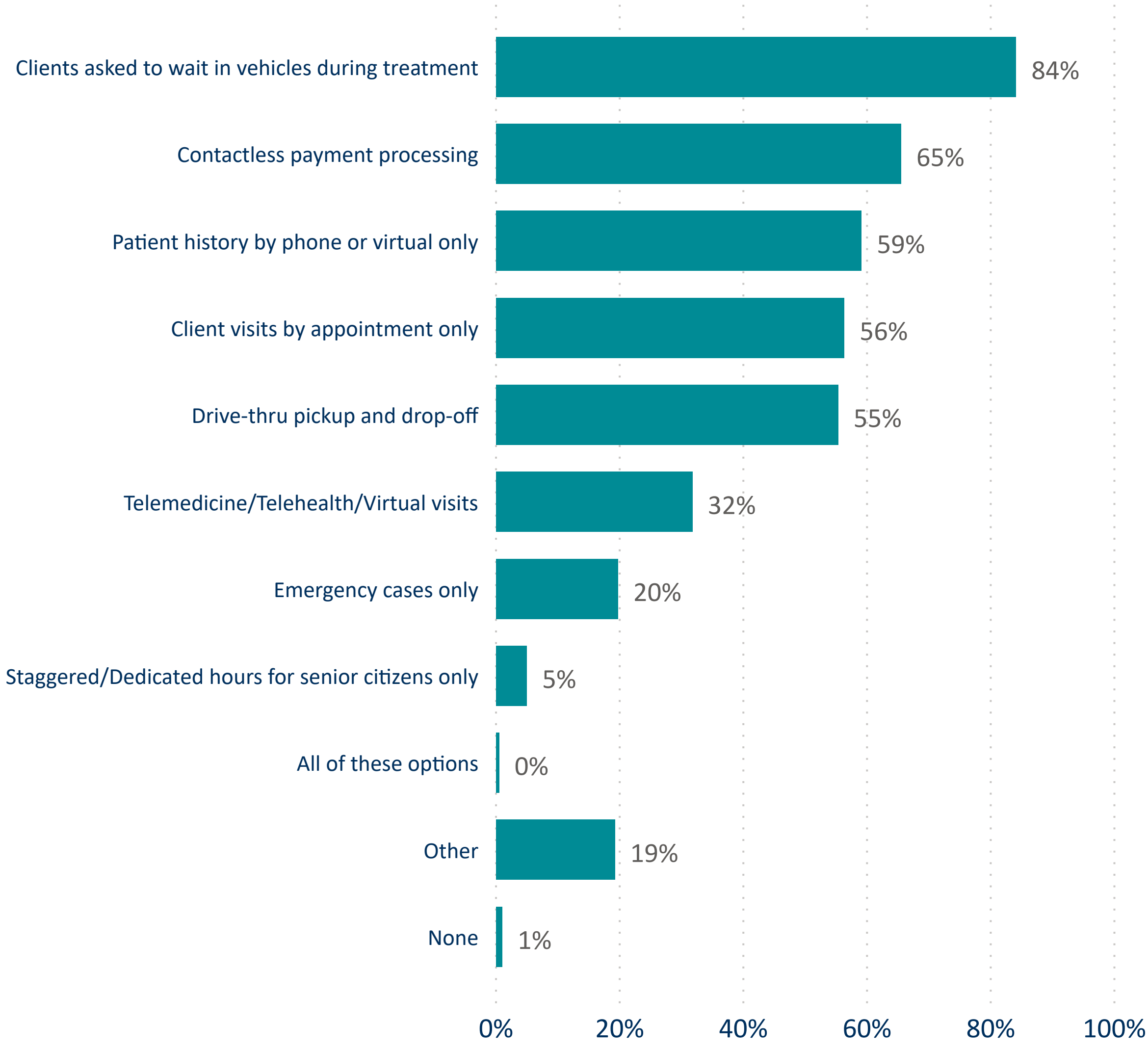


**2,017**  
Respondents

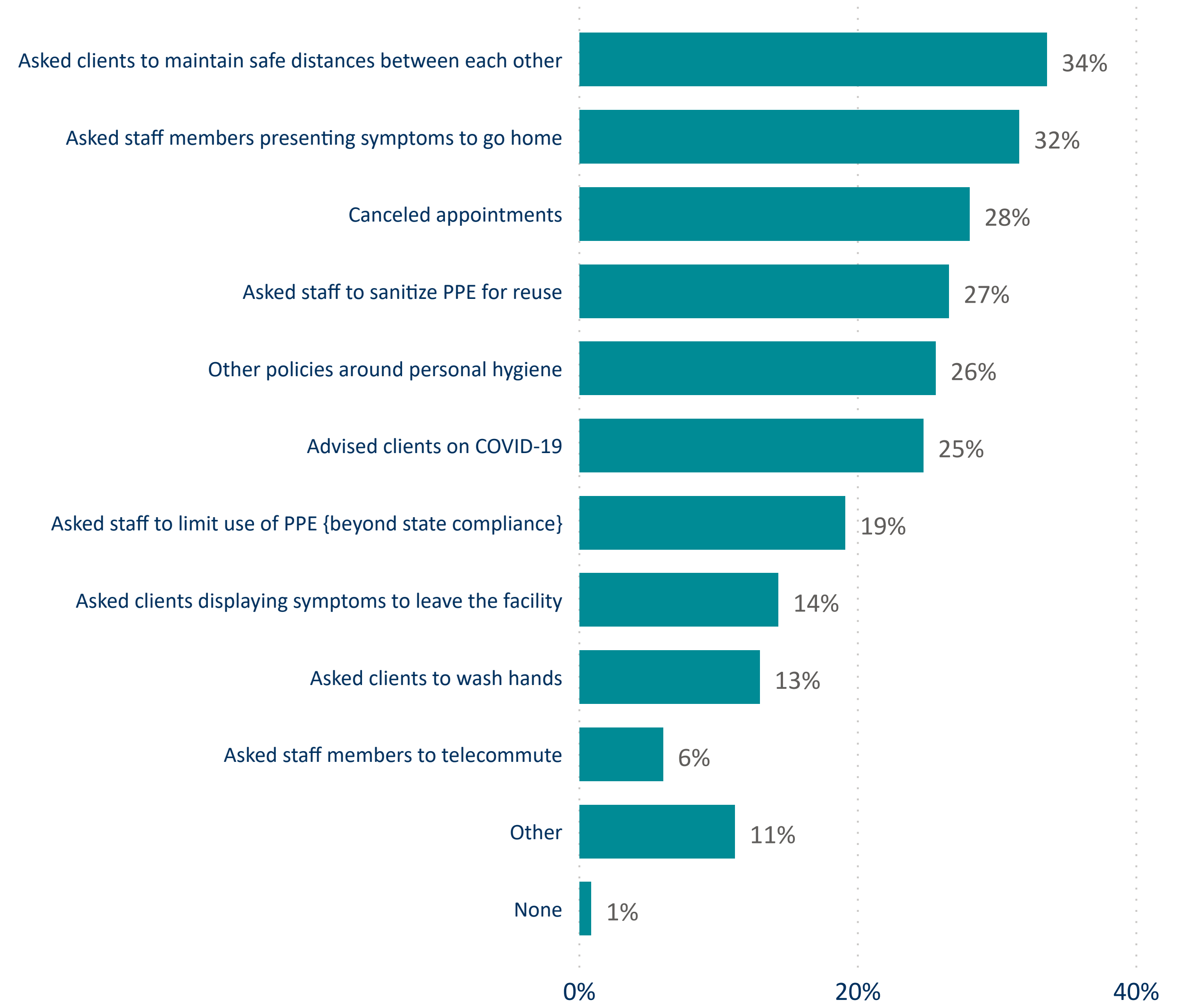
## RESPONDING TO COVID-19

