

# CORONAVIRUS ECP STUDY

**WAVE 16**

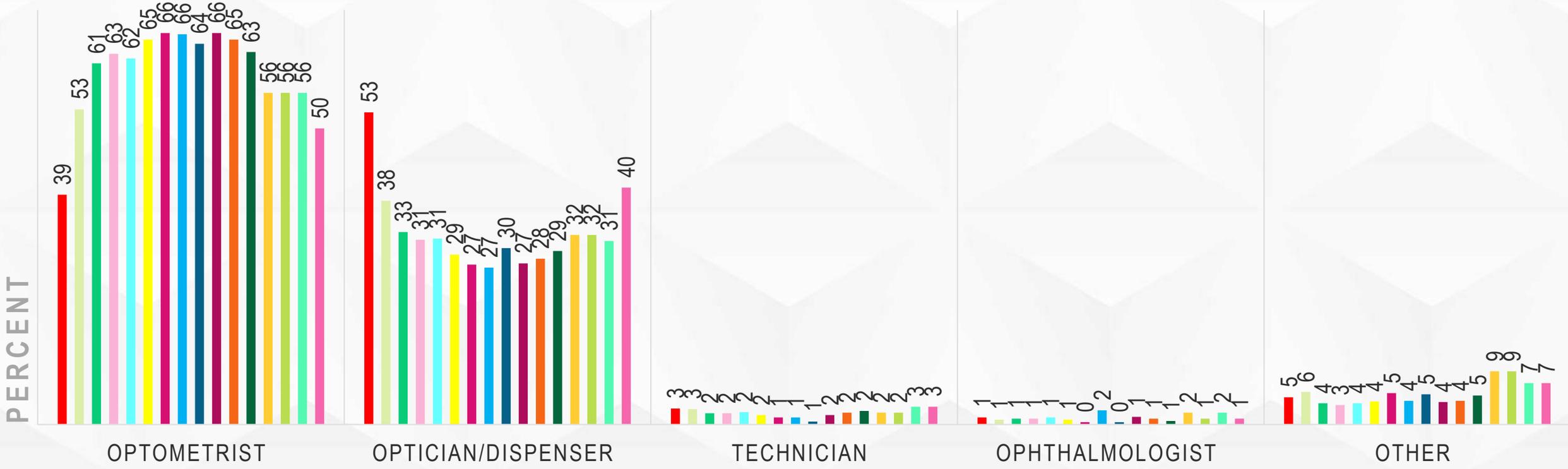
**Oct 16-20**



# RESPONDENTS

- This survey was asked in several waves.
  - Questions varied slightly in each wave.
  - Comparisons are shown wherever possible.
- Wave 1 ran from Mar 13-17. 583 completes.
  - Wave 2 ran from Mar 18-19. 1,341 completes.
  - Wave 3 ran from Mar 23-24. 1,285 completes
  - Wave 4 ran from Mar 28-30. 1,769 completes.
  - Wave 5 ran from Apr 7-9. 1,306 completes.
  - Wave 6 ran from Apr 16-19. 1,110 completes.
  - Wave 7 ran from Apr 24-27. 922 completes.
  - Wave 8 ran from May 1-4. 699 completes.
  - Wave 9 ran from May 8-12. 557 completes.
  - Wave 10 ran from May 22-26. 758 completes.
  - Wave 11 ran from Jun 5-9. 635 completes.
  - Wave 12 ran from Jun 19-23. 813 completes.
  - Wave 13 ran from Jul 10-15. 497 completes.
  - Wave 14 ran from Aug 21 – 27. 576 completes.
  - Wave 15 ran from Sep 18-22. 638 completes.
  - Wave 16 ran from Oct 16-20. 771 completes.

