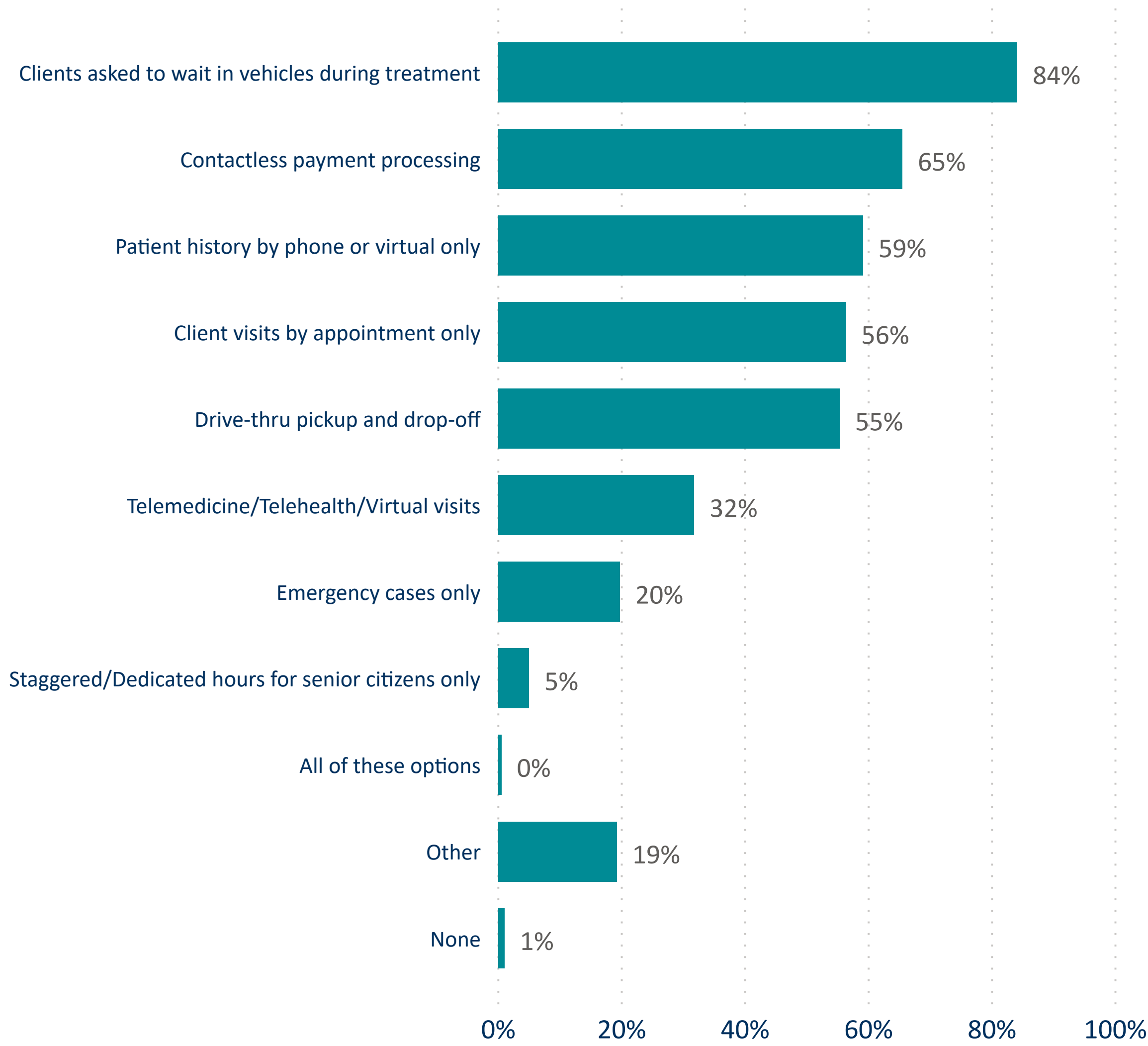


2,017
Respondents

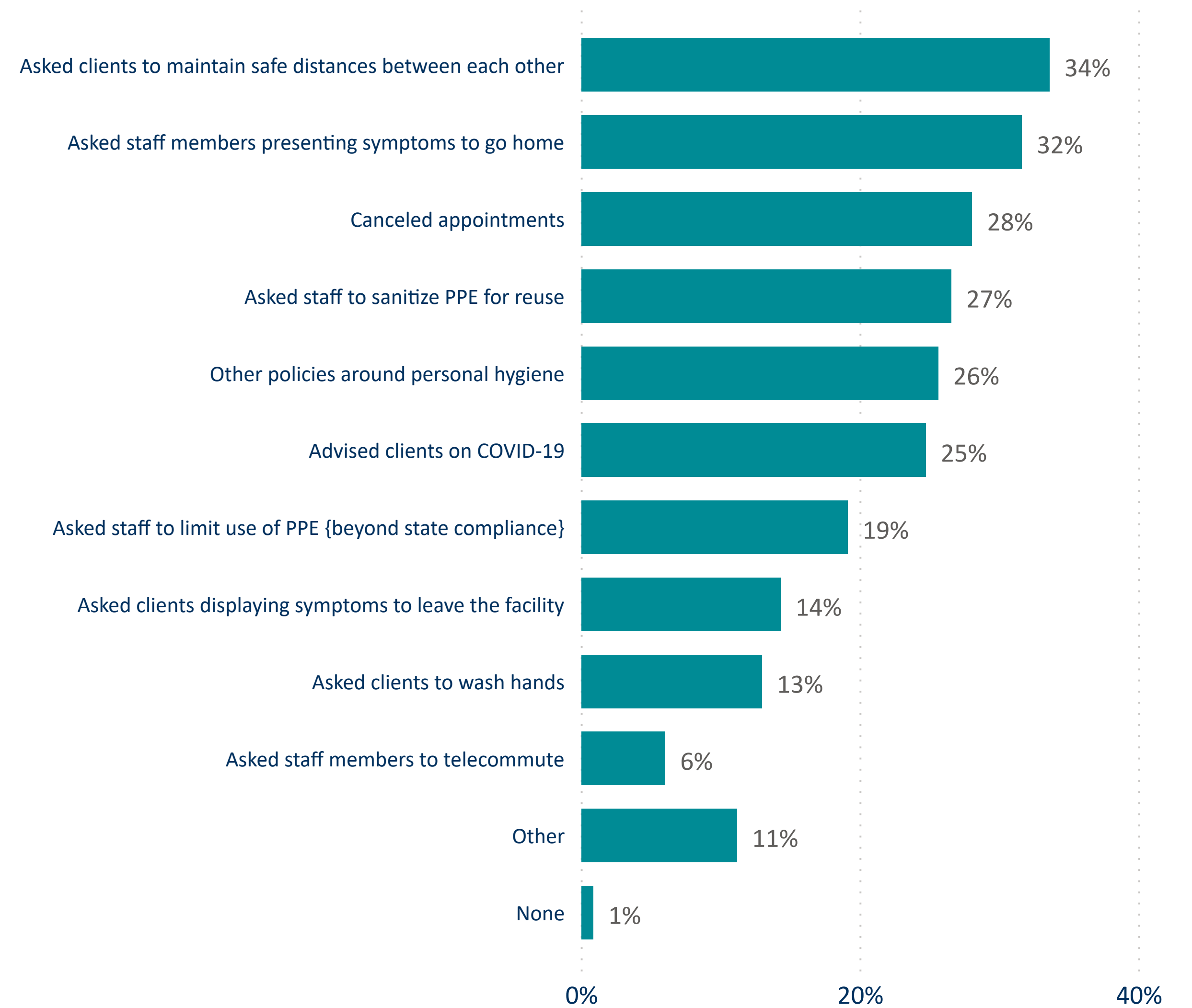
RESPONDING TO COVID-19

98% of practices are limiting client contact

Operational strategies



Precautionary measures



IMPACT OF COVID-19 ON PRACTICES

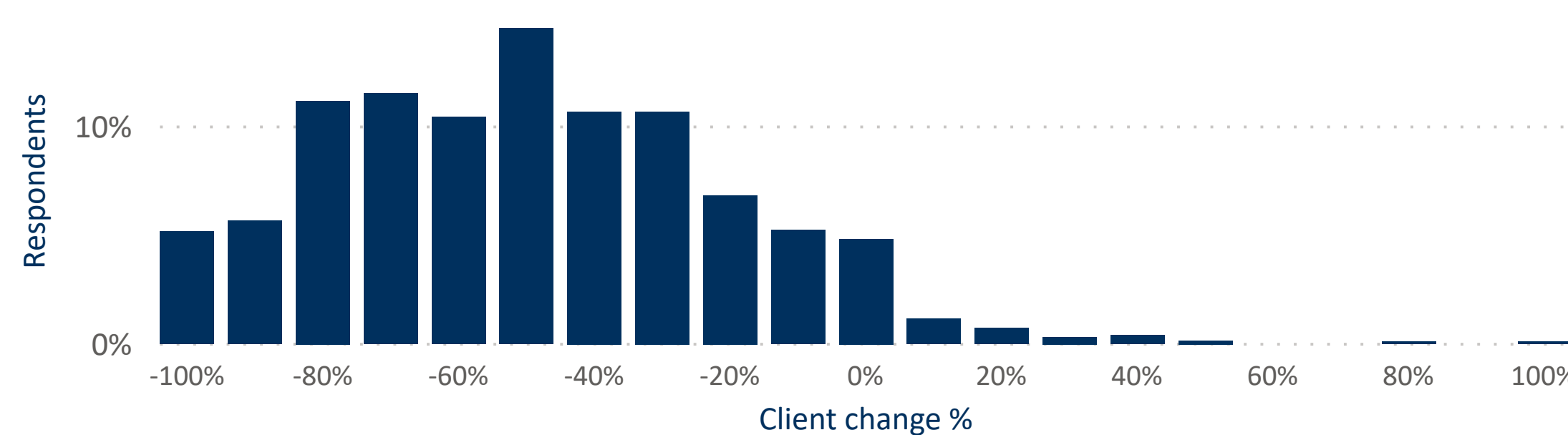
Avg cash shortfall for April

\$17K

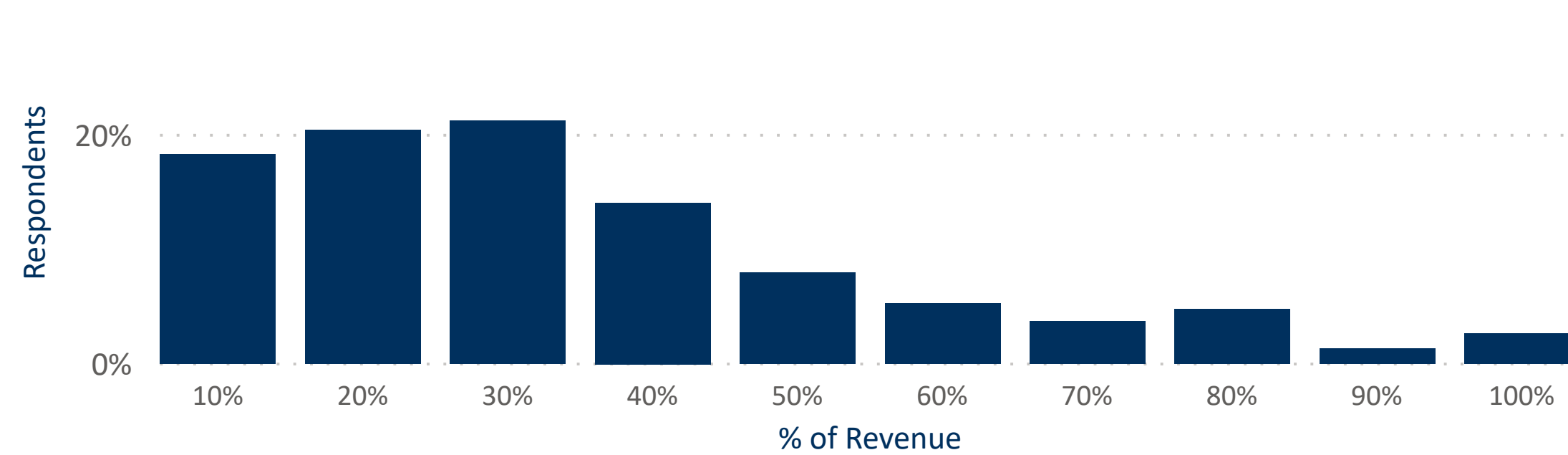
Avg anticipated cash shortfall for May

\$23K

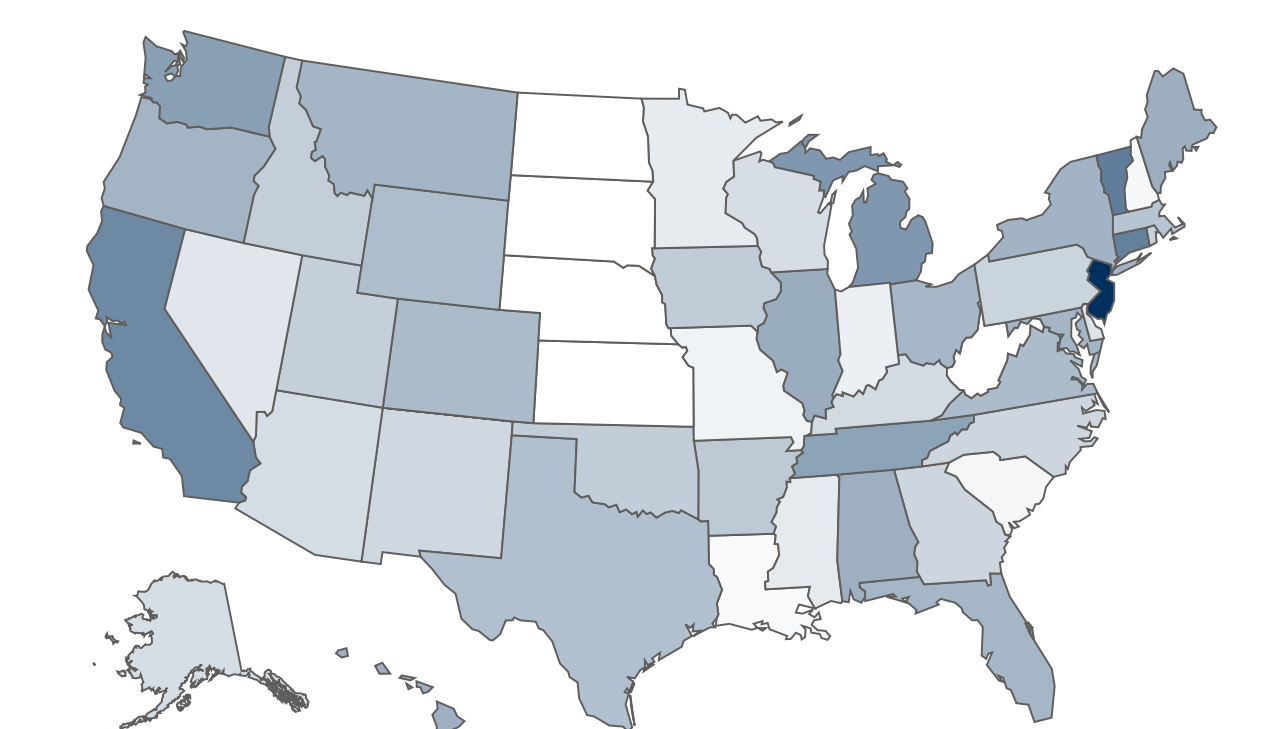
Client change since COVID-19



Cash shortfall % for April



Most locations are experiencing cash shortfalls

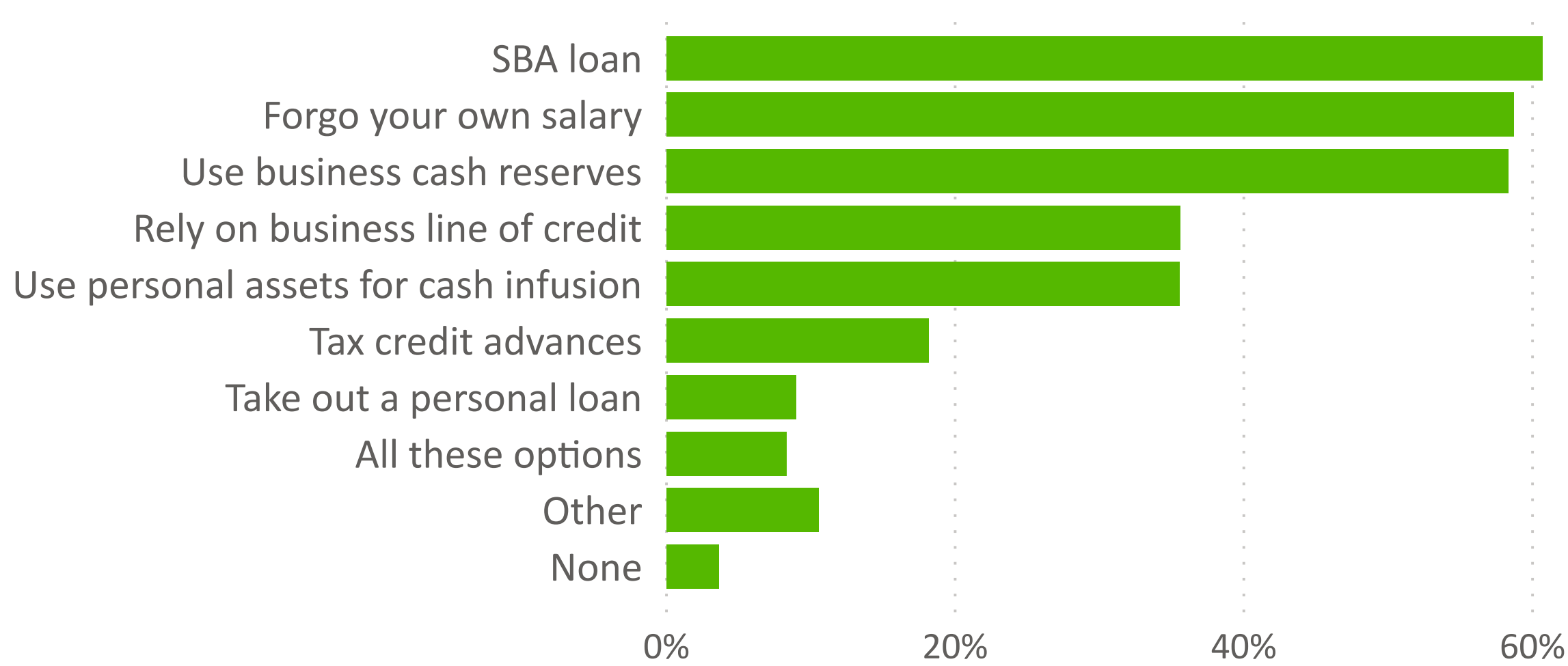


Cash shortfall by state



STRATEGIES FOR COVID-19

Cash shortfall strategies



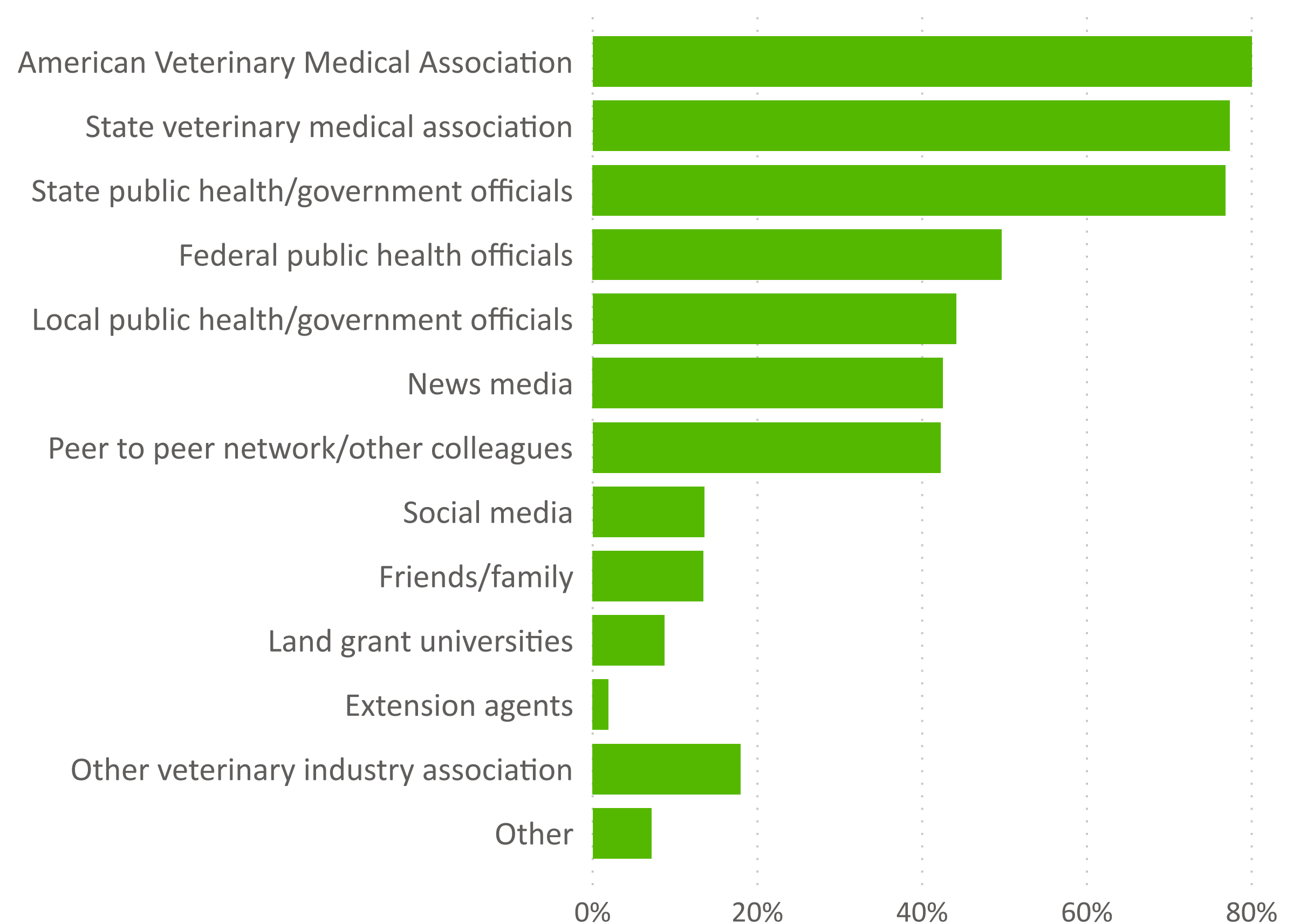
My clients have started purchasing food or medication online

