COVID-19 VETERINARY SURVEY RESULTS APRIL 2020

2,017 Respondents
98% of practices are limiting client contact

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

Cash shortfall strategies

Most relied on source of information

My clients have started purchasing food or medication online
76%

My clients have started purchasing from online retailers, but not my practice
23%

Operational strategies
Precautionary measures

Clients asked to wait in vehicles during treatment
64%
Asked clients to maintain safe distances between each other
34%

Contactless payment processing
65%
Asked staff members presenting symptoms to go home
32%

Patient history by phone or virtuality
59%
Canceled appointments
28%

Client visits by appointment only
56%
Assigned staff to sanitize PPE for reuse
27%

Drive-thru pickup and drop-off
55%
Other policies around personal hygiene
28%

Telemedicine/Telehealth/Televisit
32%
Advise clients on COVID-19
25%

Emergency care only
20%

Staggered/Dedicated hours for senior citizens only
5%

All of these options
23%

Other
1%

None
1%

SBA loan

Forgo your own salary

Use business cash reserves

Rely on business line of credit

Use personal assets for cash infusion

Take out a personal loan

All these options

Other

None

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

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For more information visit: avma.org/Coronavirus

The majority of respondents were companion animal predominant or exclusive. Equine was removed due to low response rates.
How many days have passed since COVID-19 began impacting your practice?

21

Practice community

Practice locations

Practice location: lease vs own

Business type

Ownership status

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

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%

Are you using the SBA loan for payroll?

Yes, approximately 50-99% of the loan 75%
Yes, 100% of the loan 15%
Yes, approximately 1-49% of the loan 0%
No, the loan will go to other expenses 0%
**ACTIVITIES AND PROCEDURES**

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

**Cancelled planned activities**
- 12.54%
- 36.55%
- 50.92%

**Surgical procedure postponement**
- 37.17%
- 62.83%

**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 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

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CLIENT TRAFFIC

Client change since COVID-19

-100%  -90%  -80%  -70%  -60%  -50%  -40%  -30%  -20%  -10%  0%  10%  20%  30%  40%  50%  60%  70%  80%  90%  100%

Respondents

New client change since COVID-19

-100%  -90%  -80%  -70%  -60%  -50%  -40%  -30%  -20%  -10%  0%  10%  20%  30%  40%  50%  60%  70%  80%  90%  100%

Respondents

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

0 12 60

Avg wait time since COVID-19

0 14 60

CLIENT NEEDS AND BEHAVIOR

Meeting client needs

Online sales changes

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

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

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

Practices with PPE shortages 81%

Ordering Supplies

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

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
### 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