

- Asked clients to maintain safe distances between each other: 45%
- Asked staff members presenting symptoms to go home: 59%
- Cancelled appointments: 56%
- Asked staff to sanitize PPE for reuse: 55%
- Other policies around personal hygiene: 55%
- Advised clients on COVID-19: 55%
- Advised staff to limit use of PPE (beyond state compliance): 55%
- Advised clients displaying symptoms to leave the facility: 6%
- Asked clients to wash hands: 13%
- Advised 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

**Client change since COVID-19**

Most locations are experiencing cash shortfalls

**Cash shortfall % for April**

**STRATEGIES FOR COVID-19**

- My clients have started purchasing food or medication online: 76%
- My clients have started purchasing from online retailers, but not my practice: 23%

**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

For more information visit: avma.org/Coronavirus
CASH SHORTFALLS

Avg cash shortfall for April
$17K
Avg anticipated cash shortfall for May
$23K

STRATEGIES FOR CASH SHORTFALLS

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

SBA loan choice for cash shortfall
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
**ACTIVITIES AND PROCEDURES**

- **Planned activities**
  - Maintenance
  - None
  - Building repairs
  - Renovations
  - Building expansion
  - Other
  - Relocation

- **Cancelled planned activities**
  - 12.54% Cancelled procedures
  - 36.55% Reduced operating hours
  - 50.92% Extended operating hours

- **Surgical procedure postponement**
  - 37.17% Reduced operating hours
  - 62.83% Extended operating hours

**PRACTICE HOURS AND EMPLOYEES**

- **Average employees laid off**
  - 0.36

- **Average employees furloughed**
  - 0.79

- **Typical hours open per week**
  - 50

- **Average hours extended**
  - 14

- **Average hours reduced**
  - 16

**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
- Other
- None

**Precautionary measures**

- Asked clients to maintain safe distance 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)
- Advised clients displaying symptoms to leave the facility
- Asked clients to wash hands
- Advised staff to telecommute
- Other
- None
Average clients served in March 2019: 722
Average clients served in last 30 days: 529
Avg new clients served: 54
Avg new clients in last 30 days: 38

Online sales changes

My clients have started purchasing food or medication online: 76%
Supply shortages

- Medications
- Medical supplies
- Animal care
- PPE
- Sanitation
- Office supplies
- Other

Ordering Supplies

- Office Supplies
- Other
- Animal care
- Medications
- Medical supplies
- PPE
- Sanitation

No orders placed | Orders placed | Unable to order

Supply shortages

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

Ordering Supplies

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

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

- 0 - 99k
- 100 - 199k
- 200 - 299k
- 300k +

Distribution of revenue per medical staff FTE

- 0 - 99k
- 100 - 199k
- 200 - 299k
- 300k +

Distribution of revenue per exam rooms

- 0 - 99k
- 100 - 199k
- 200 - 299k
- 300k - 499k
- 500k +

Medical staff includes veterinary technicians and DVMs