76%

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

23%

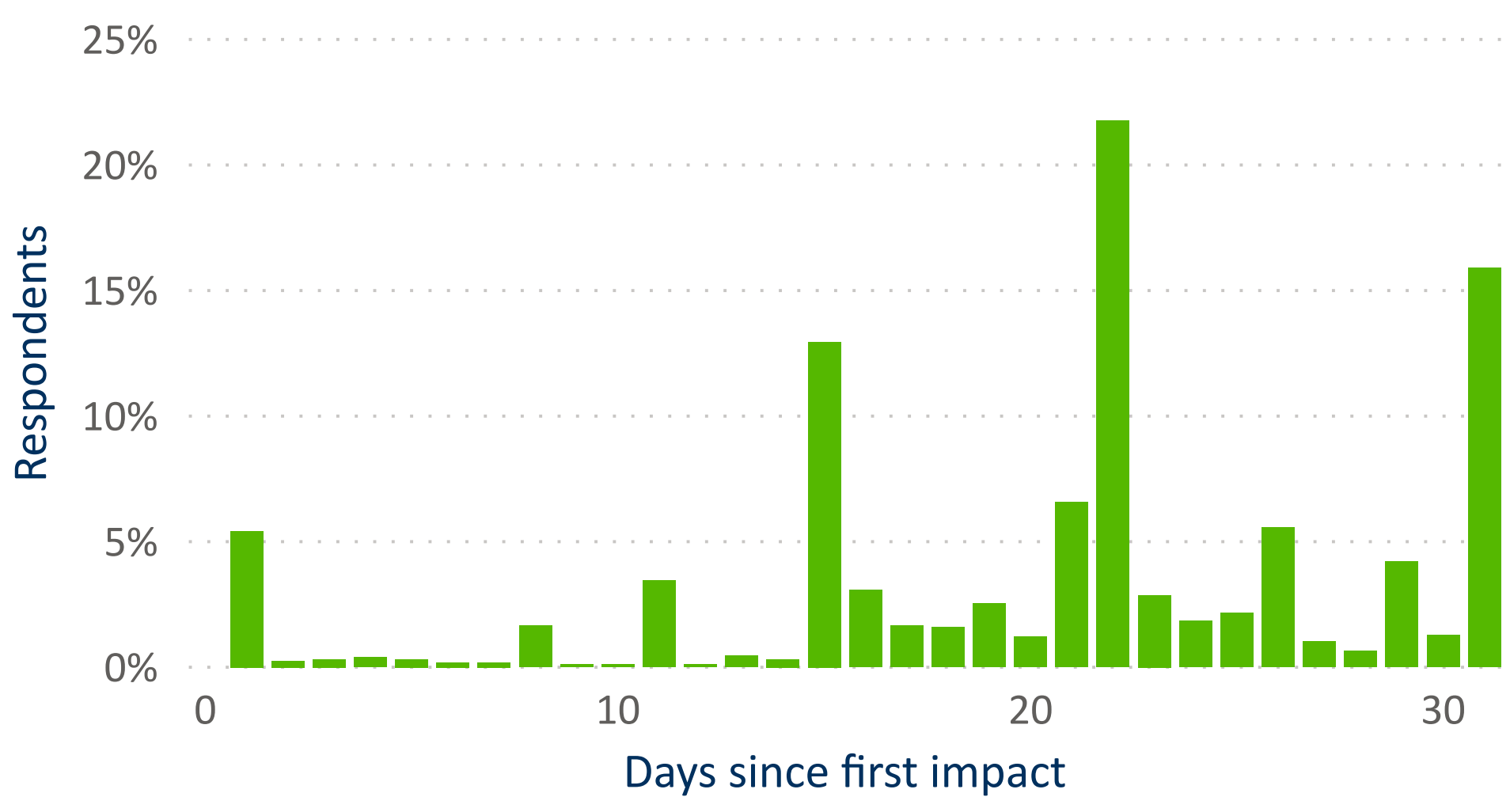
Most relied on source of information



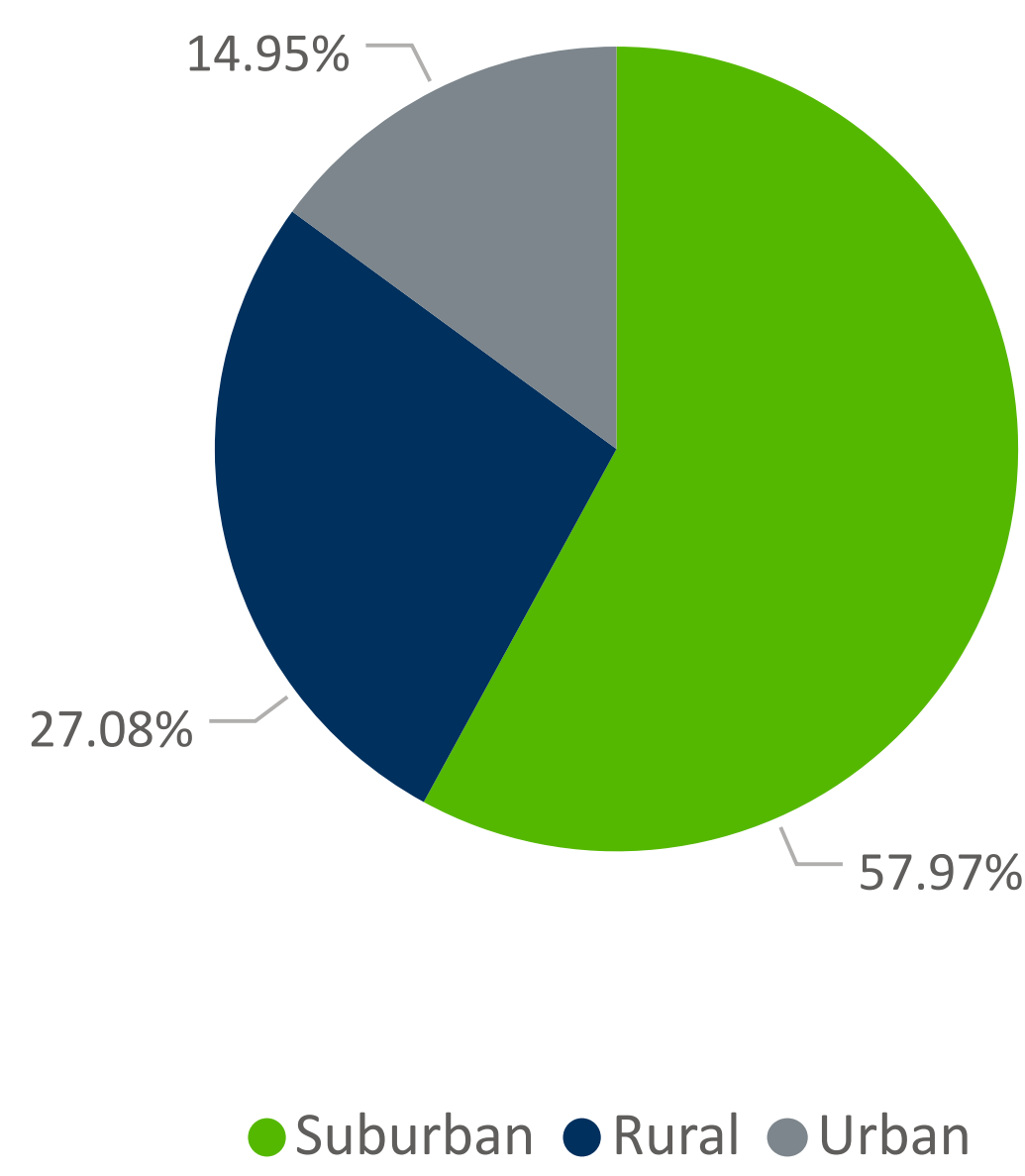
RESPONDENTS

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

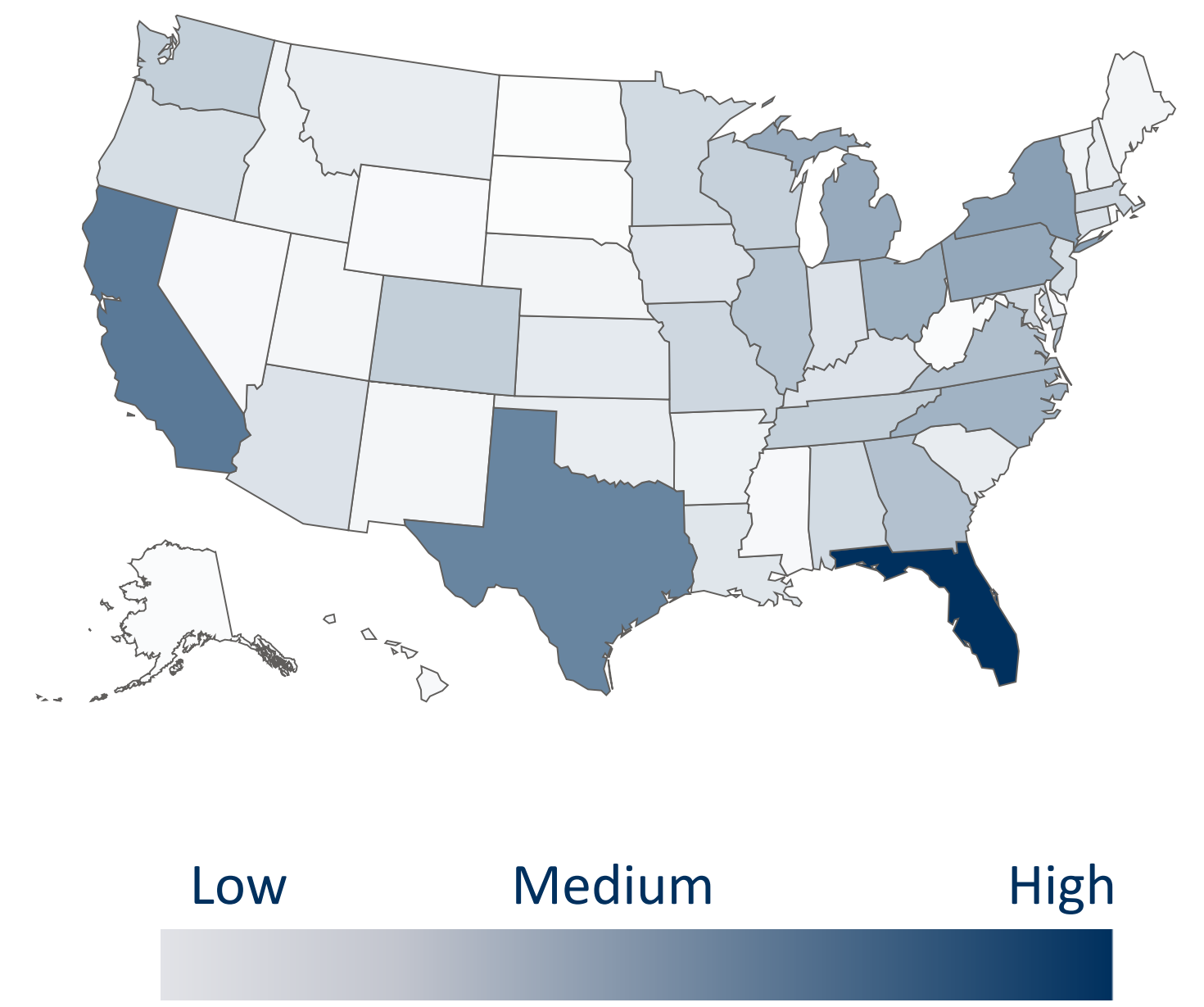
21



Practice community

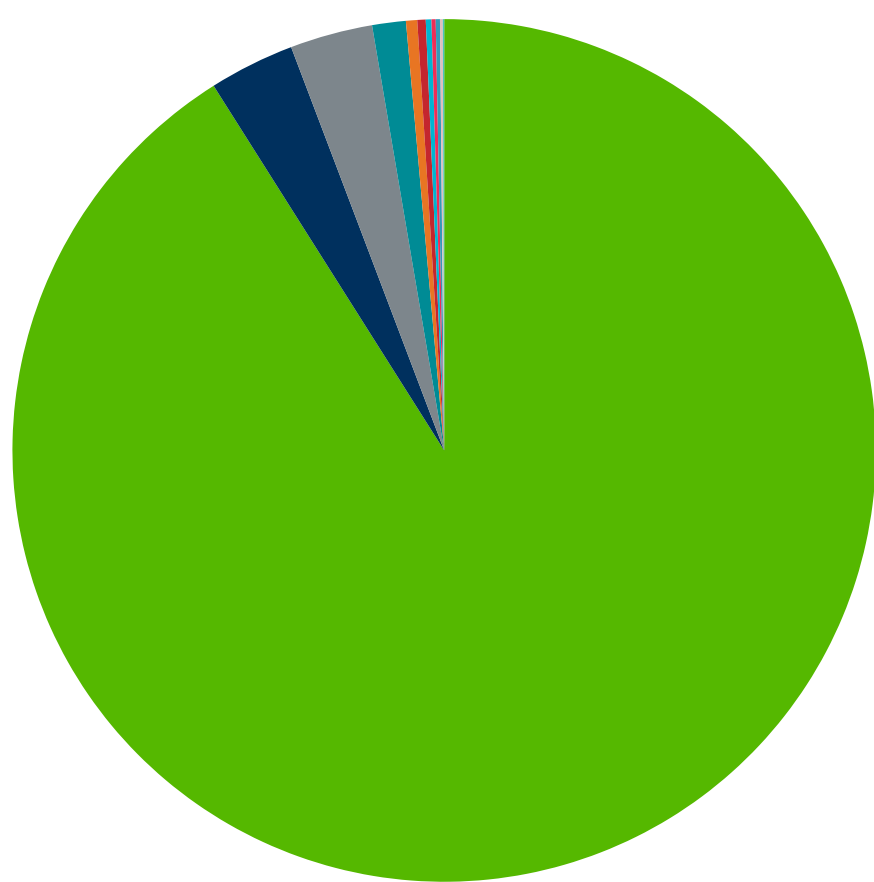


Practice locations



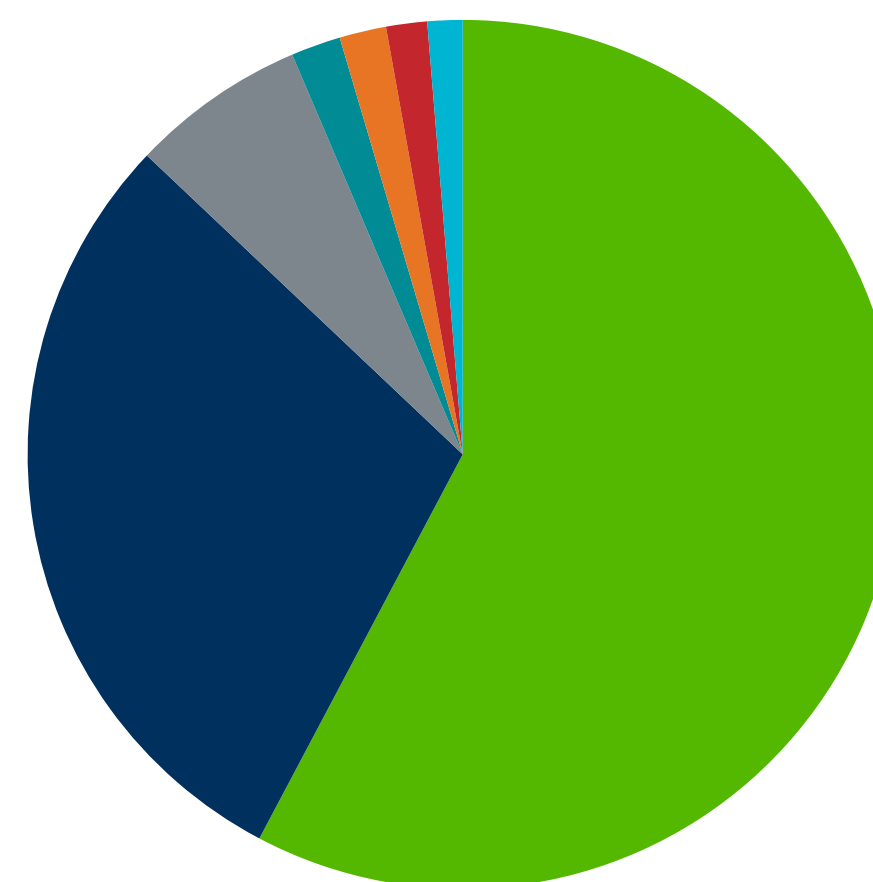
PRACTICE TYPE

Practice type



- Private practice
- Corporate owned practice
- Private referral practice
- Other
- Non-profit
- Industry
- Government
- Military
- Not employed
- Academia
- Other public practice

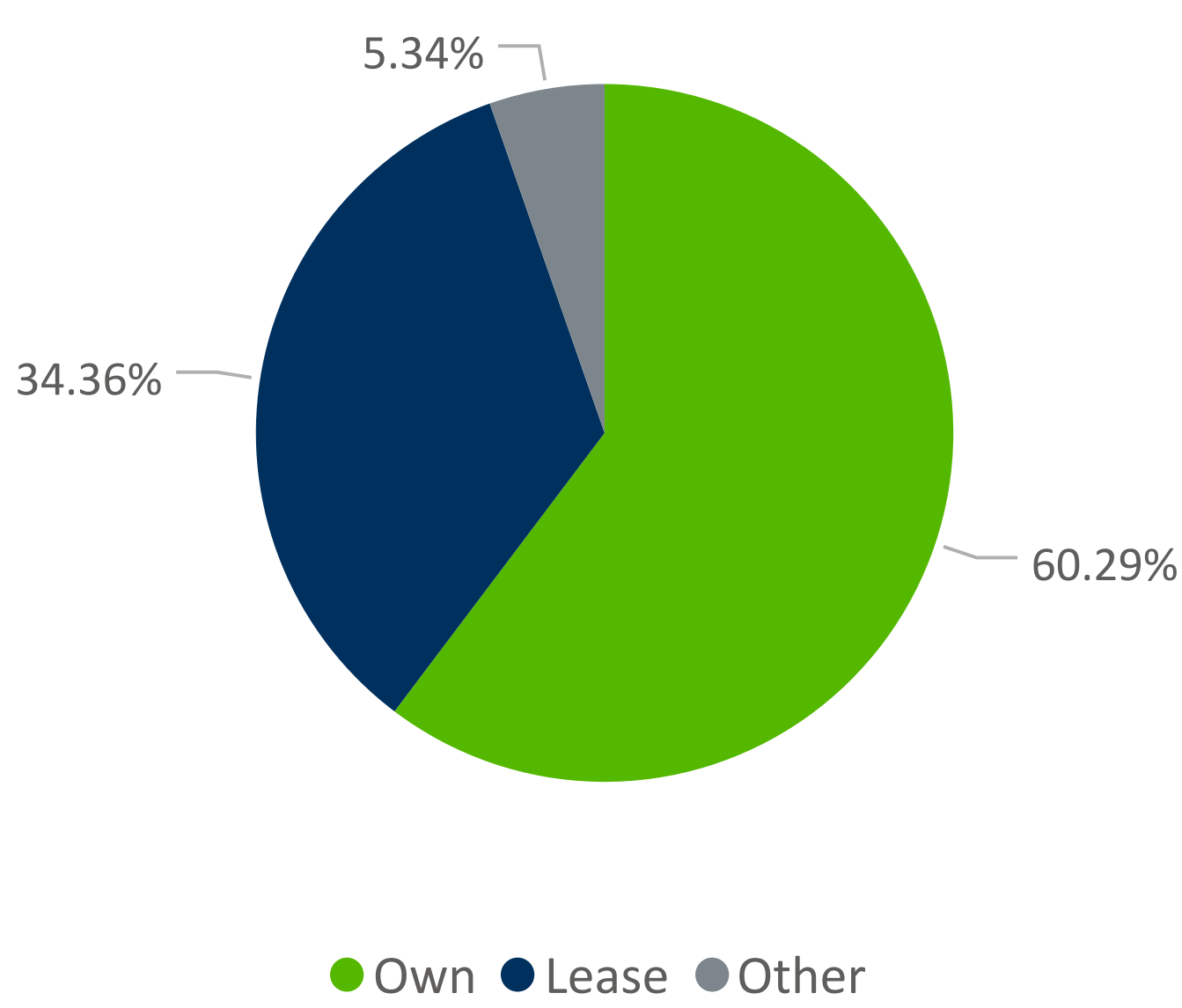
Species focus



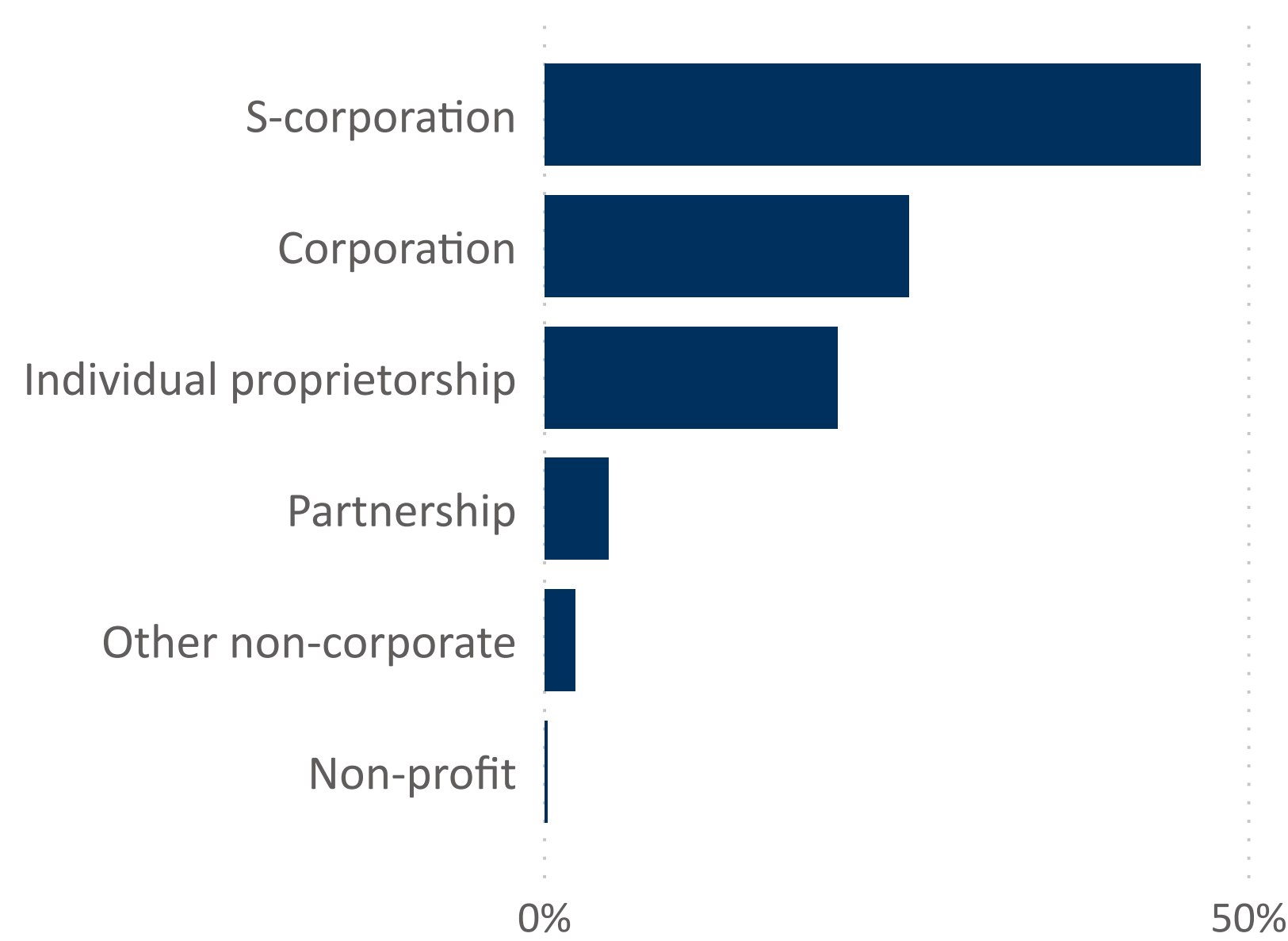
- Companion animal exclusive
- Companion animal predominant
- Mixed animal
- Other
- Specialty/exotic
- Food animal predominantly
- Food animal exclusively