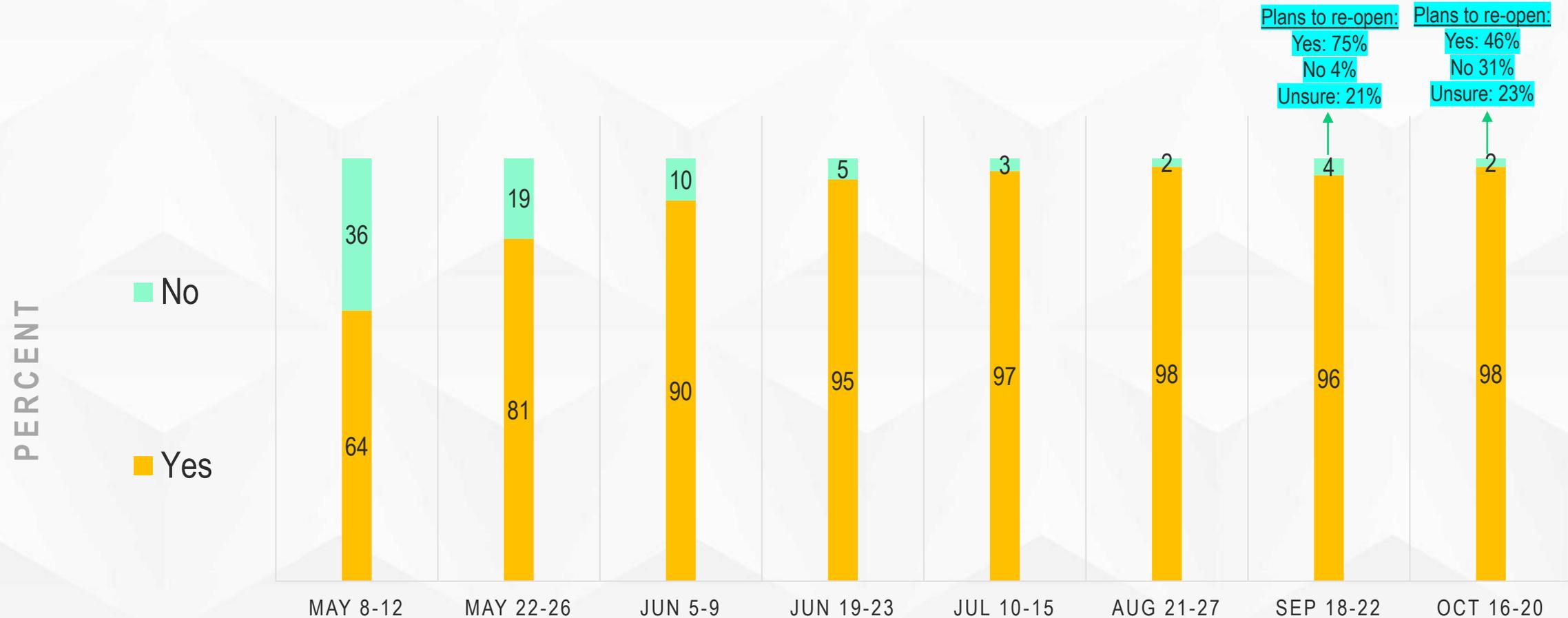
# RESPONDENT PROFESSION



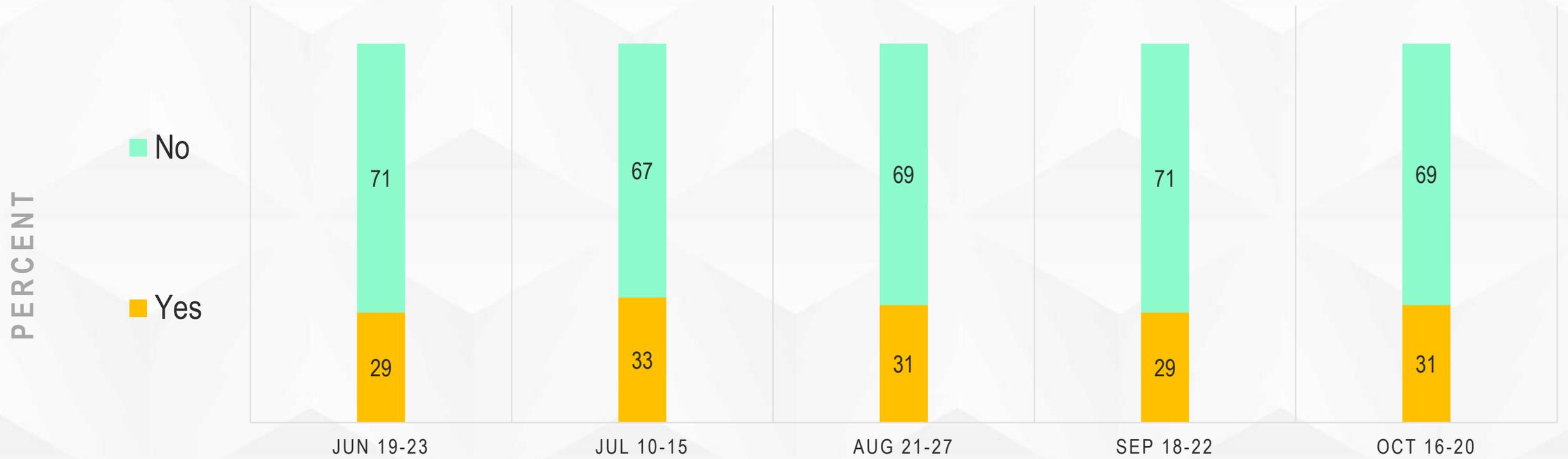