**98%** of practices are limiting client contact

### Operational strategies



### Precautionary measures

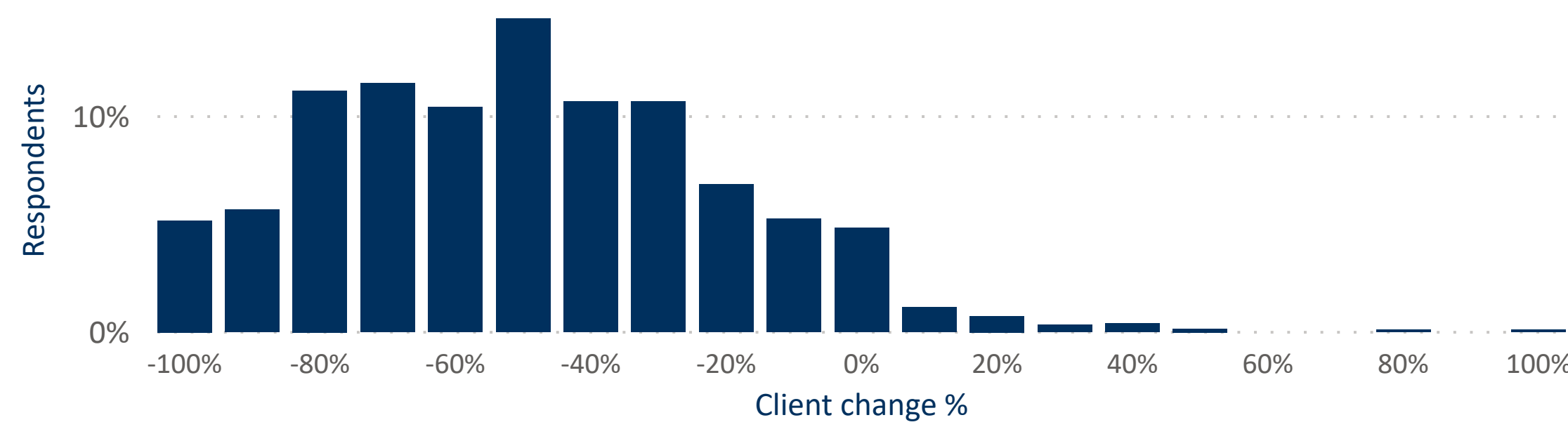