BUSINESS OWNERSHIP

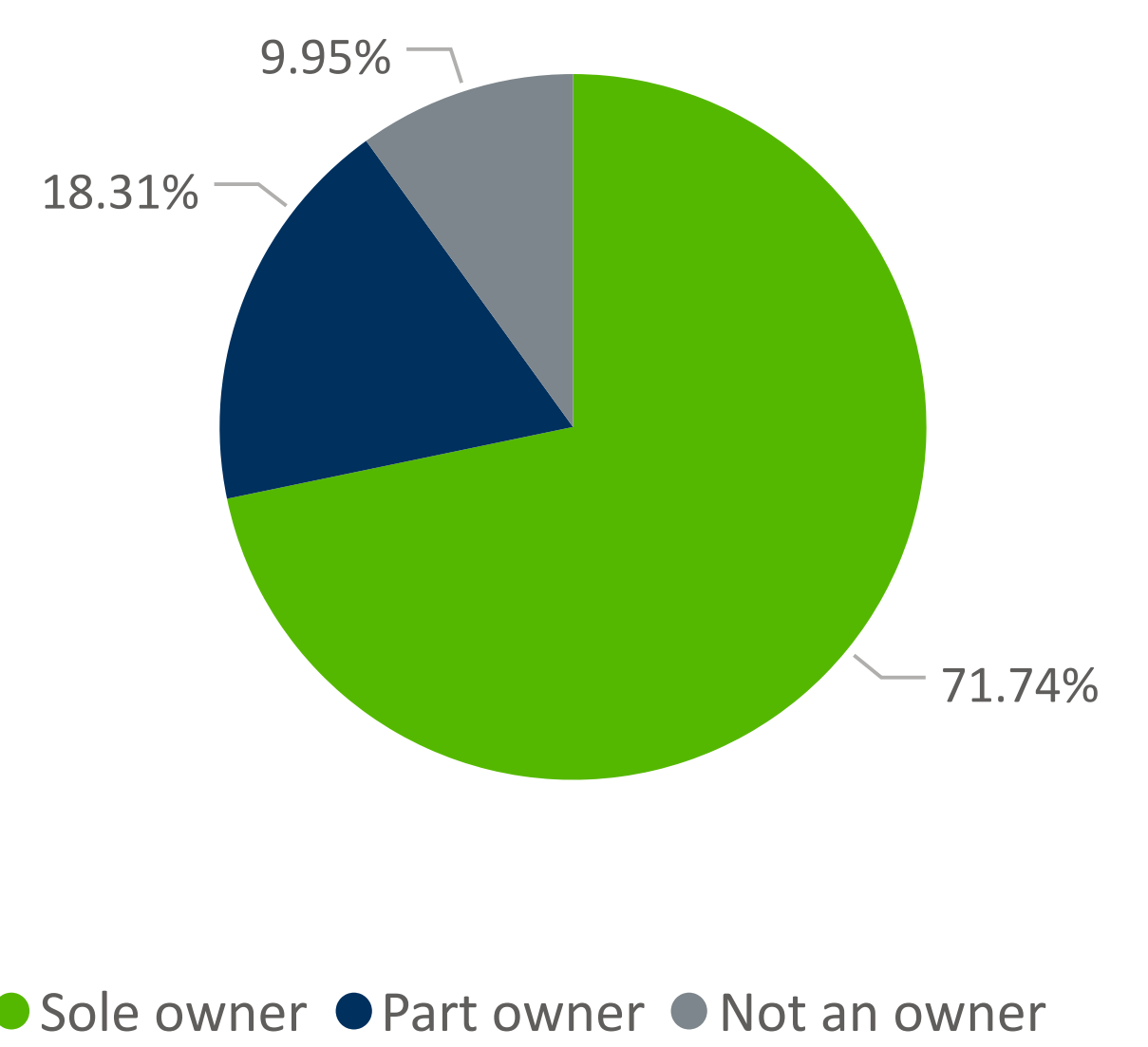
Practice location: lease vs own



Business type

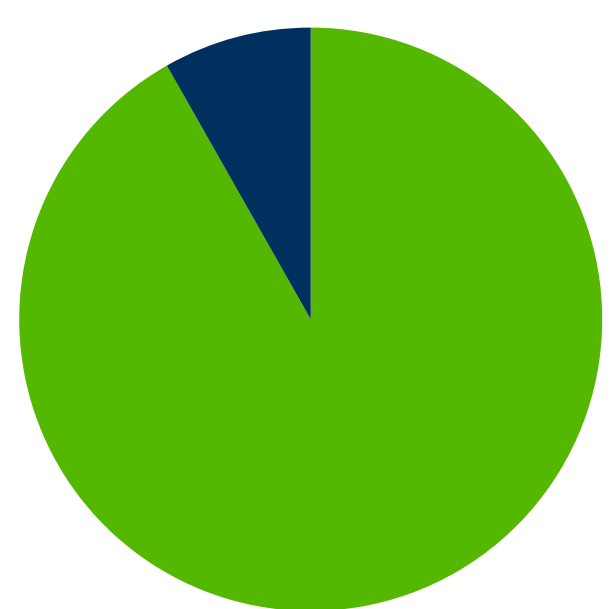


Ownership status



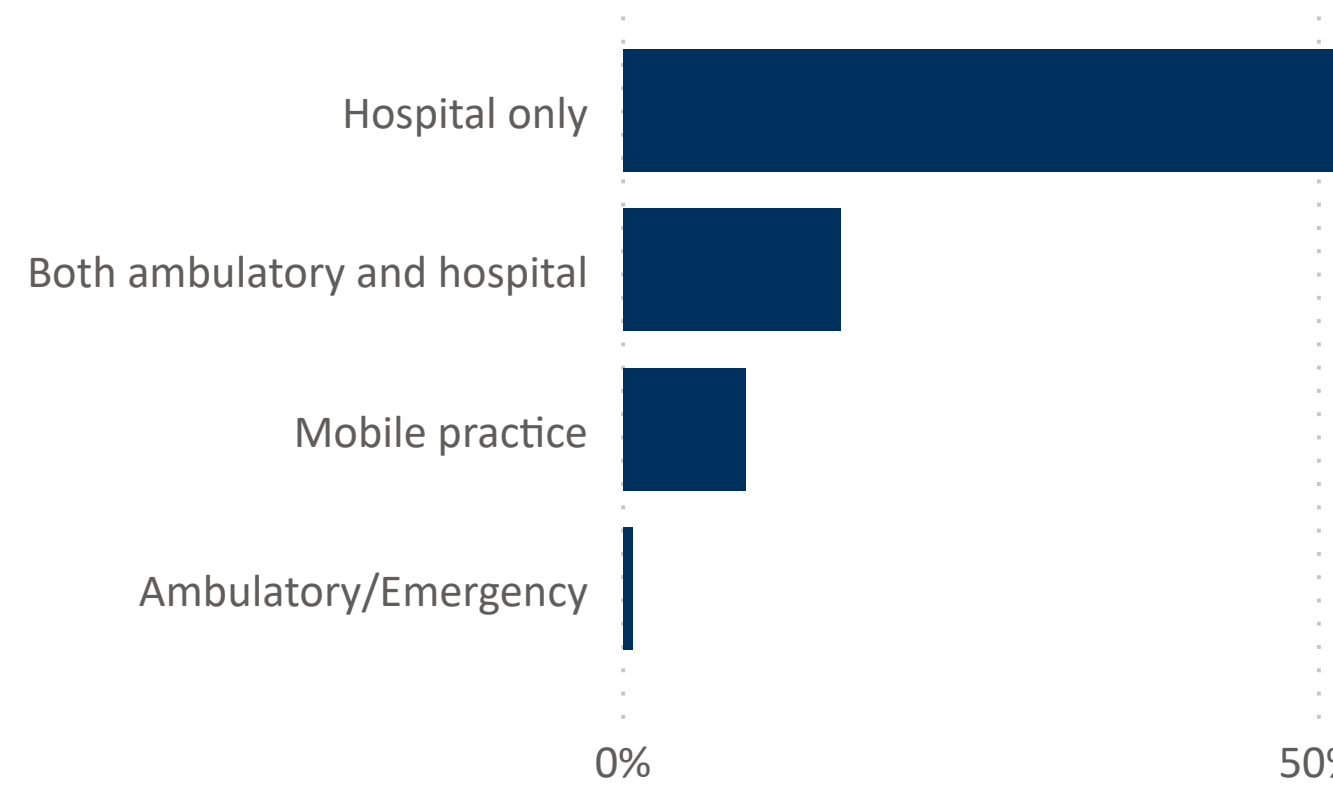
PRACTICE INFORMATION

Hospital type

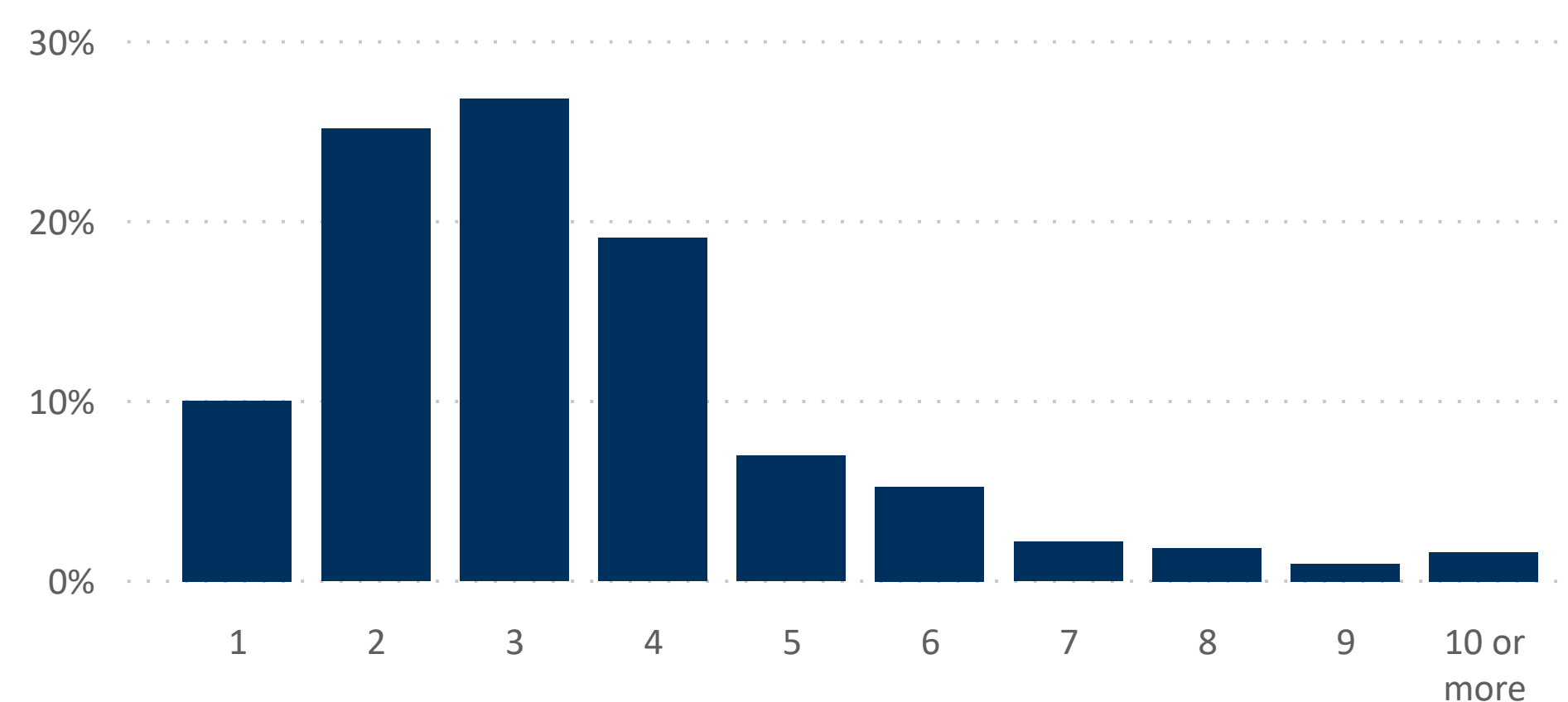


- General hospital
- Specialty hospital

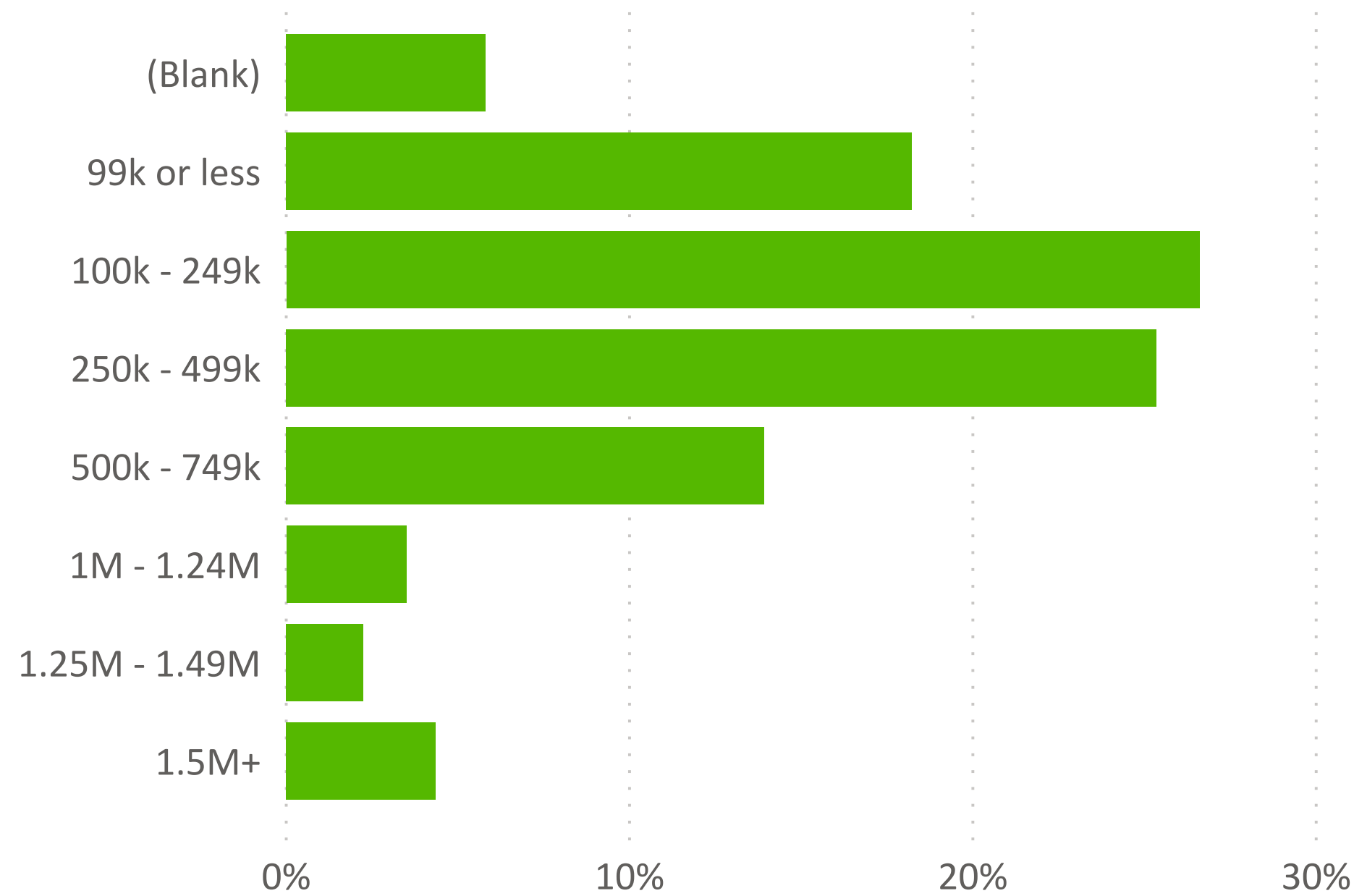
Emergency services



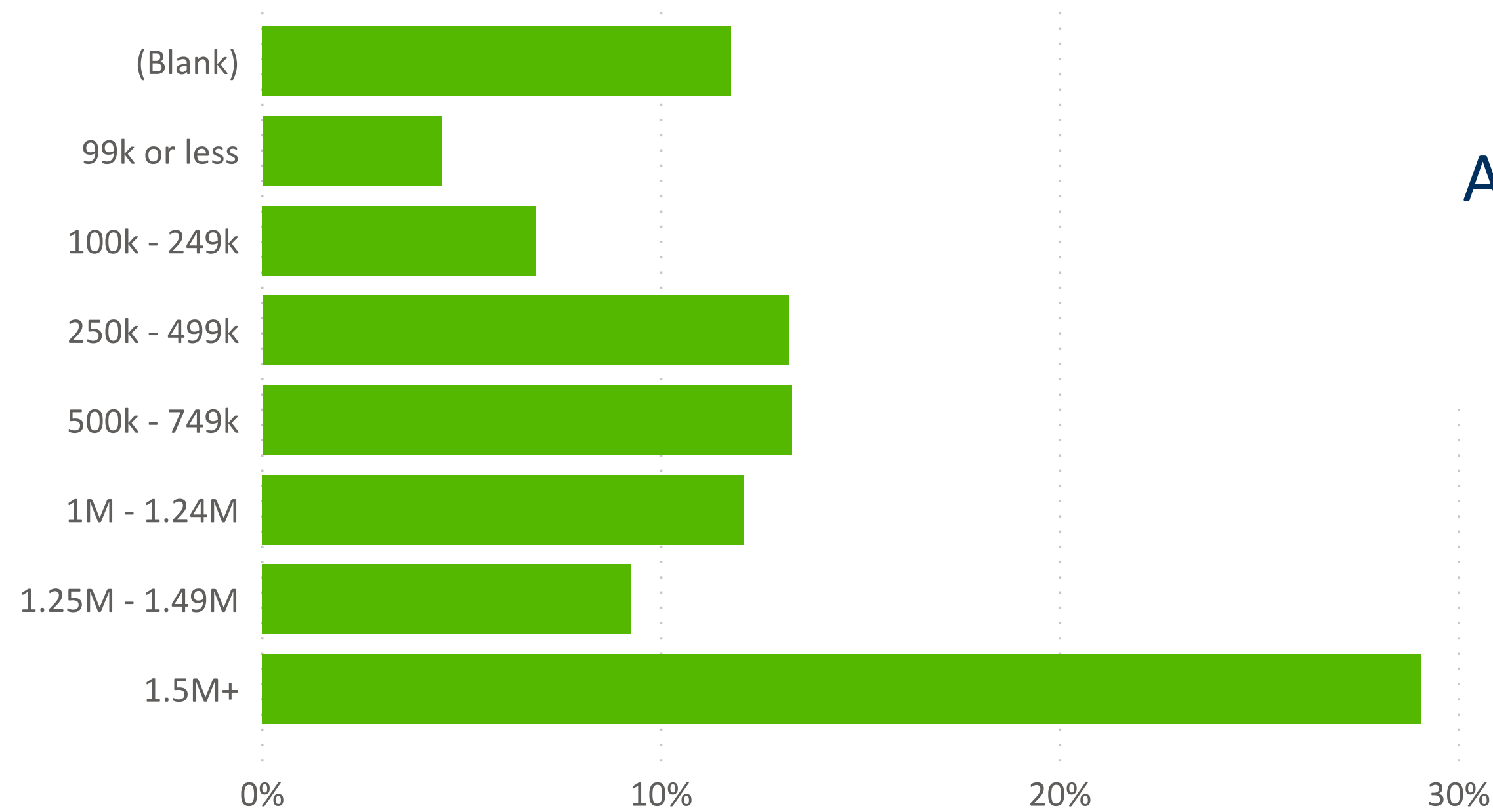
Exam rooms



Average payroll



Gross revenue



Average FTEs

8

Average medical staff FTEs

7

Average years experience

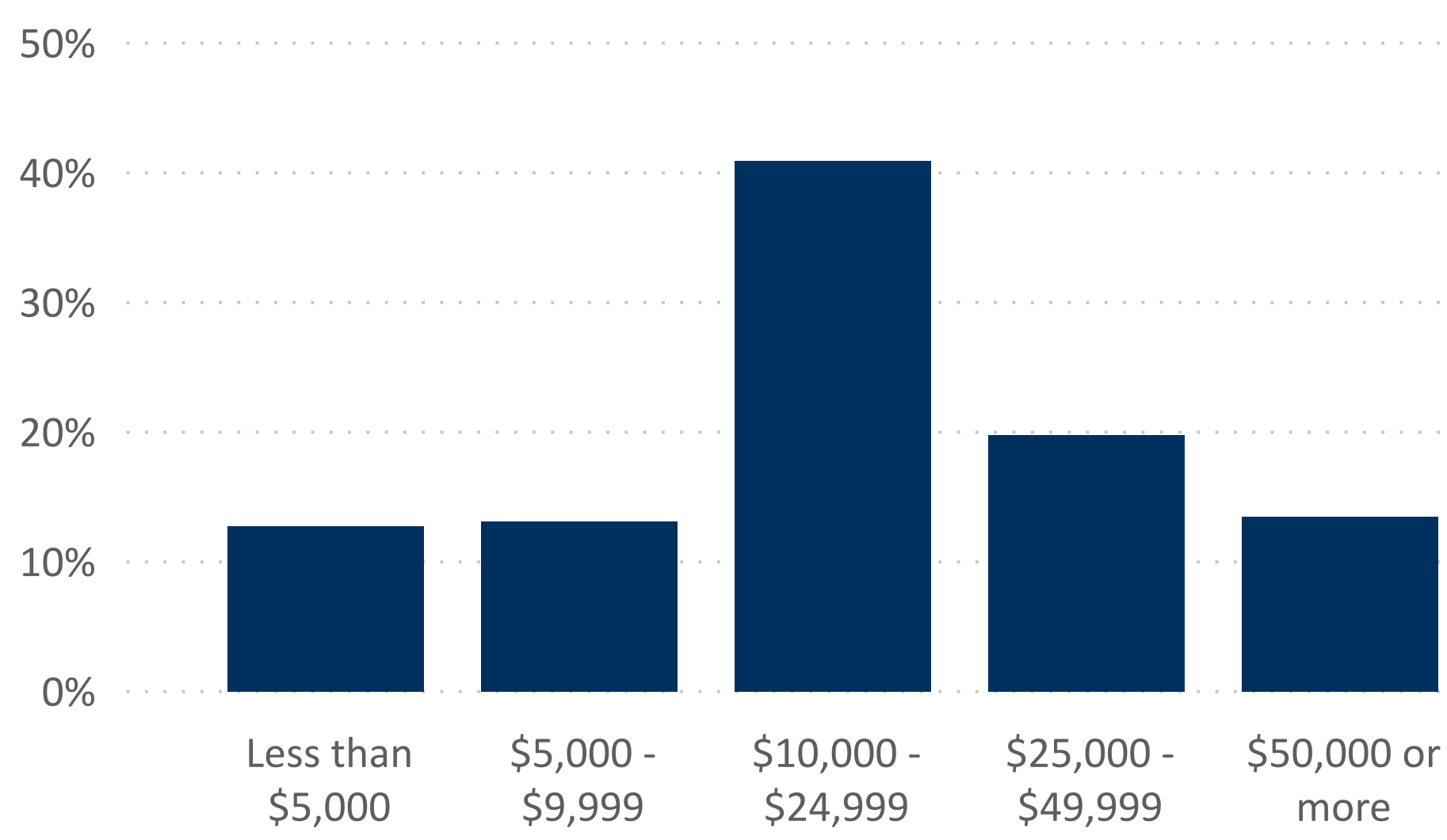
22

CASH SHORTFALLS

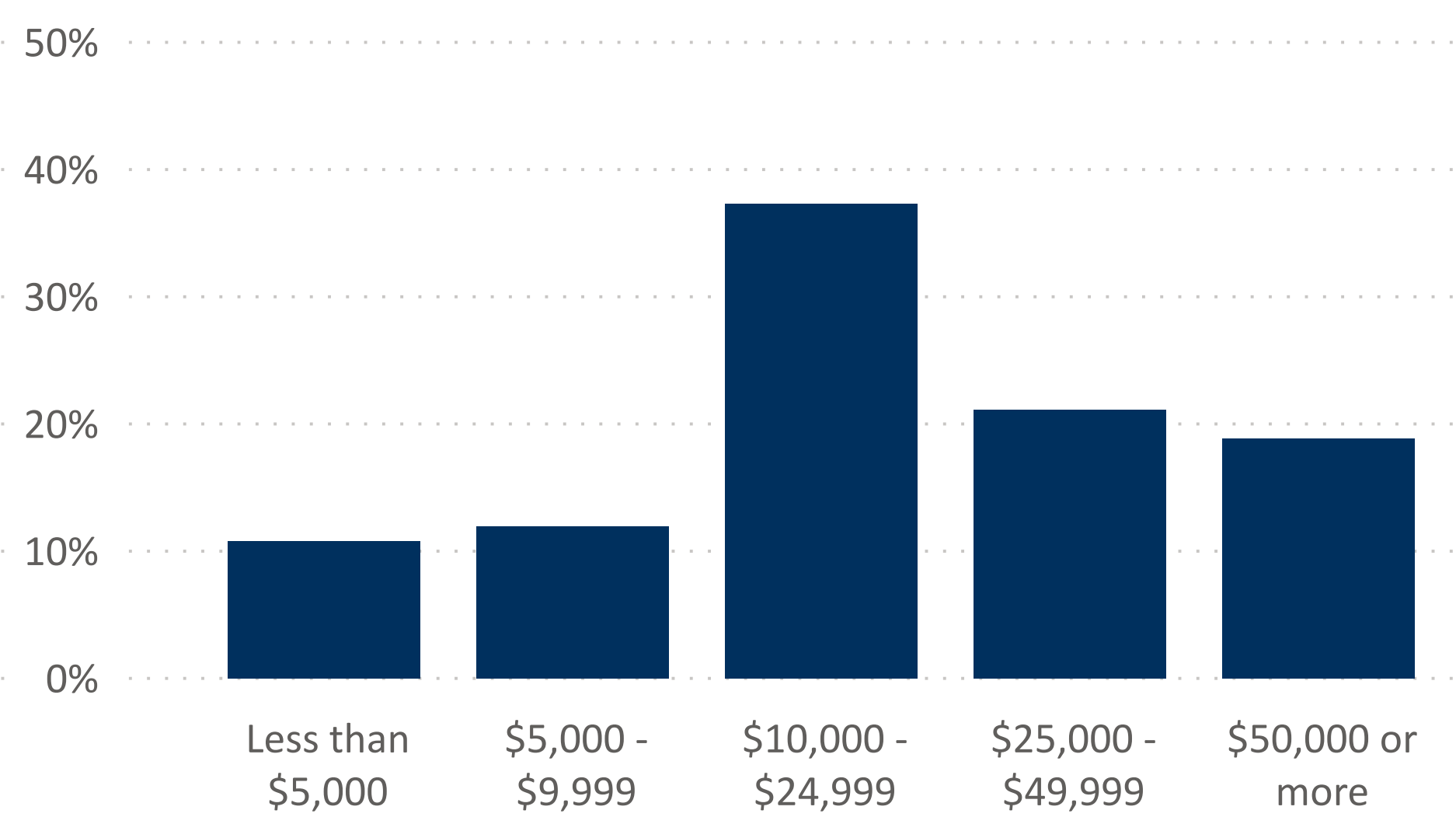
Avg cash shortfall for April
\$17K

Avg anticipated cash shortfall for May
\$23K