# GENDER



# LOCATION OPEN?



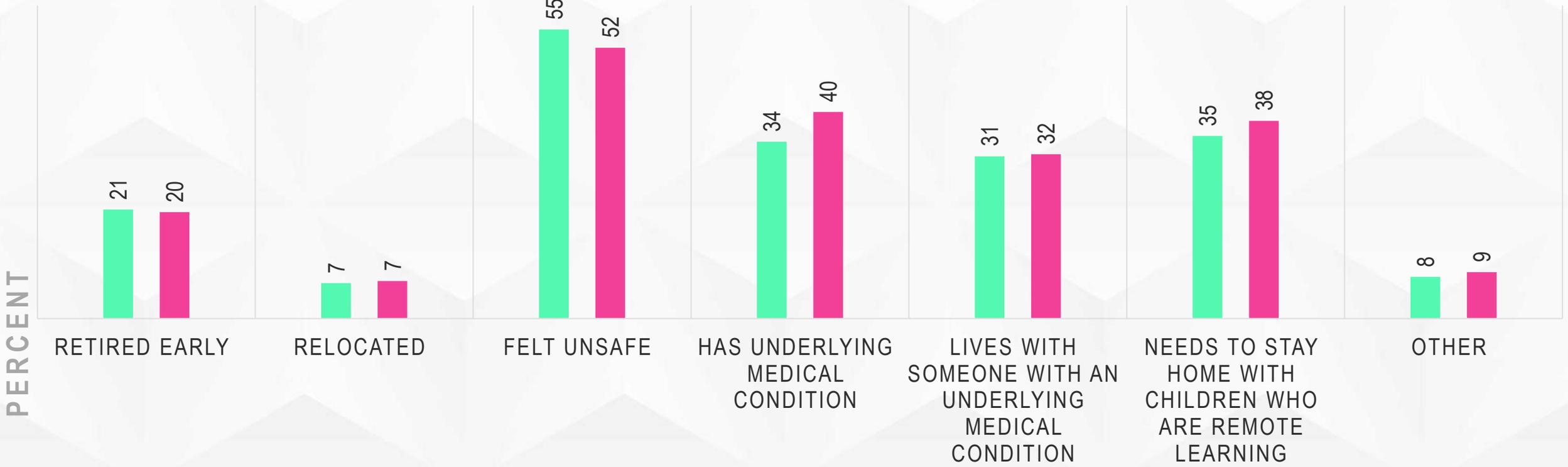
# HAS ANY STAFF ELECTED NOT TO COME BACK TO WORK DUE TO THE PANDEMIC?