## IMPACT OF COVID-19 ON PRACTICES

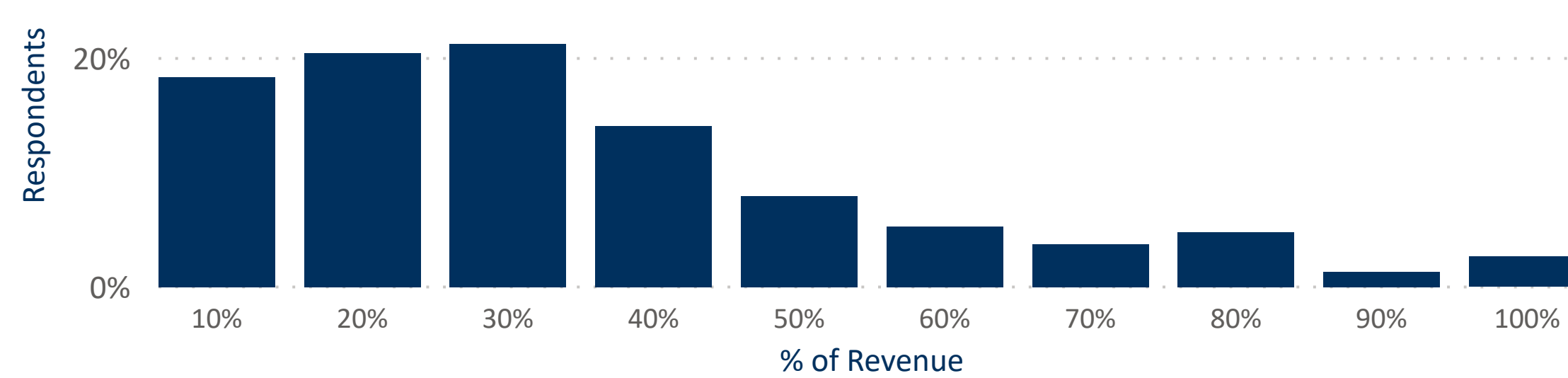
Avg cash shortfall for April  
**\$17K**