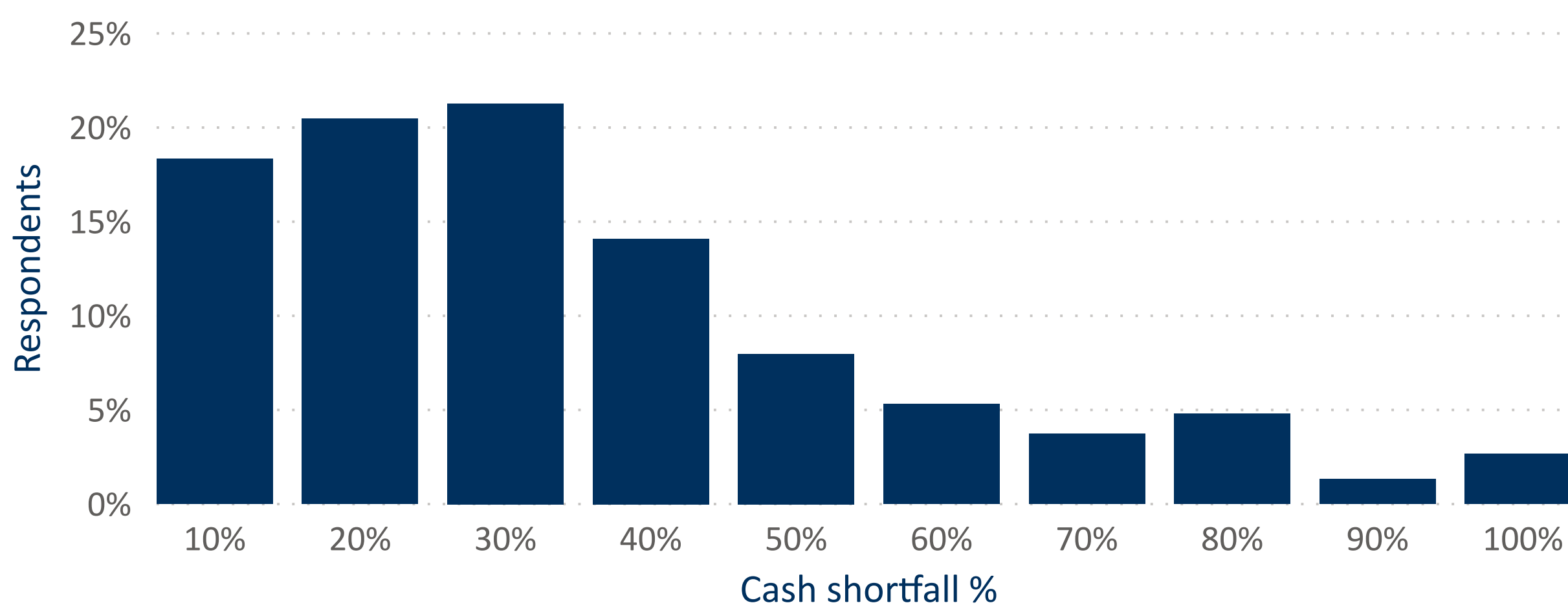
Cash shortfall for April



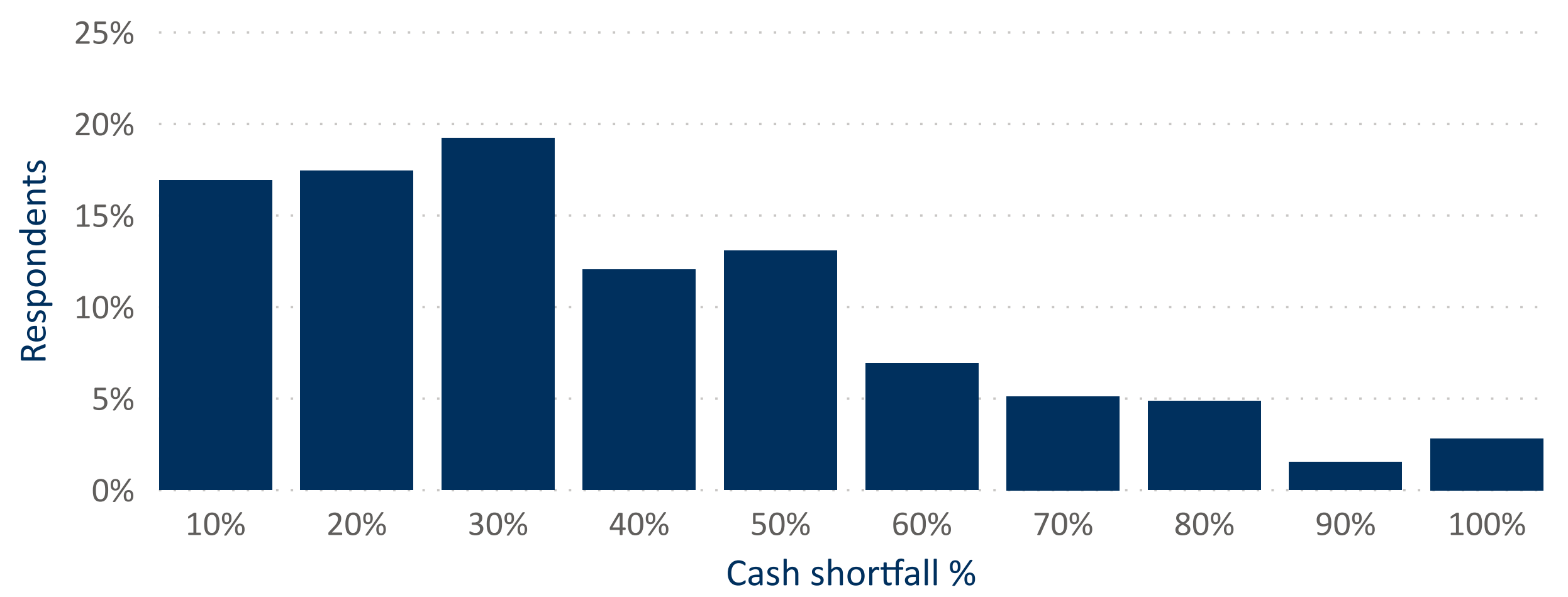
Cash shortfall for May



Cash shortfall percent for April

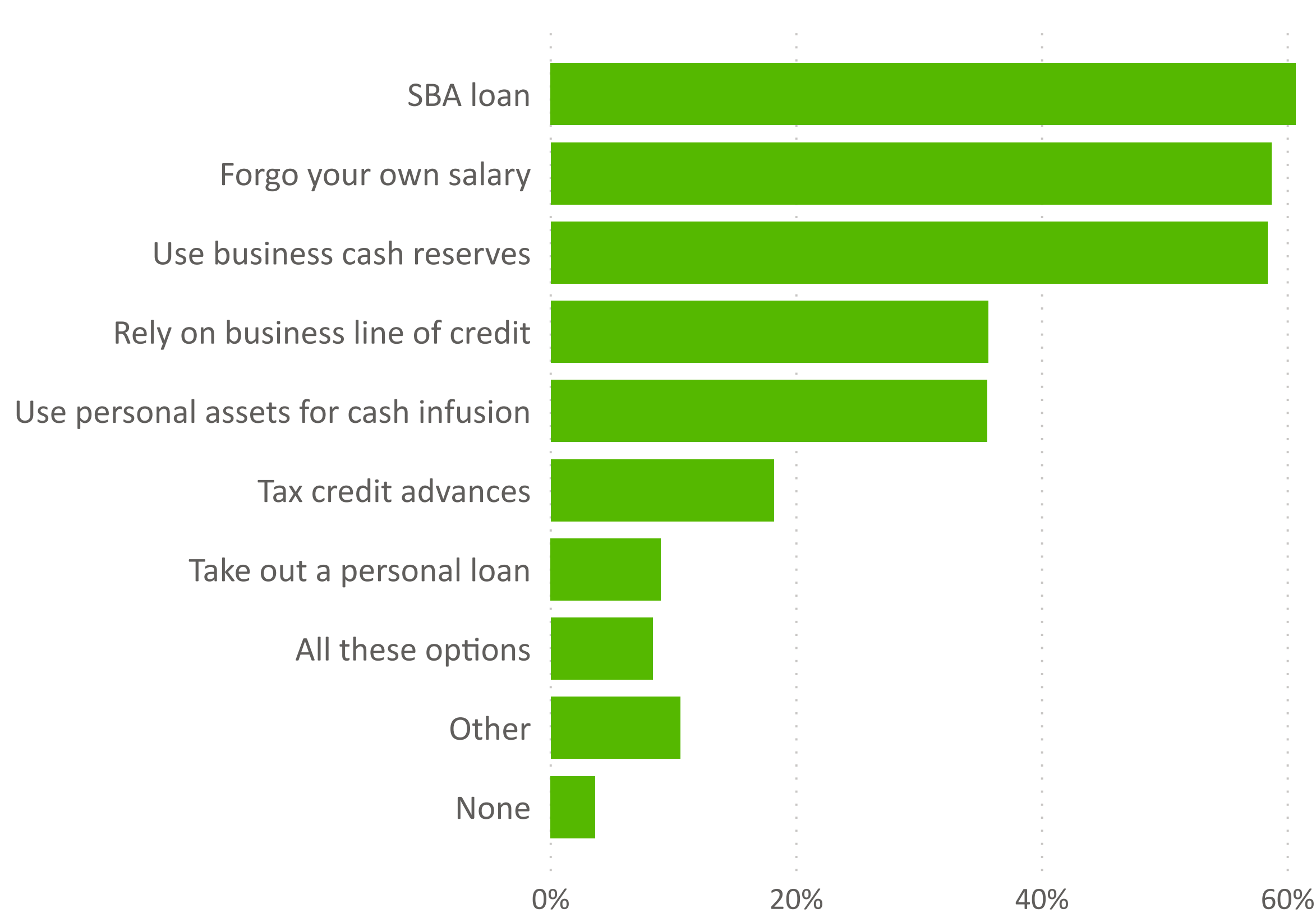


Cash shortfall percent for May



STRATEGIES FOR CASH SHORTFALLS

Cash shortfall strategies



Average spending per \$100

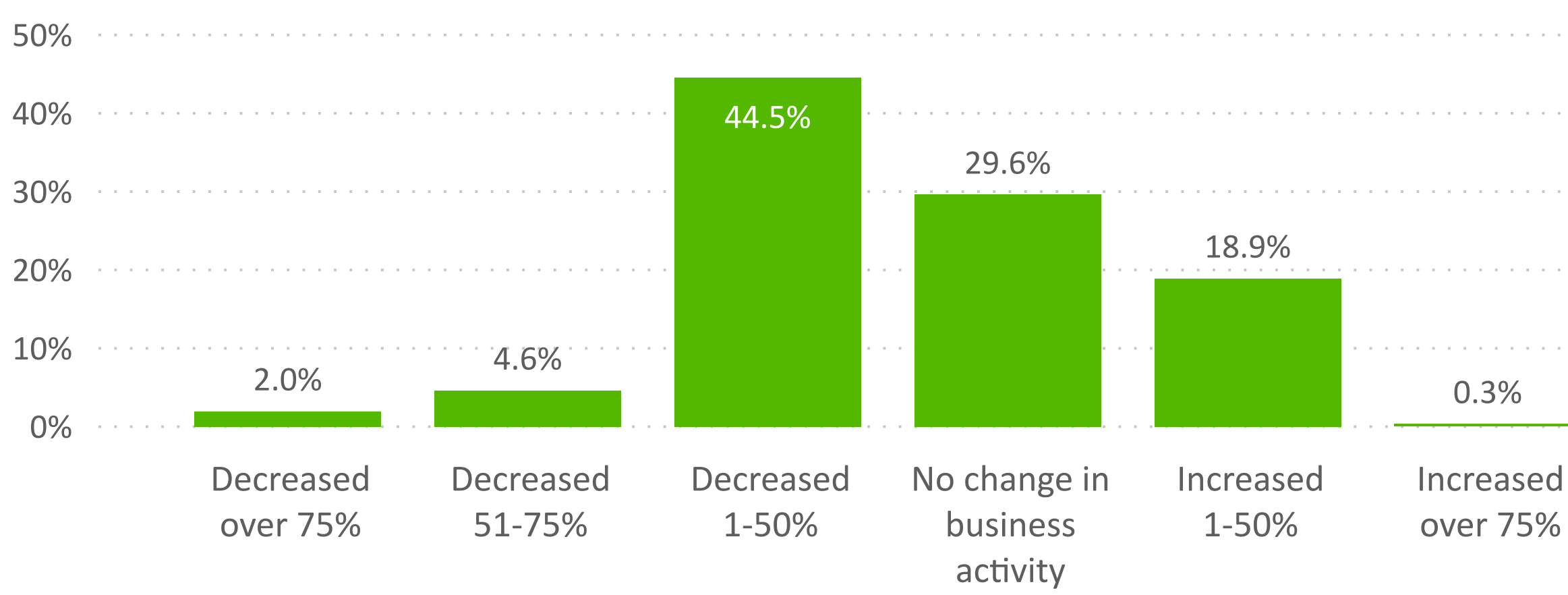
March 2019

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

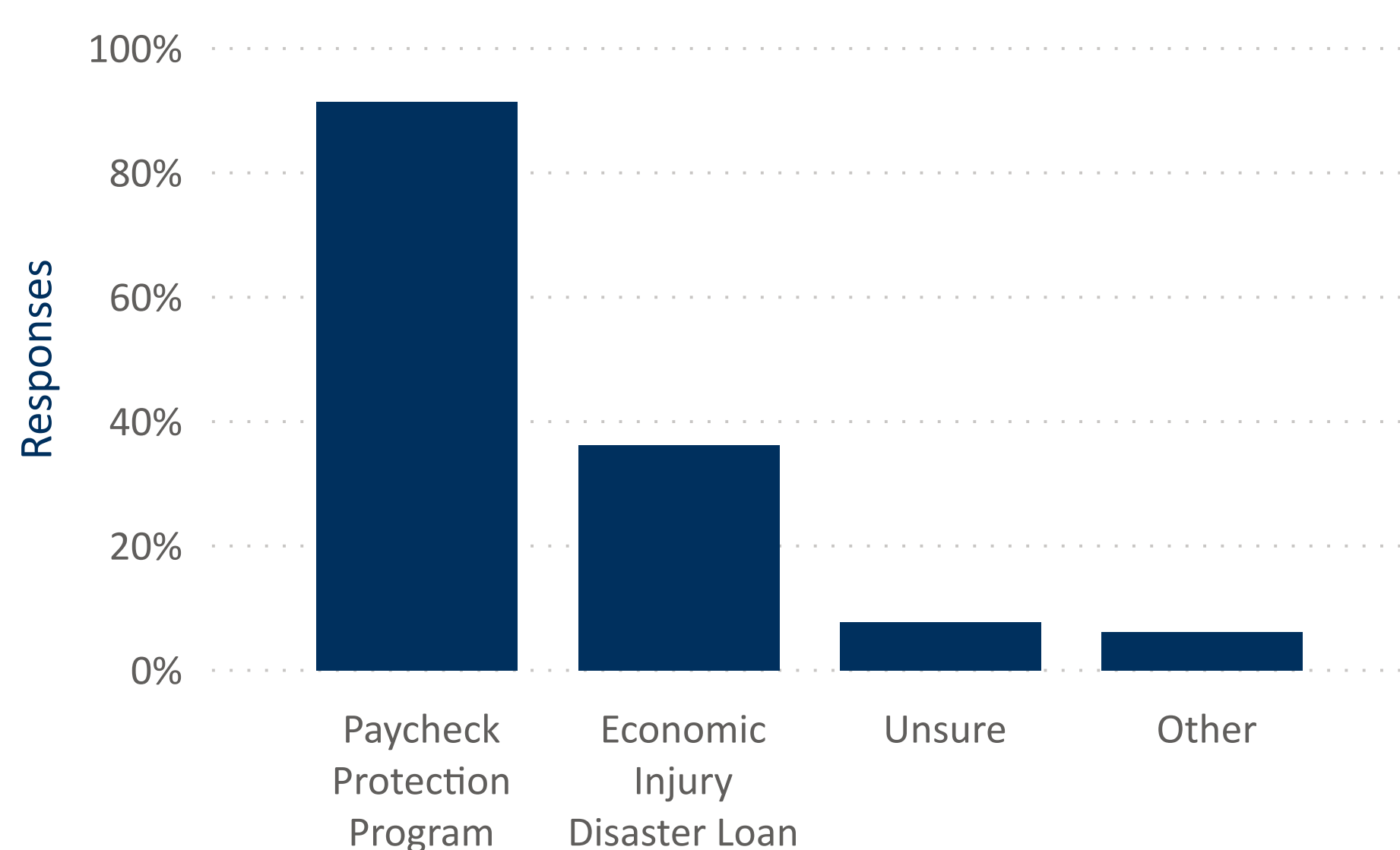
How have your expenses changed?



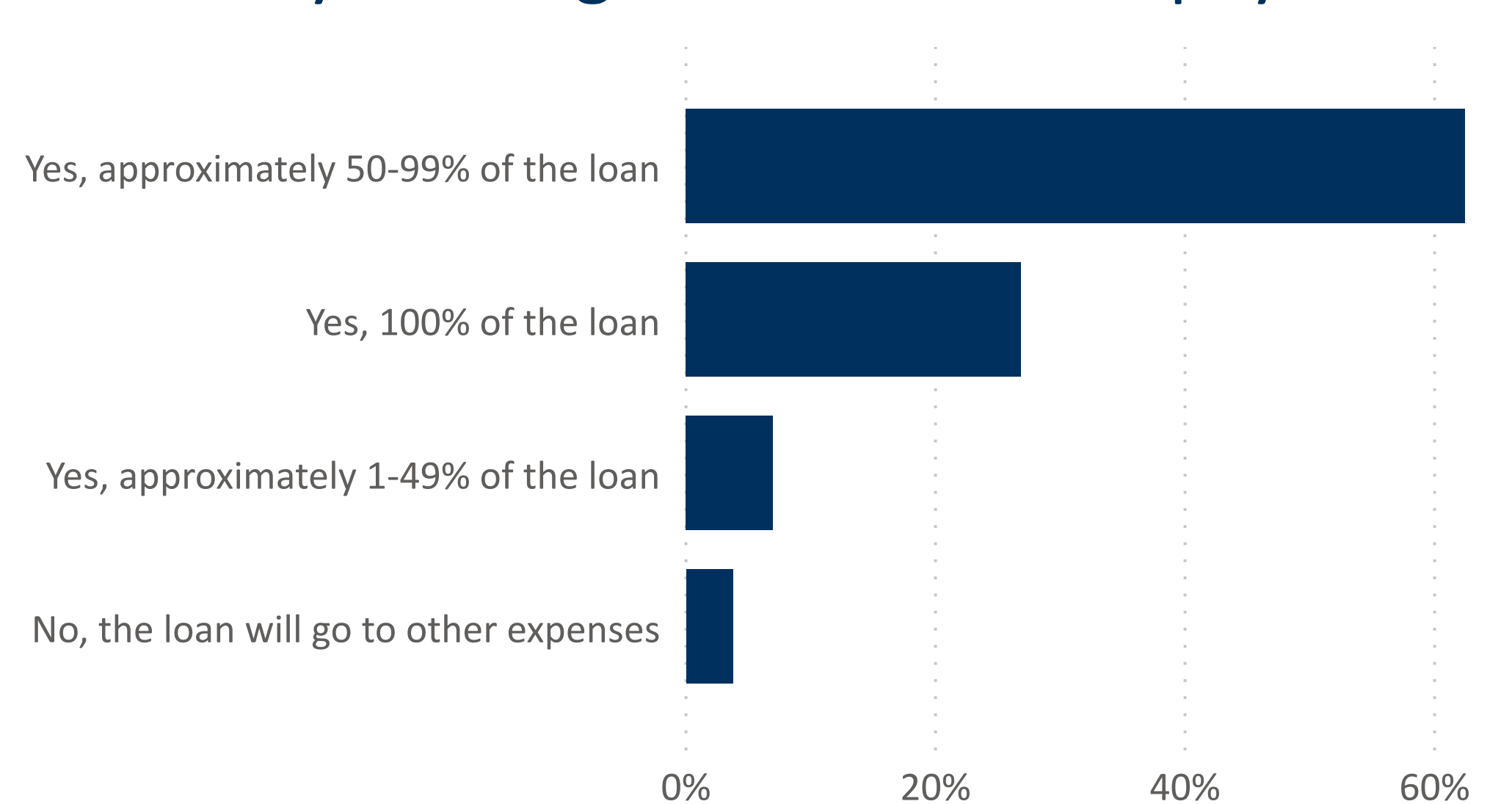
SBA LOAN PLANS

Practice owners applying for a COVID-19 loan
61%

SBA loan choice for cash shortfall

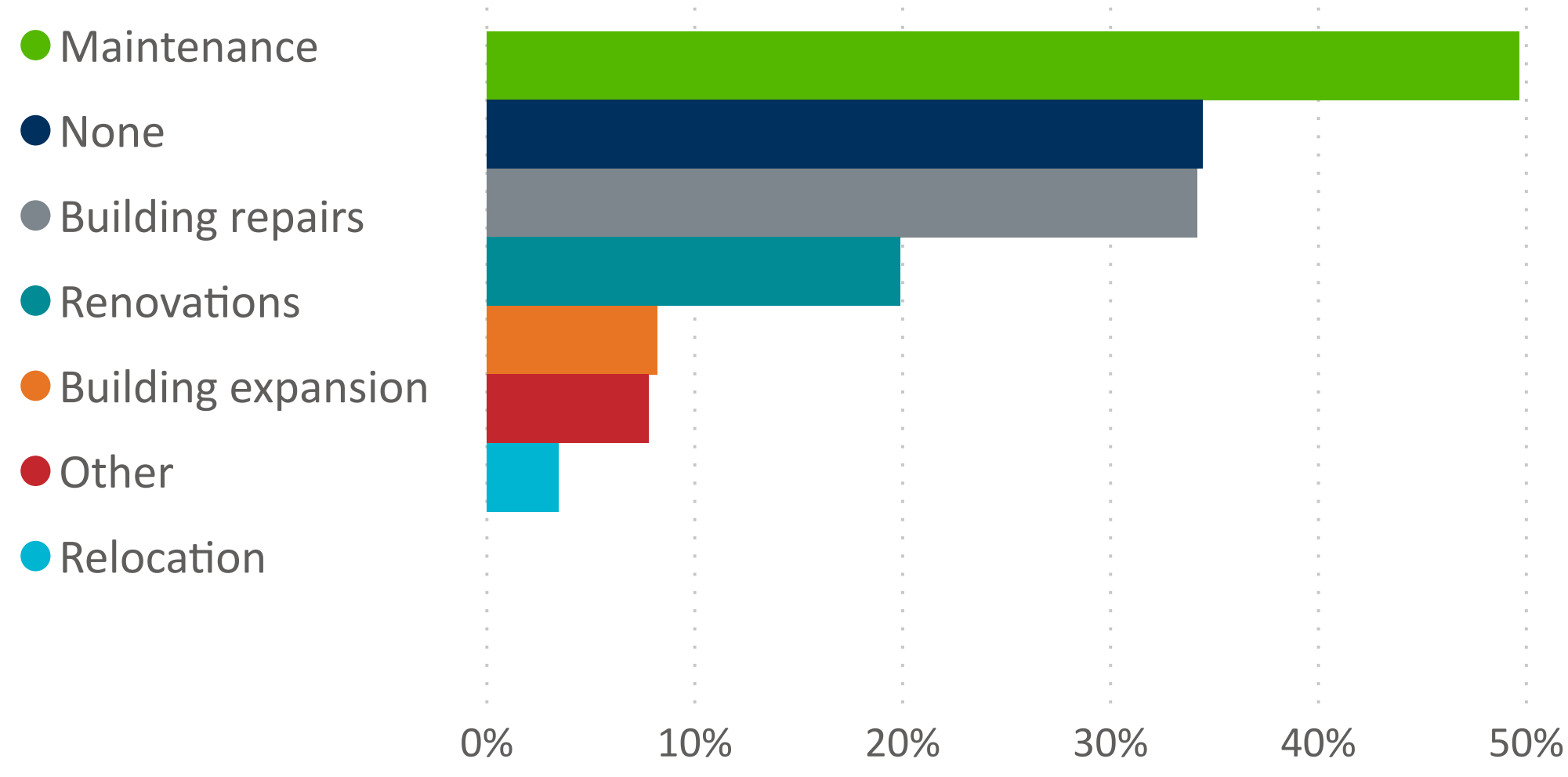


Are you using the SBA loan for payroll?