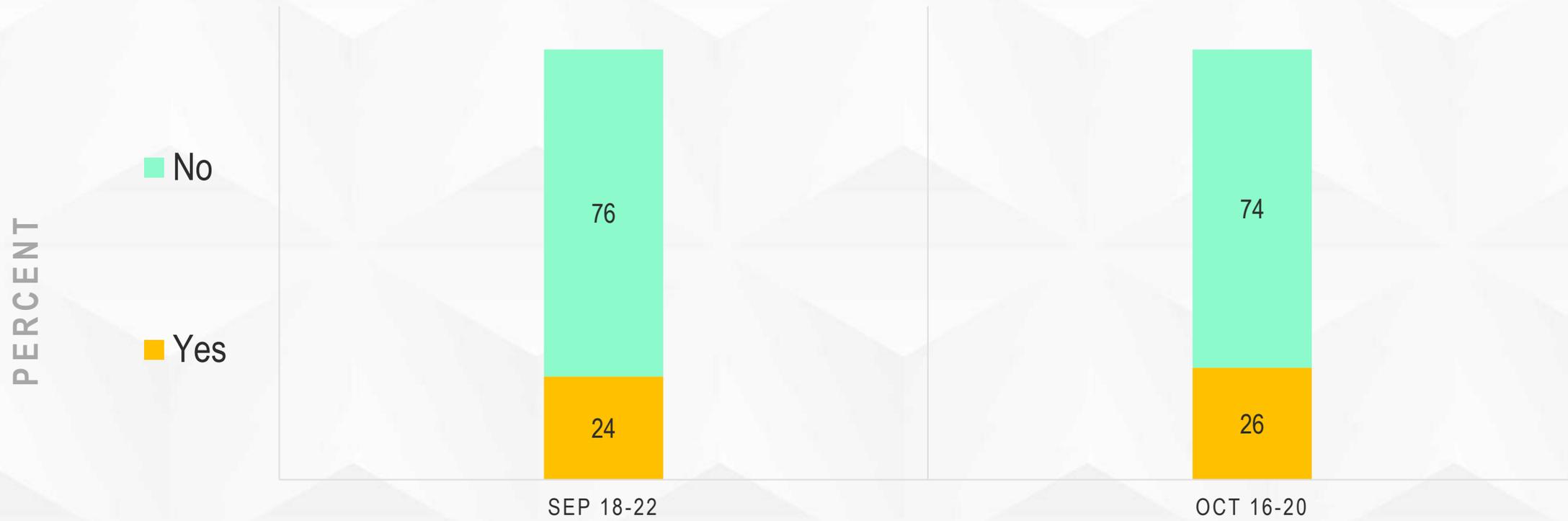
If any staff elected not to come back to work:

# REASONS STAFF ELECTED NOT TO COME BACK

■ Sep 18-22 ■ Oct 16-20

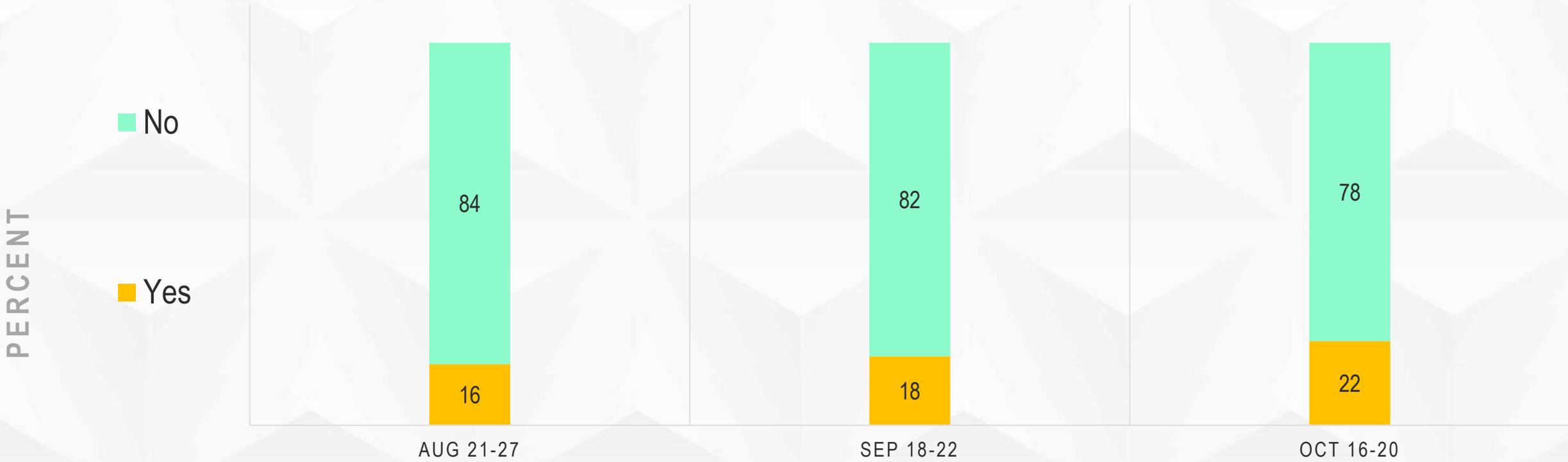


# HAVE ANY STAFF AT YOUR LOCATION BEEN LET GO/LAID OFF?

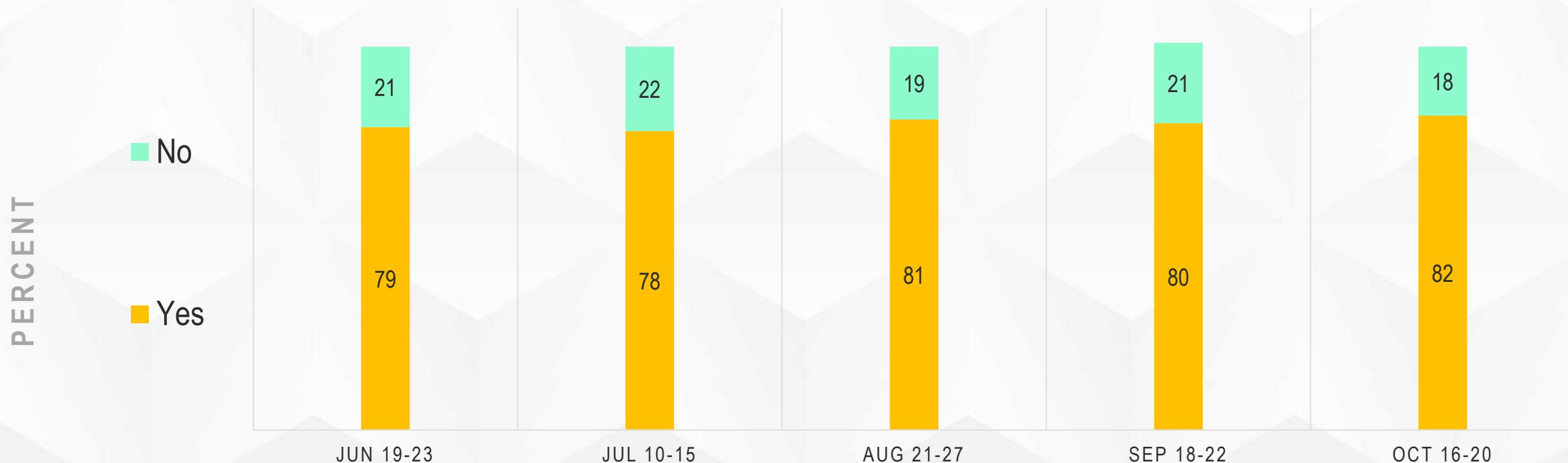


If open:

# HAS ANYONE THAT WORKS AT YOUR LOCATION GOTTEN COVID-19?



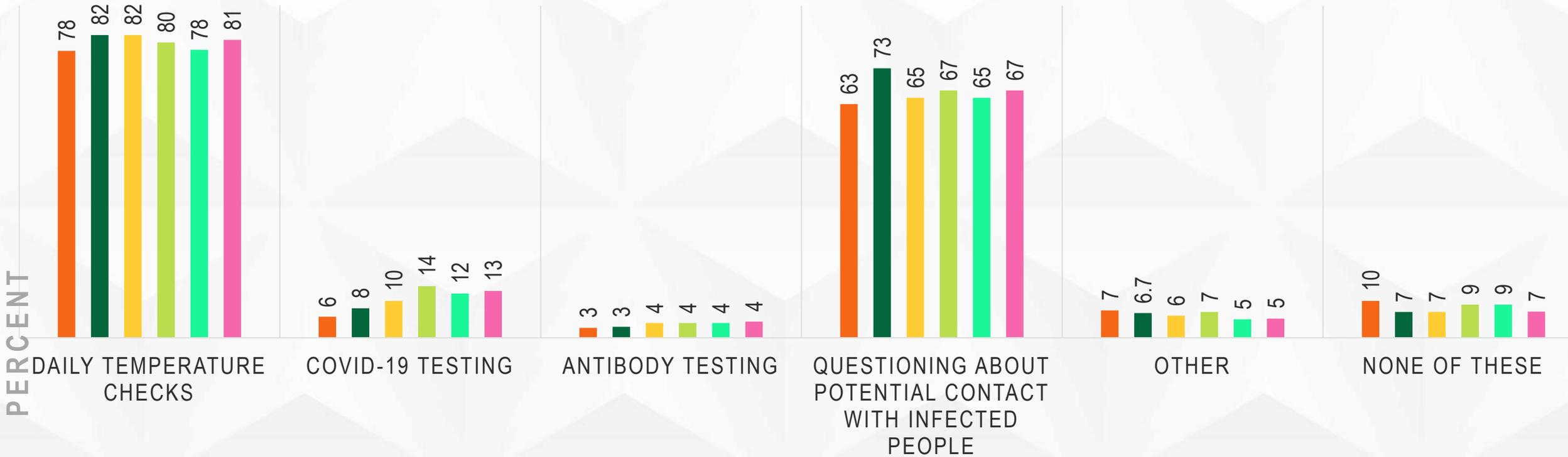
# DO YOU HAVE A PLAN IN PLACE TO NOTIFY PATIENTS IF YOU ARE MADE AWARE SOMEONE AT YOUR LOCATION OR A PATIENT THAT VISITED YOUR LOCATION HAS CONTRACTED COVID-19?



If open:

# HOW HAVE YOU SCREENED STAFF AT YOUR LOCATION FOR COVID-19?

Jun 5-9   Jun 19-23   Jul 10-15   Aug 21-27   Sep 18-22   Oct 16-20



If open:

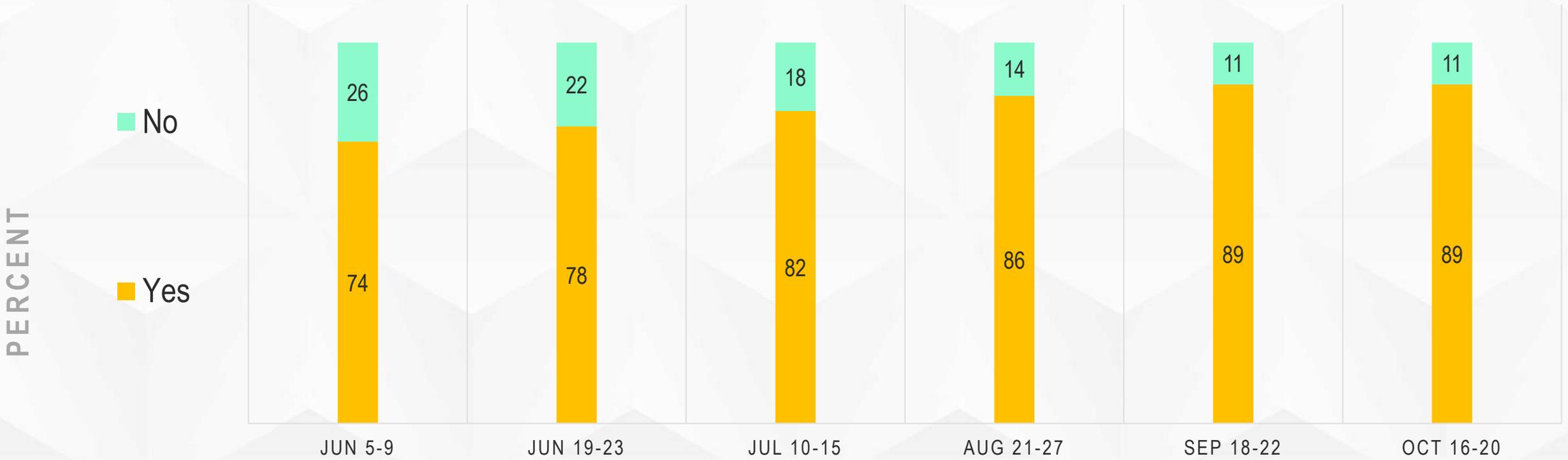
# HOW ARE YOU SCREENING PATIENTS FOR COVID-19?