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

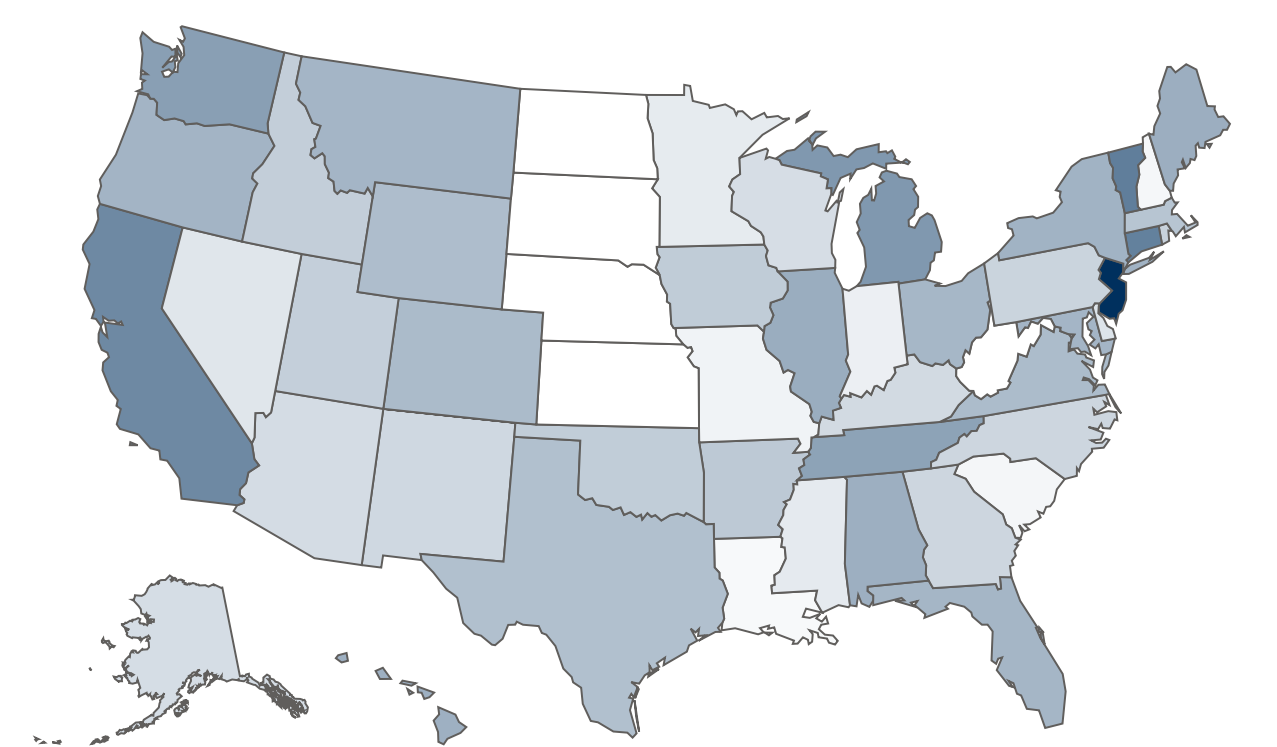
### Client change since COVID-19



### Cash shortfall % for April

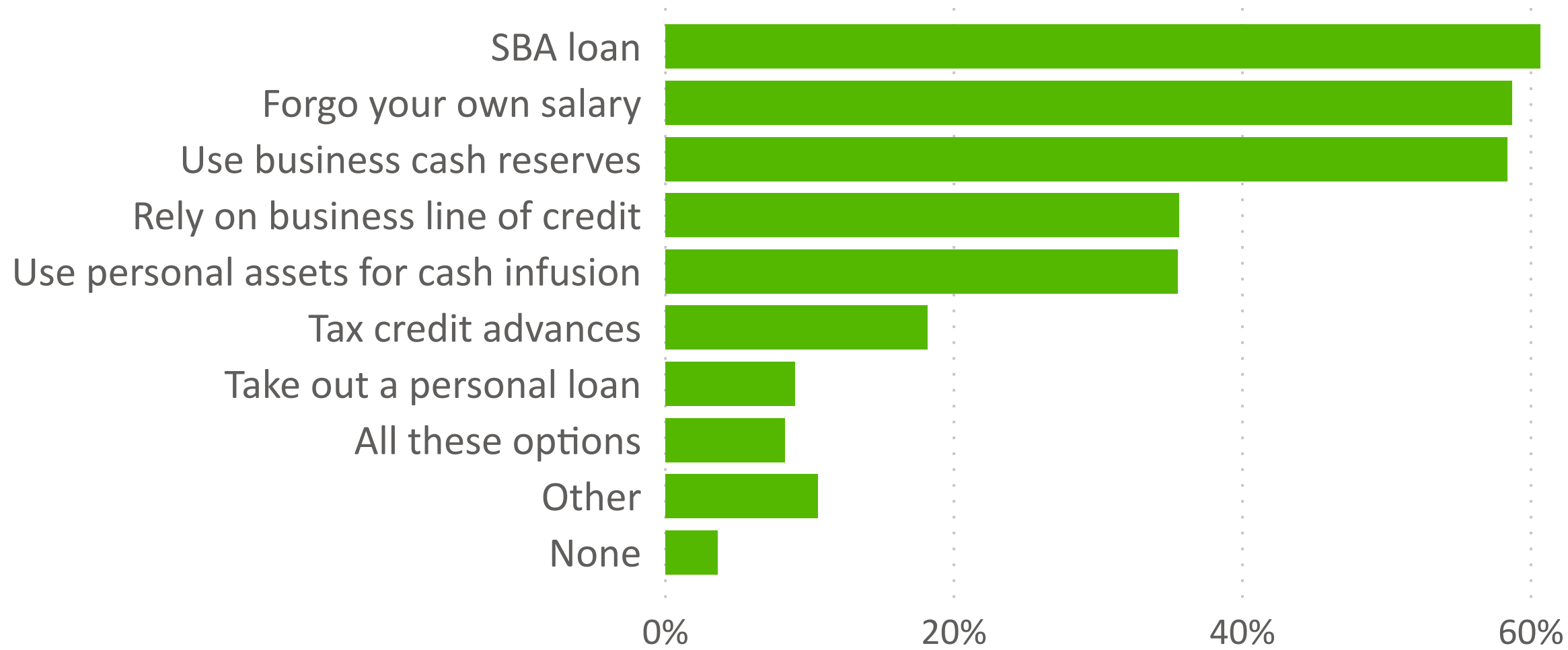


Most locations are experiencing cash shortfalls



## STRATEGIES FOR COVID-19

### Cash shortfall strategies



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