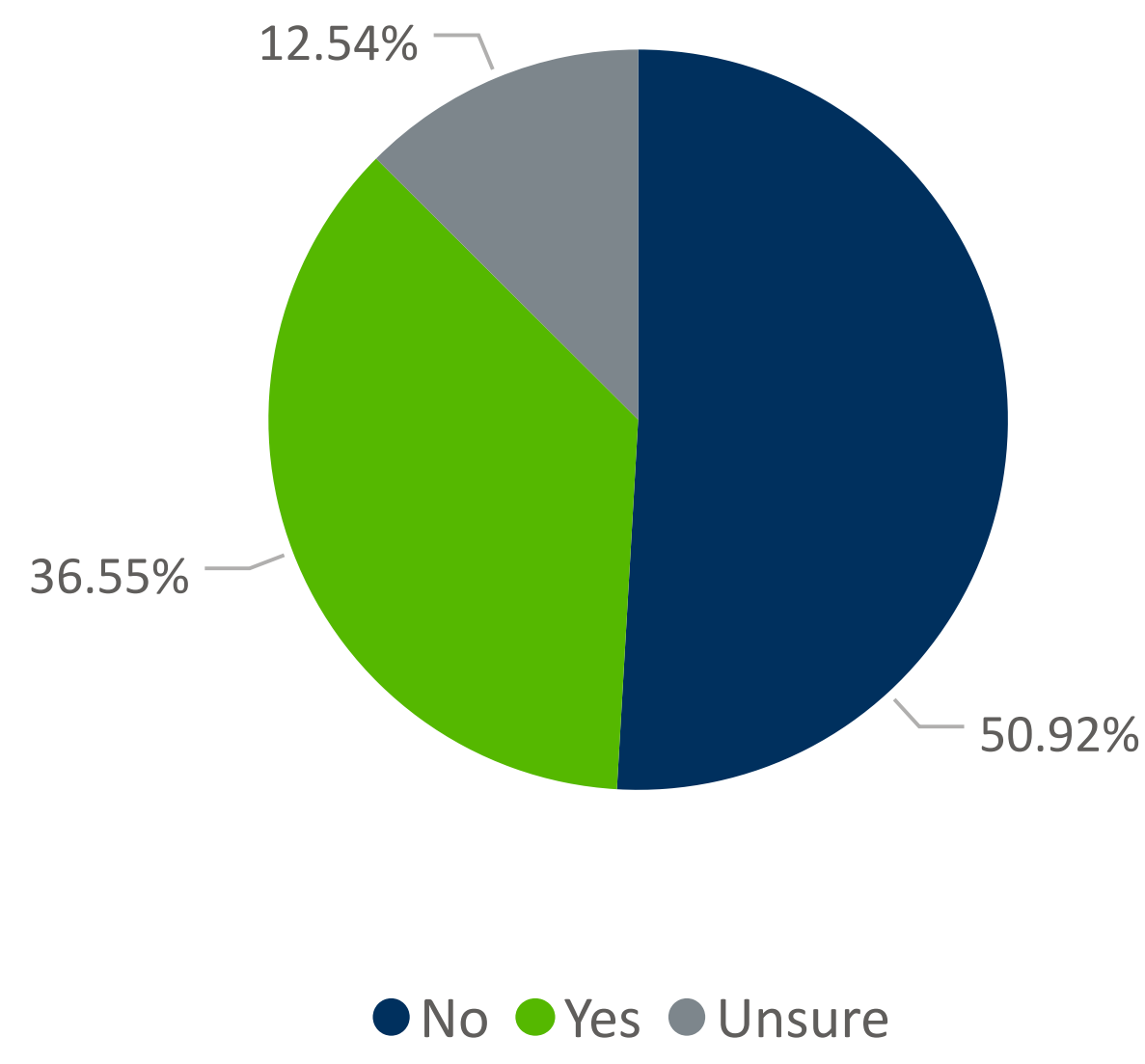


ACTIVITIES AND PROCEDURES

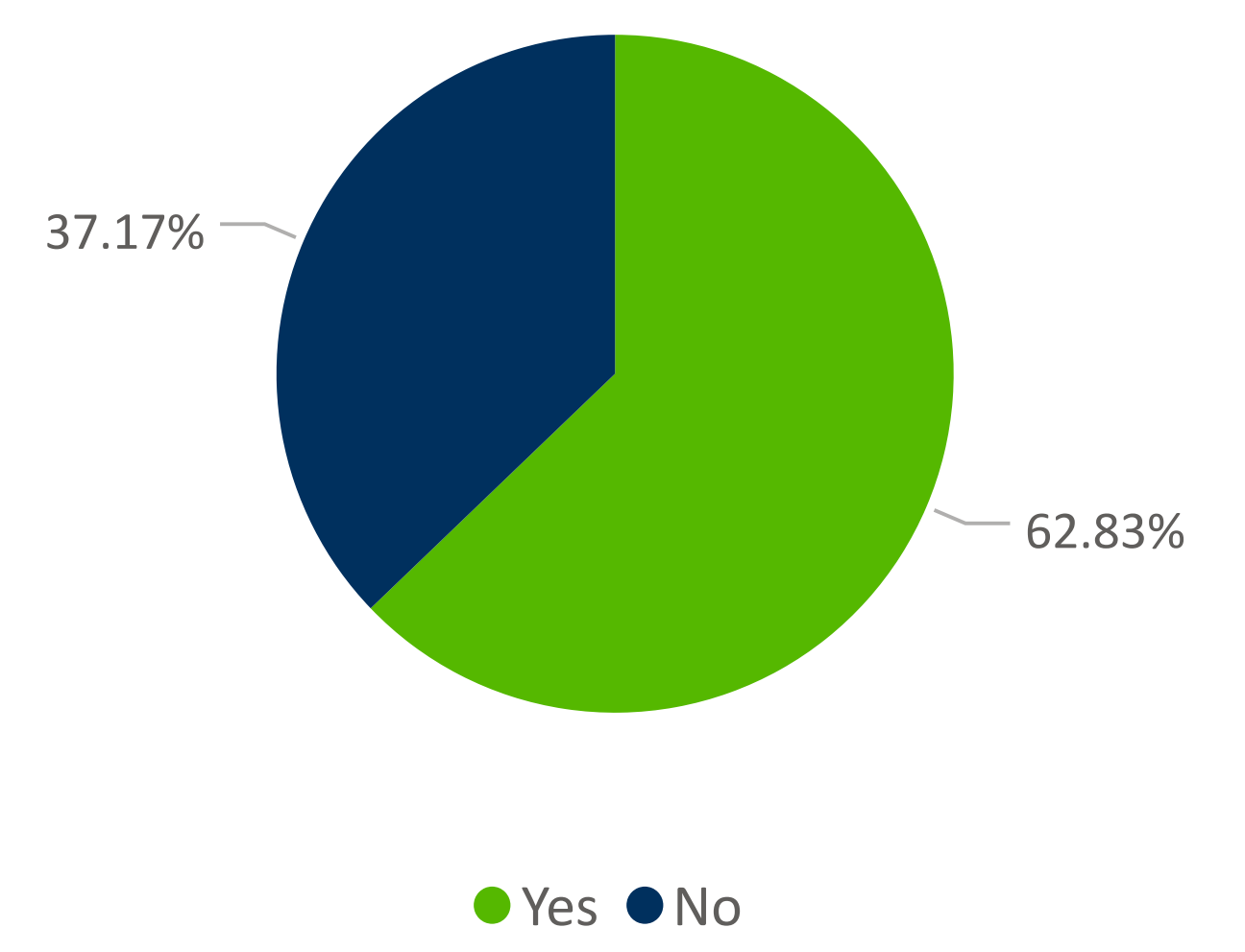
Planned activities



Cancelled planned activities



Surgical procedure postponement

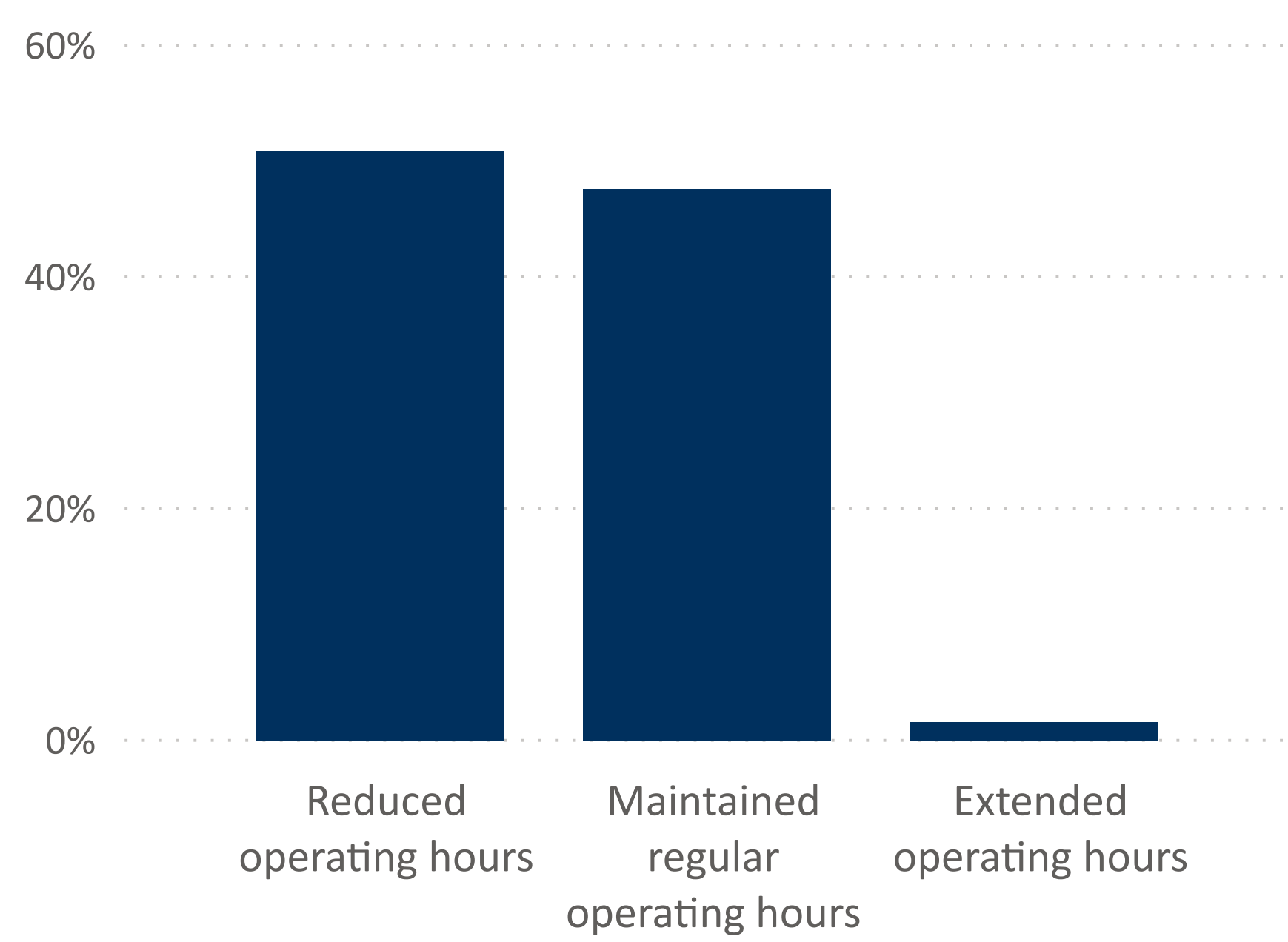


PRACTICE HOURS AND EMPLOYEES

Average employees laid off
0.36

Average employees furloughed
0.79

Adjusting practice hours



Typical hours open per week
50

Average hours extended
14

Average hours reduced
16

CLIENT CONTACT

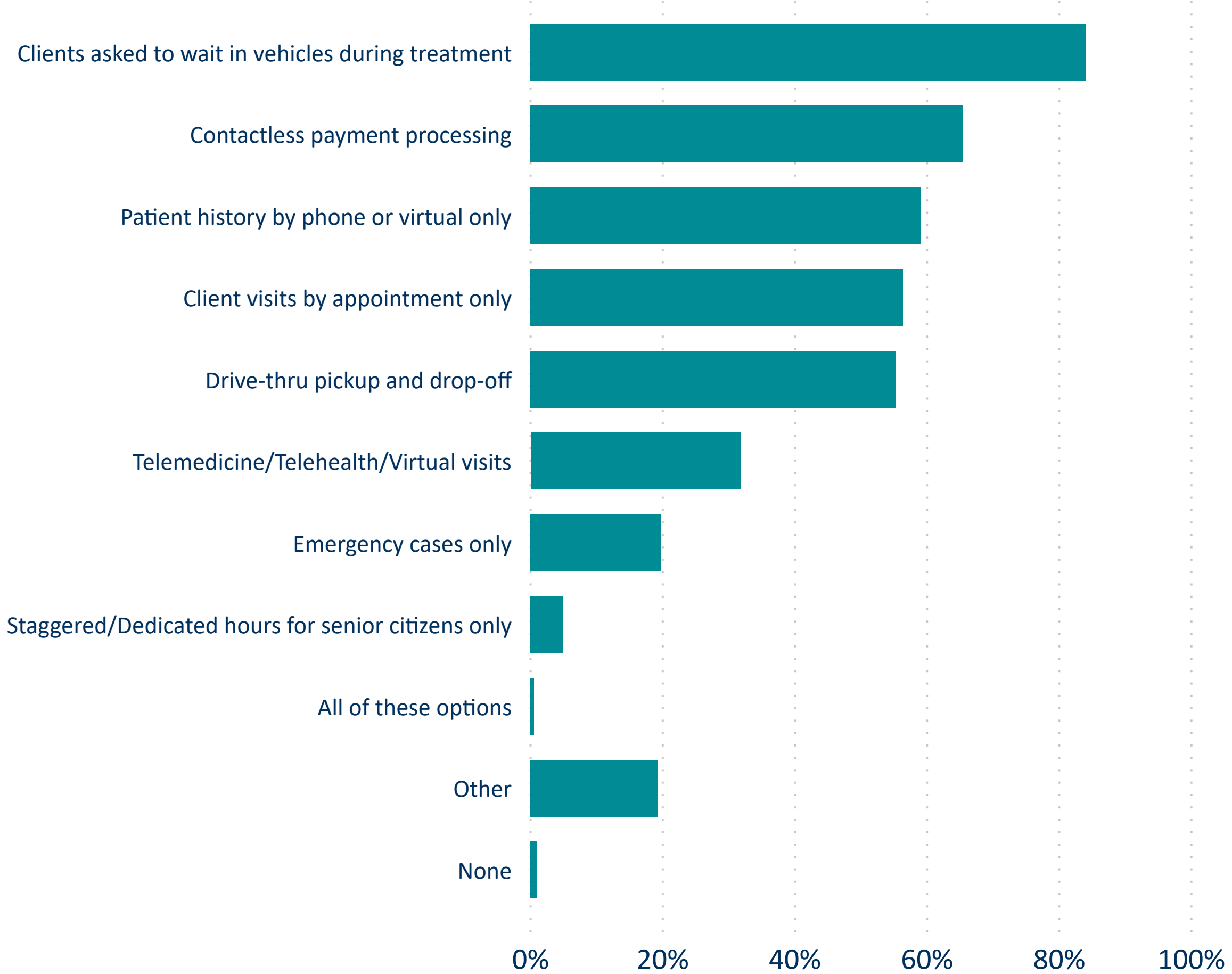
Social distancing protocols



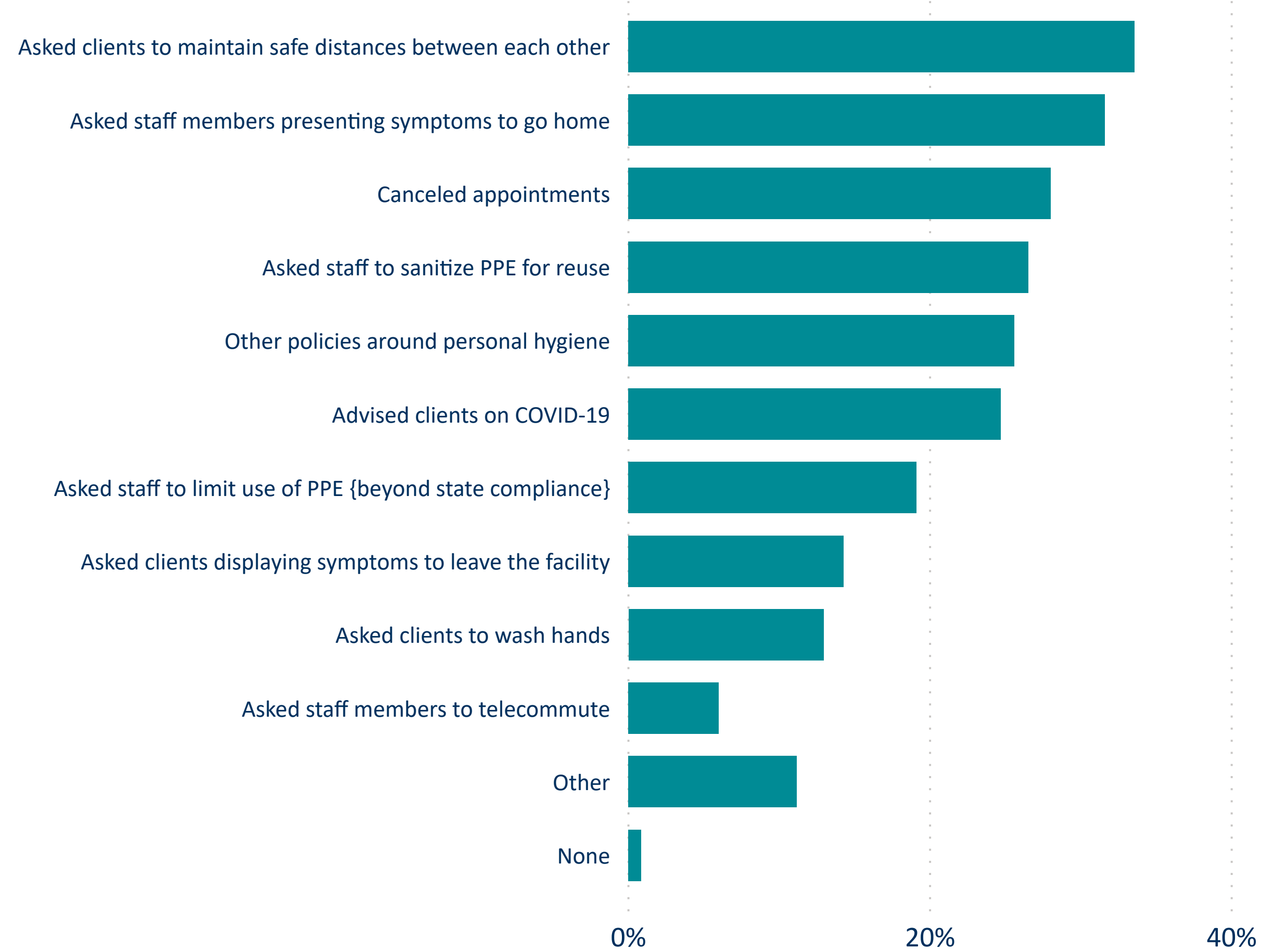
Practices limiting client contact:

98%

Operational strategies

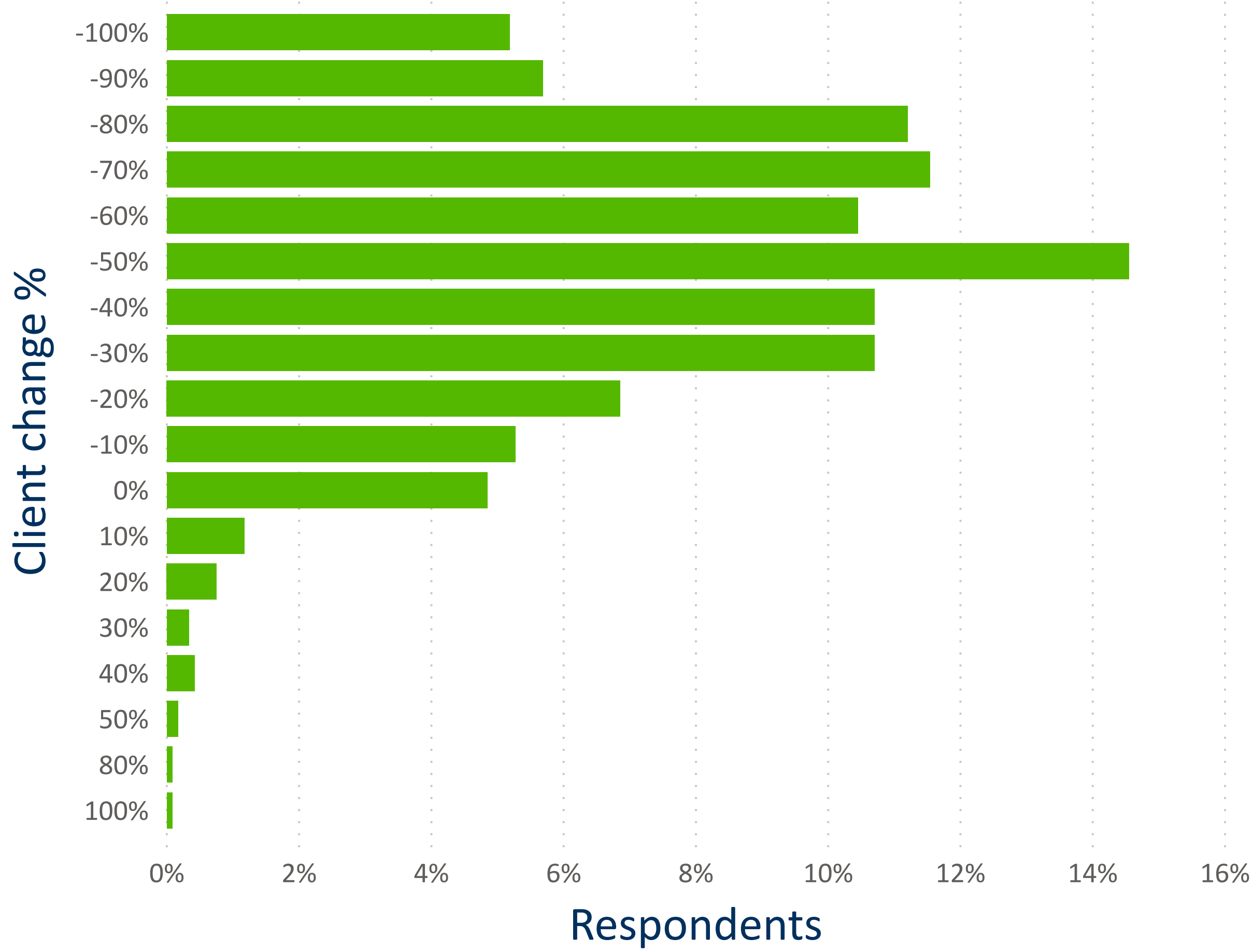


Precautionary measures

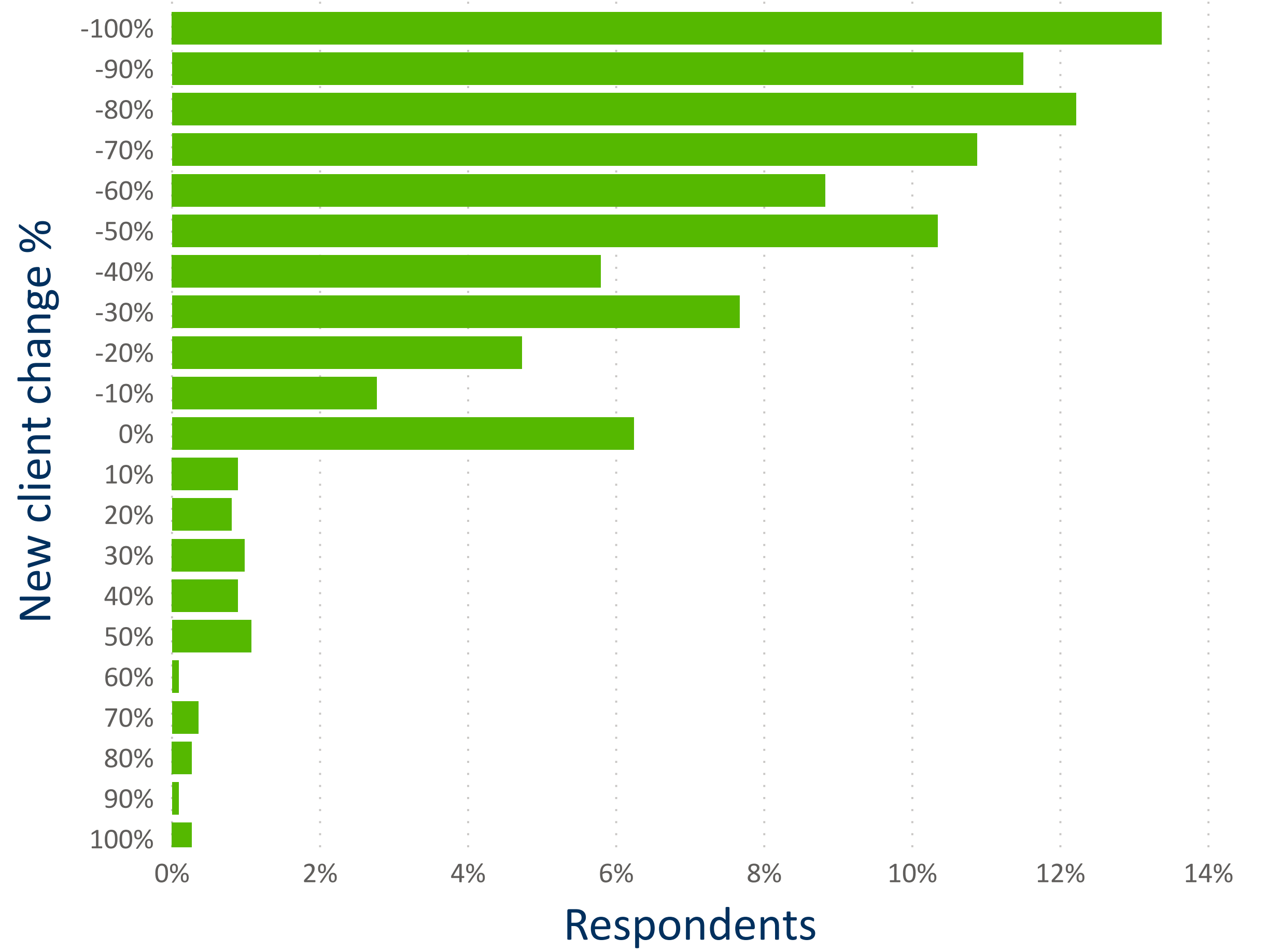


CLIENT TRAFFIC

Client change since COVID-19



New client change since COVID-19



Average clients served in March 2019

722

Average clients served in last 30 days

529

Avg new clients served

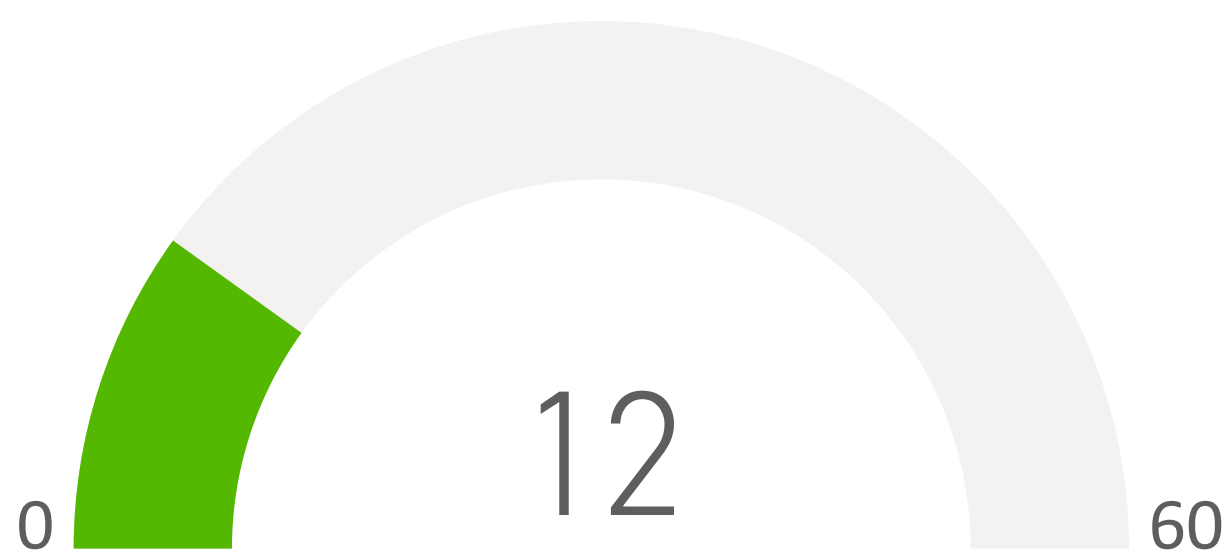
54

Avg new clients in last 30 days

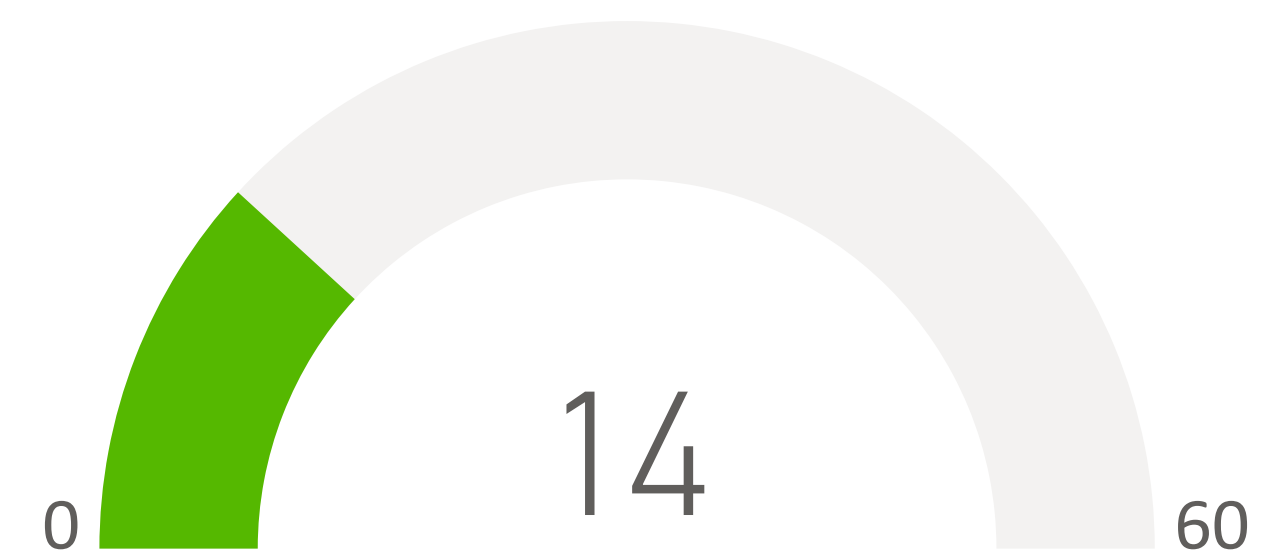
38

CLIENT WAIT TIME

Avg wait time

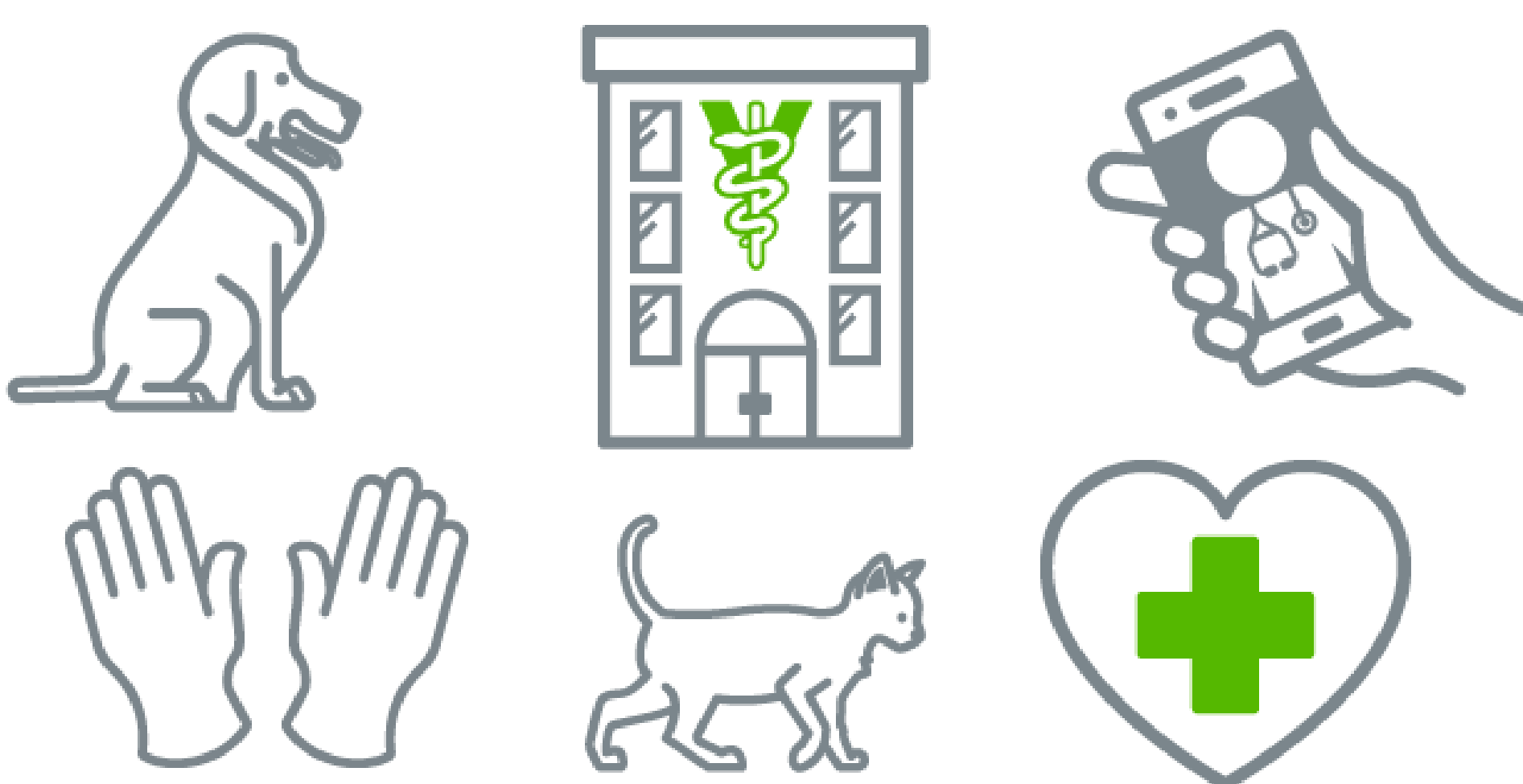


Avg wait time since COVID-19

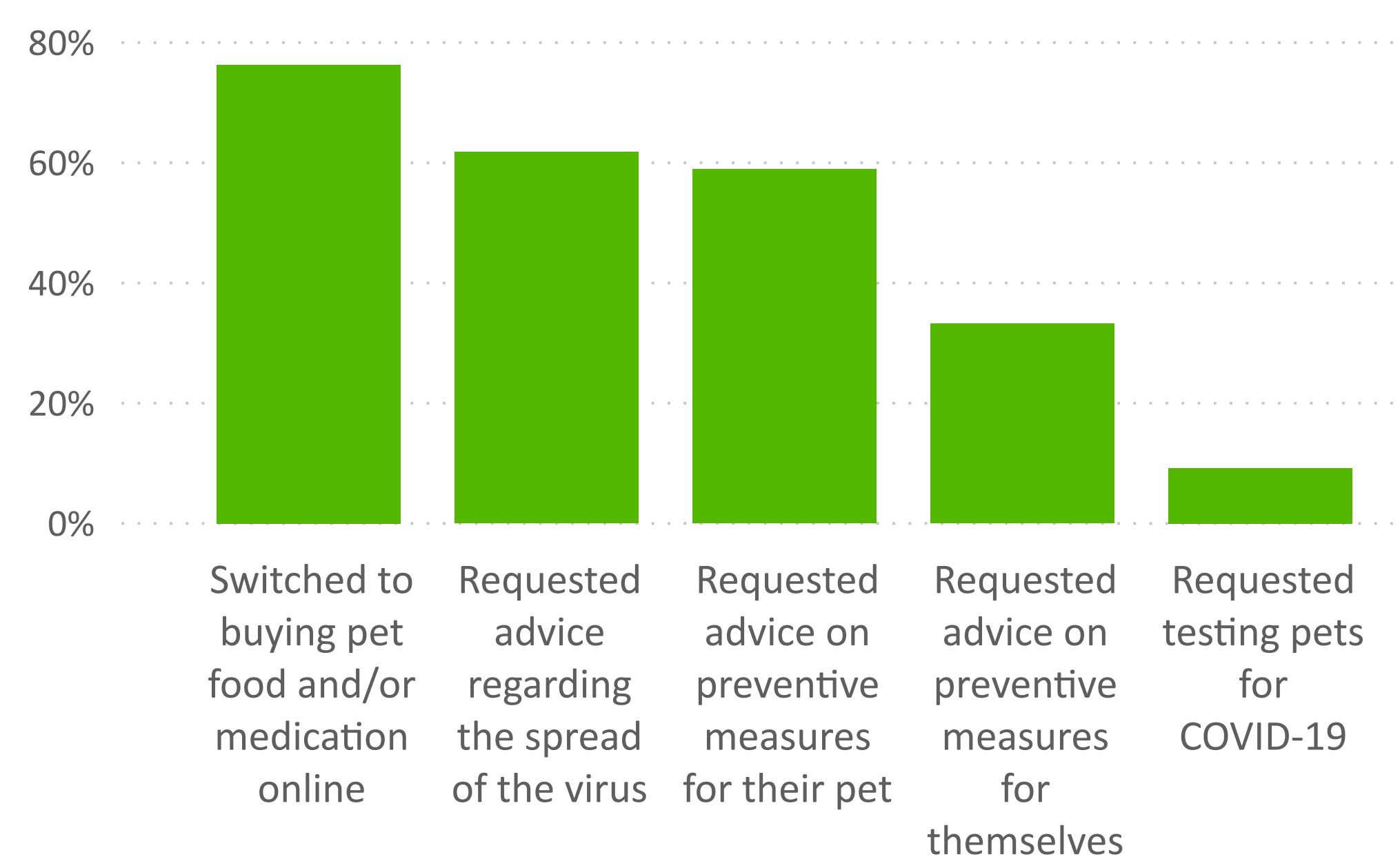


CLIENT NEEDS AND BEHAVIOR

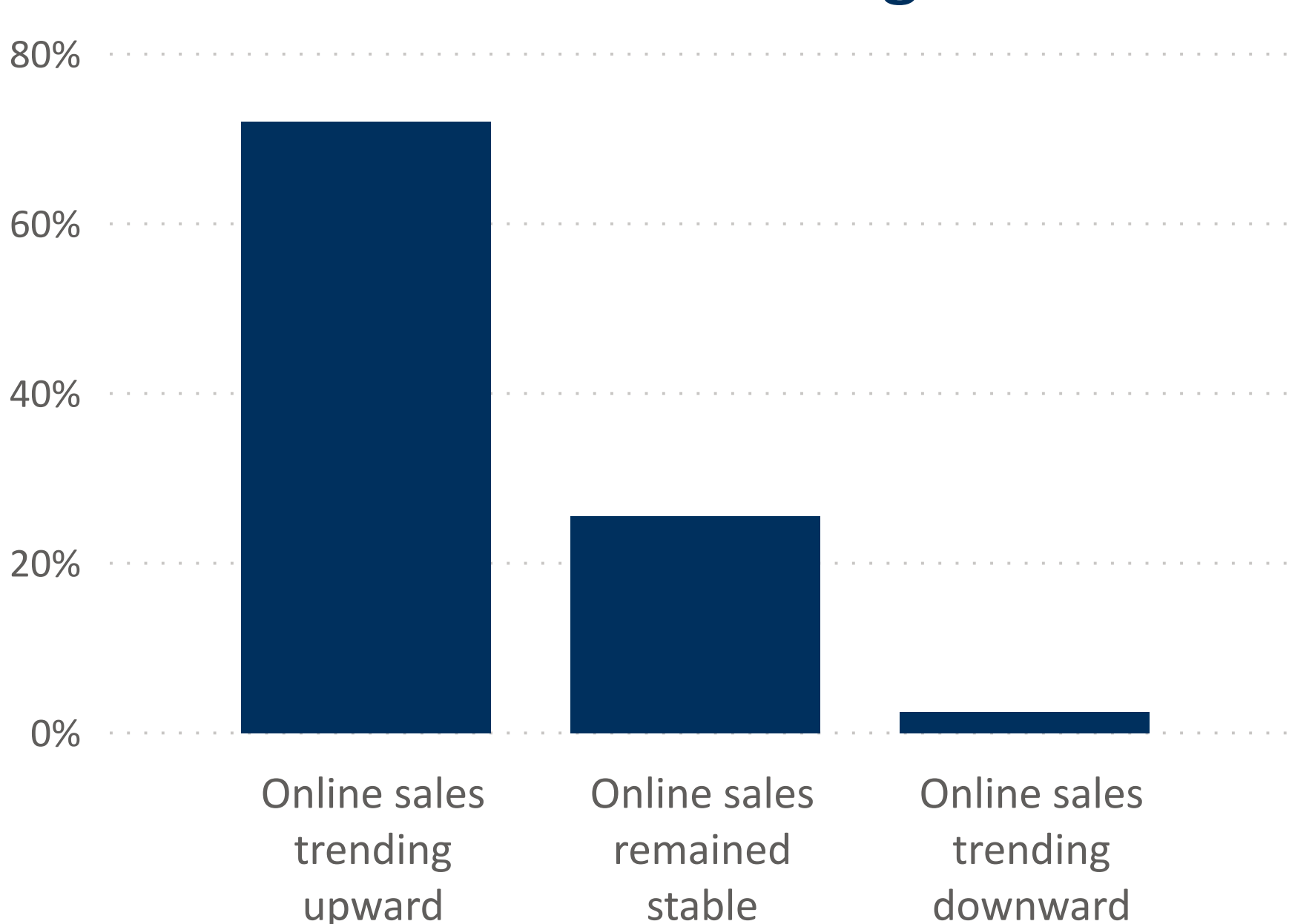
Meeting client needs



Client behavior



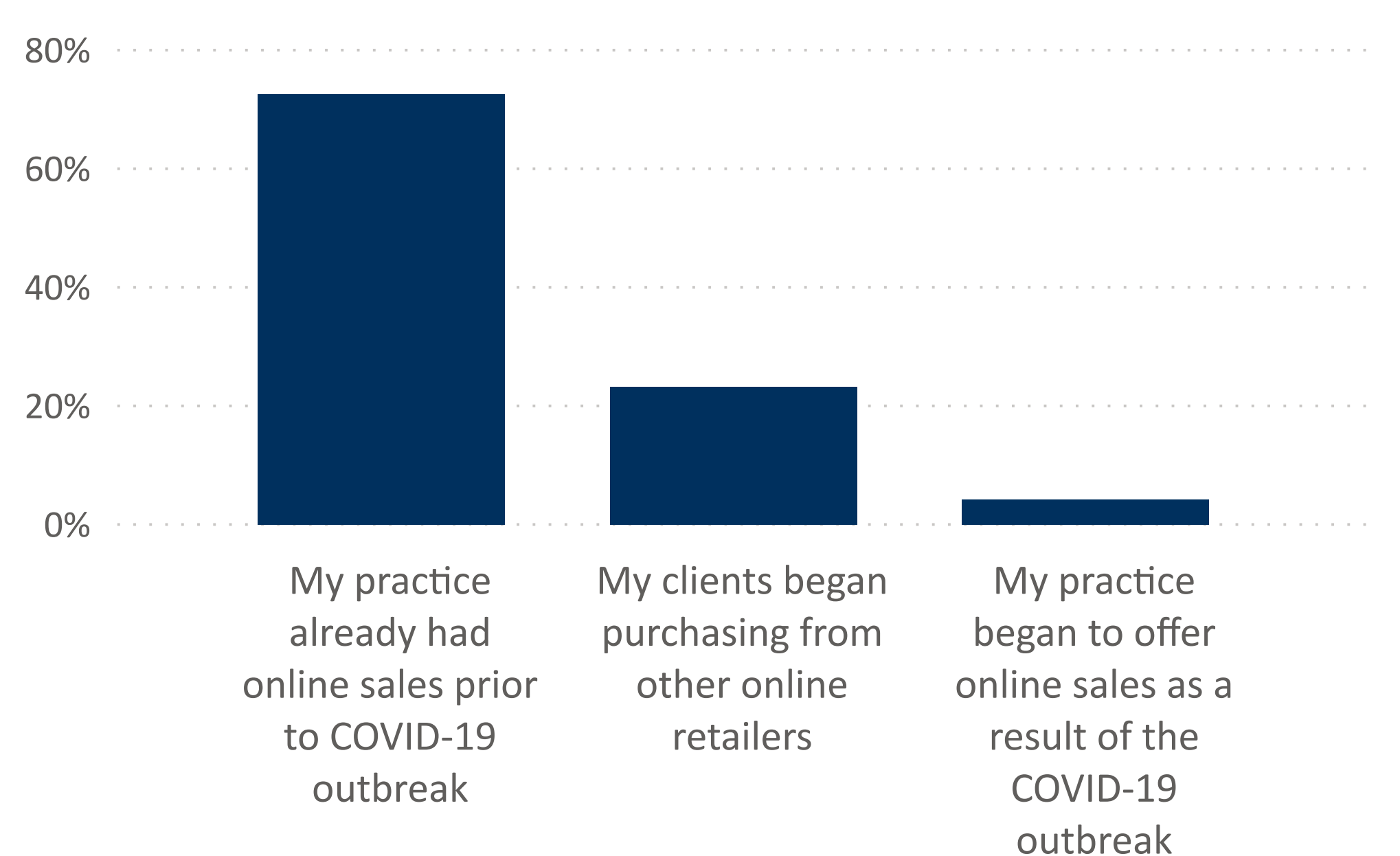
Online sales changes



My clients have started purchasing food or medication online

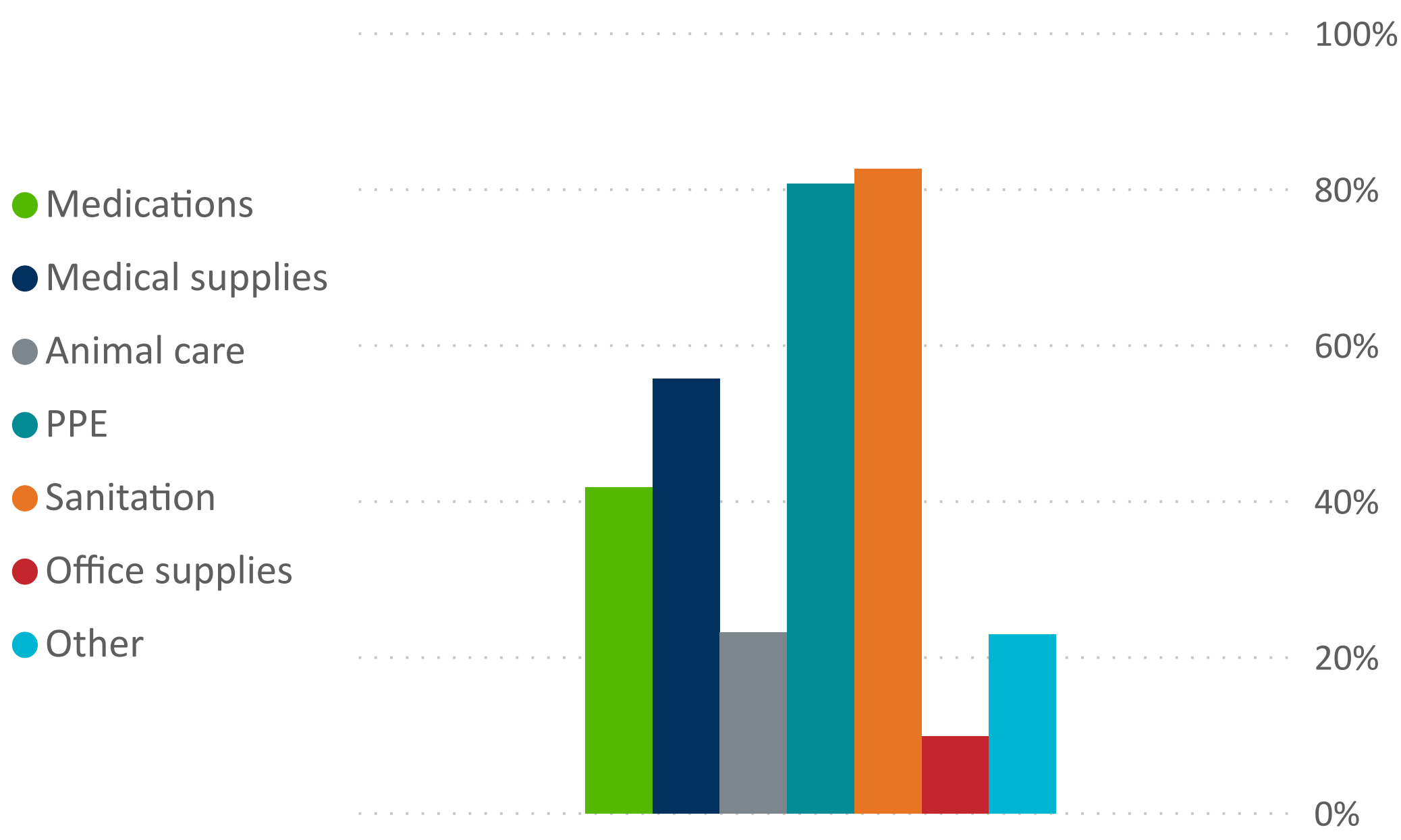
76%

Online sales behavior



SUPPLY SHORTAGES

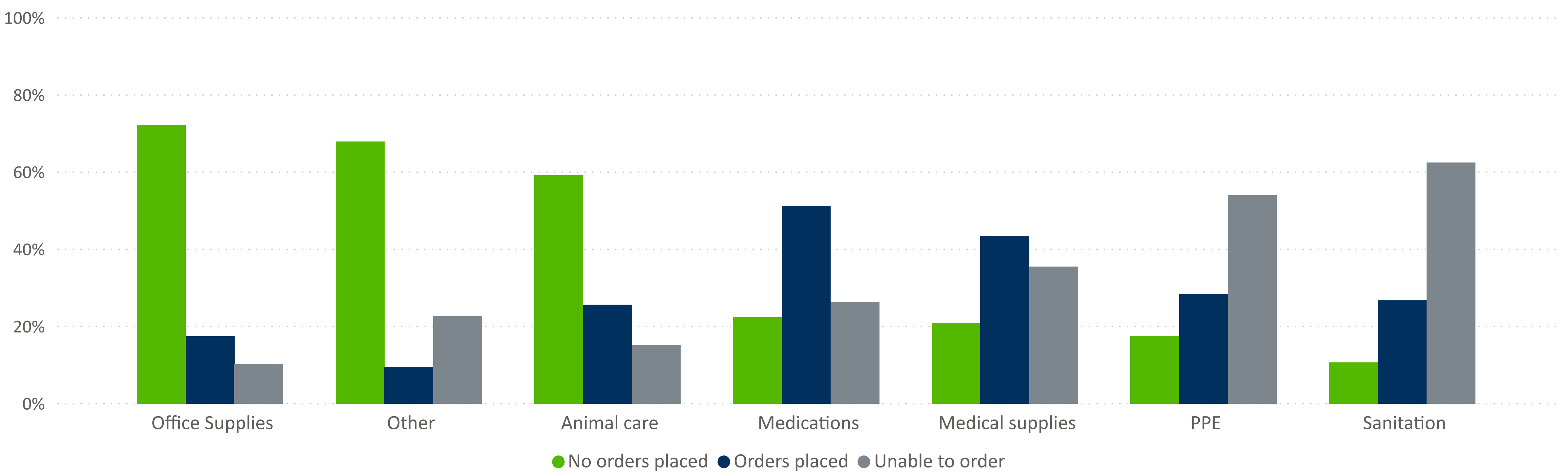
Supply shortages



Practices with PPE shortages

81%

Ordering Supplies



PRODUCTIVITY

Average revenue per full-time employee

\$261K

Average revenue per medical staff FTE

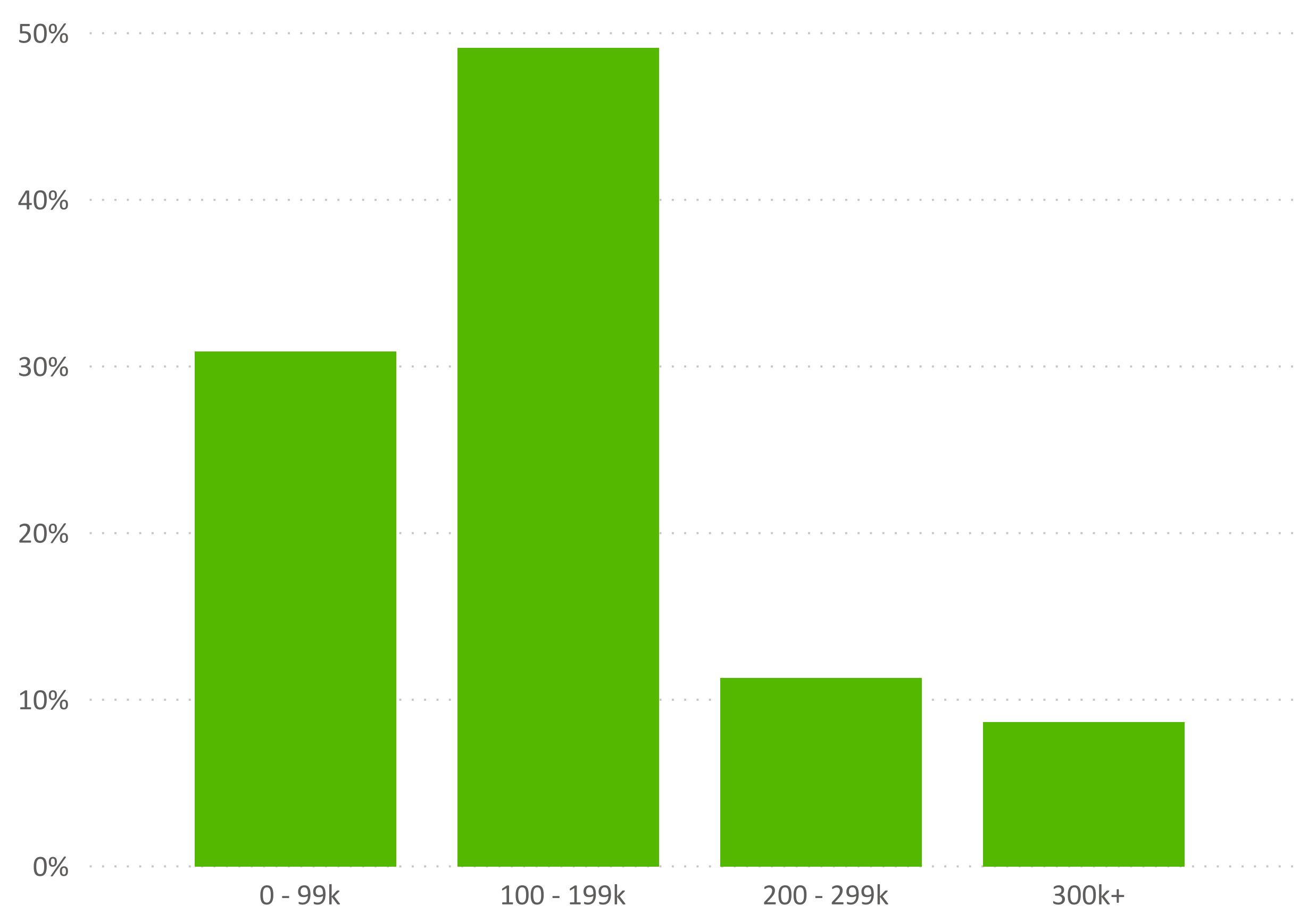
\$314K

Average revenue per exam room

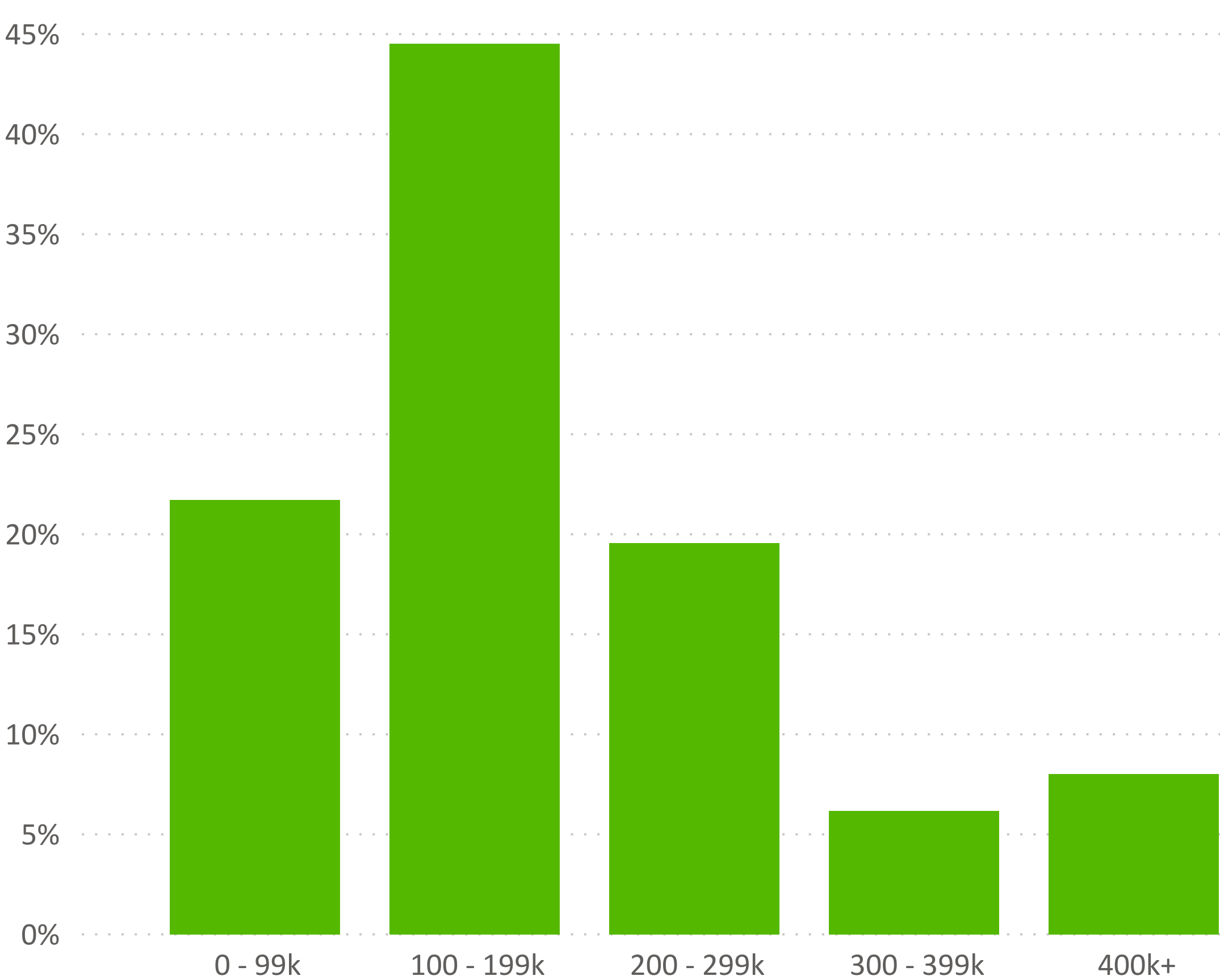
\$503K

Medical staff includes veterinary technicians and DVMs

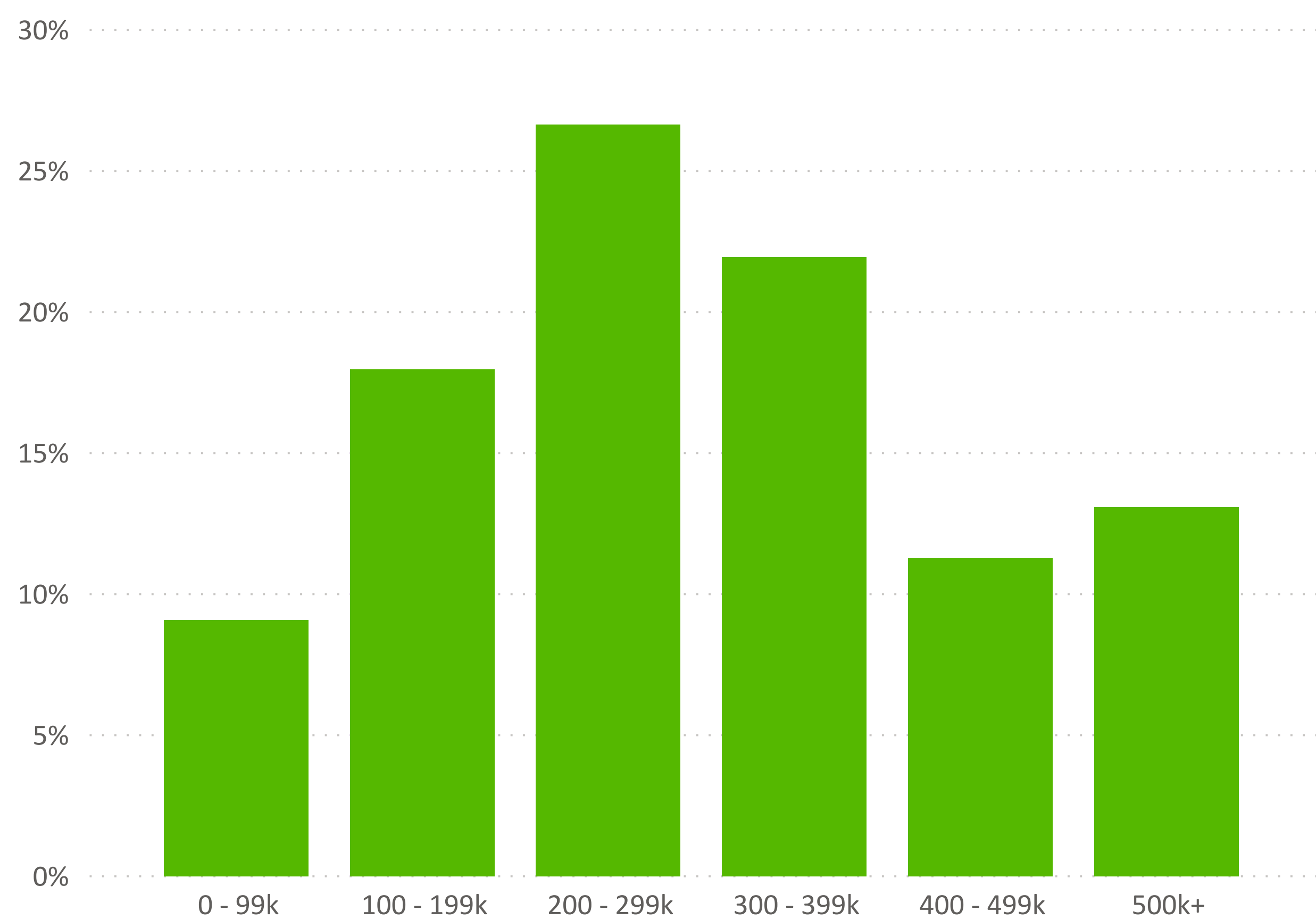
Distribution of revenue per full-time employee



Distribution of revenue per medical staff FTE

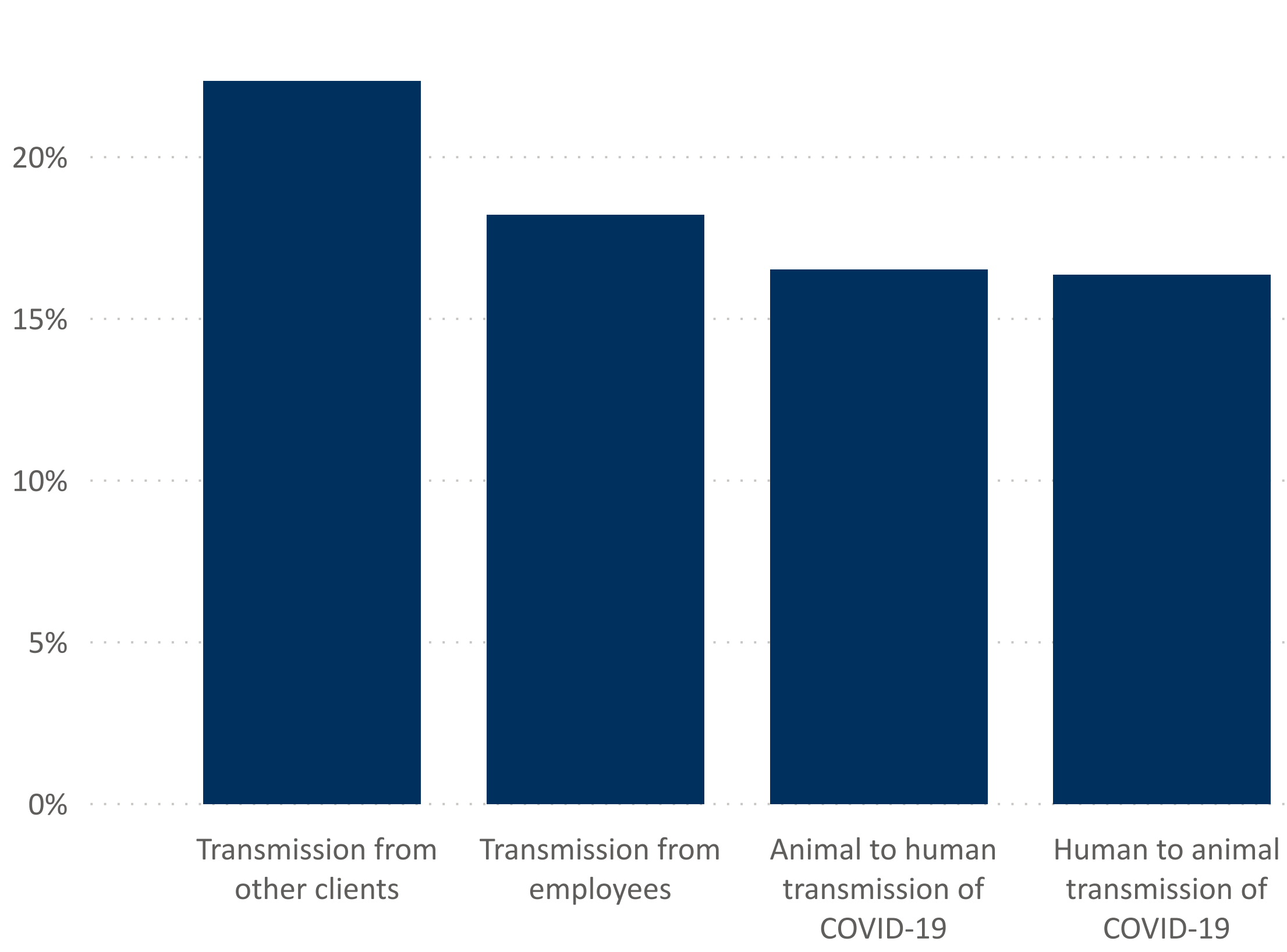


Distribution of revenue per exam rooms

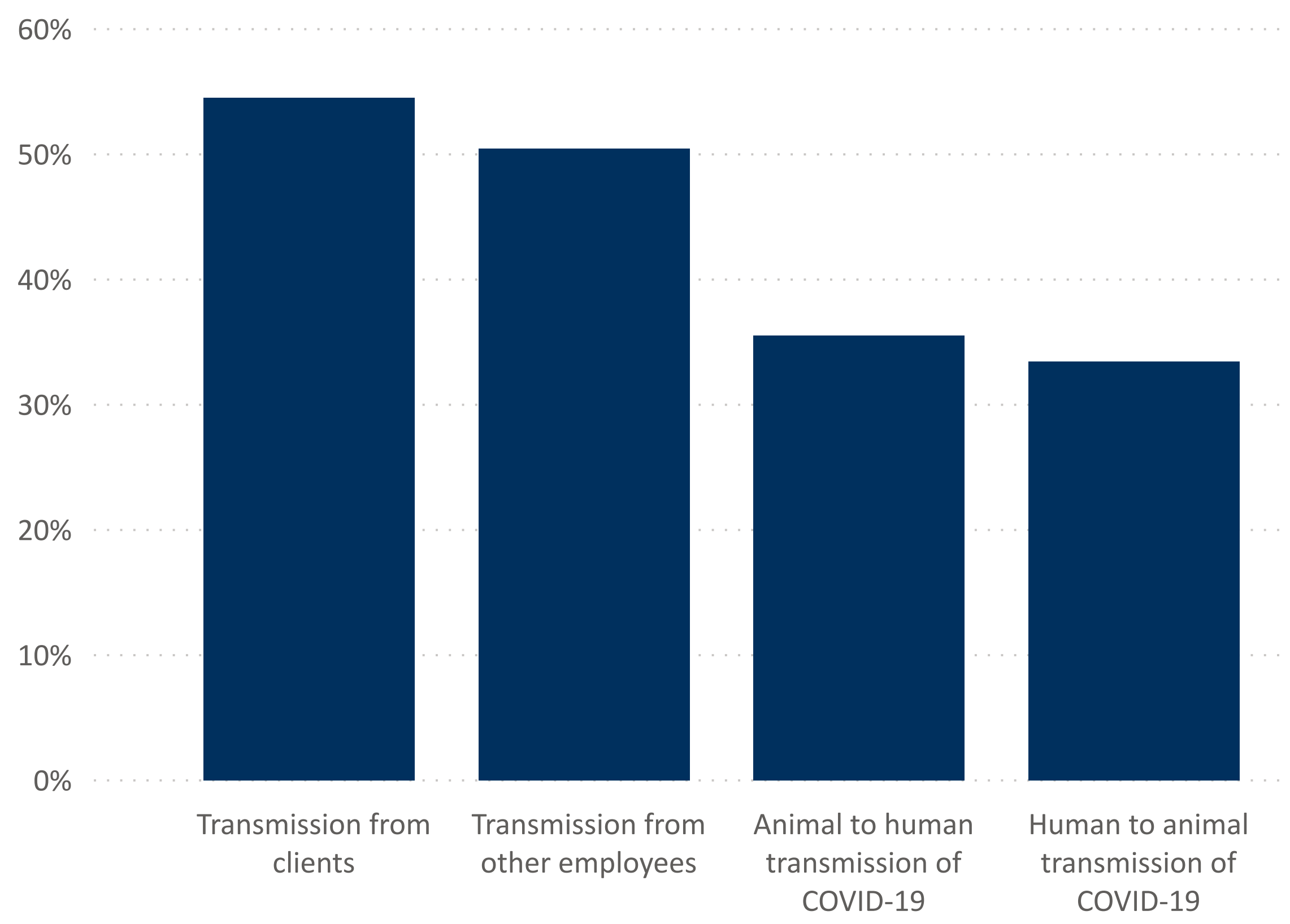


INFORMATION SOURCES

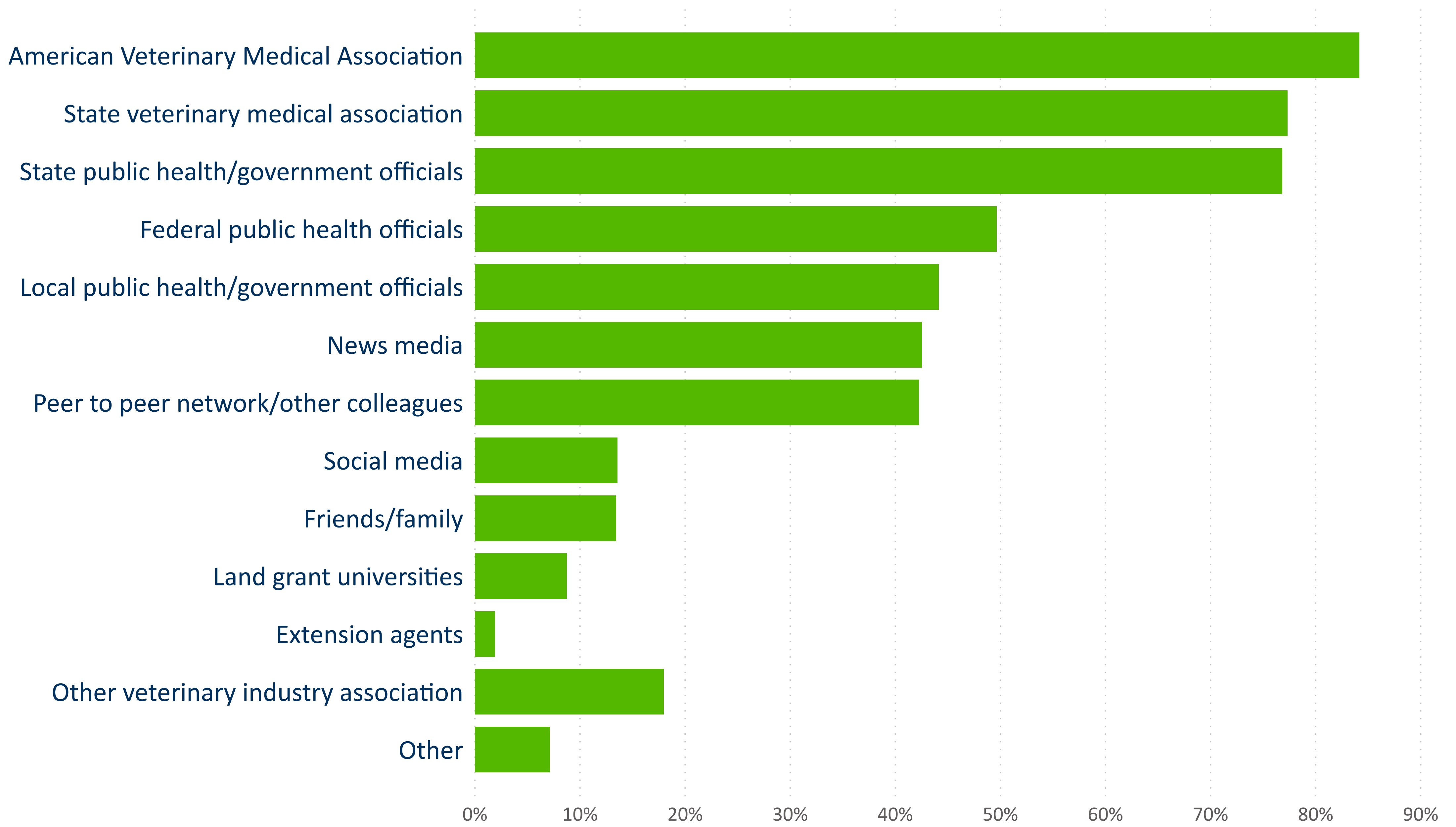
Client concerns



Employee concerns



Most relied on source of information



What can the AVMA do to help?