Jun 5-9   Jun 19-23   Jul 10-15   Aug 21-27   Sep 18-22   Oct 16-20



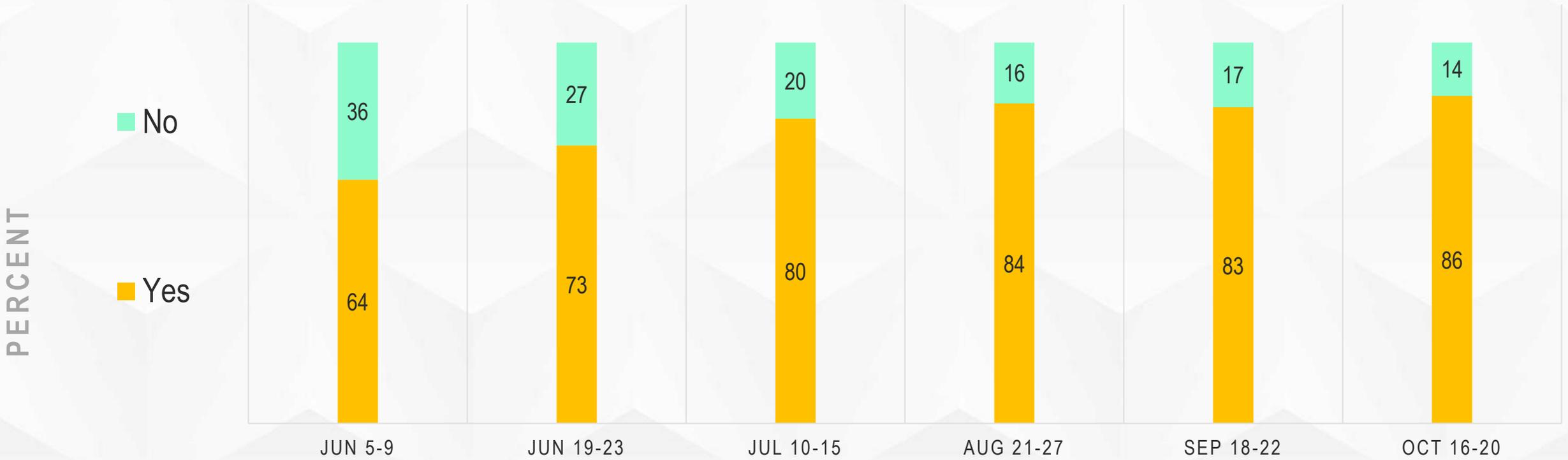
If open:

# ARE YOU SEEING PATIENTS WHO ARE FRONTLINE OR ESSENTIAL WORKERS WHO MAY HAVE BEEN IN CONTACT WITH INFECTED PEOPLE?



If open:

# ARE YOU CURRENTLY PERFORMING CONTACT LENS FITTINGS/TRAININGS IN YOUR OFFICE?



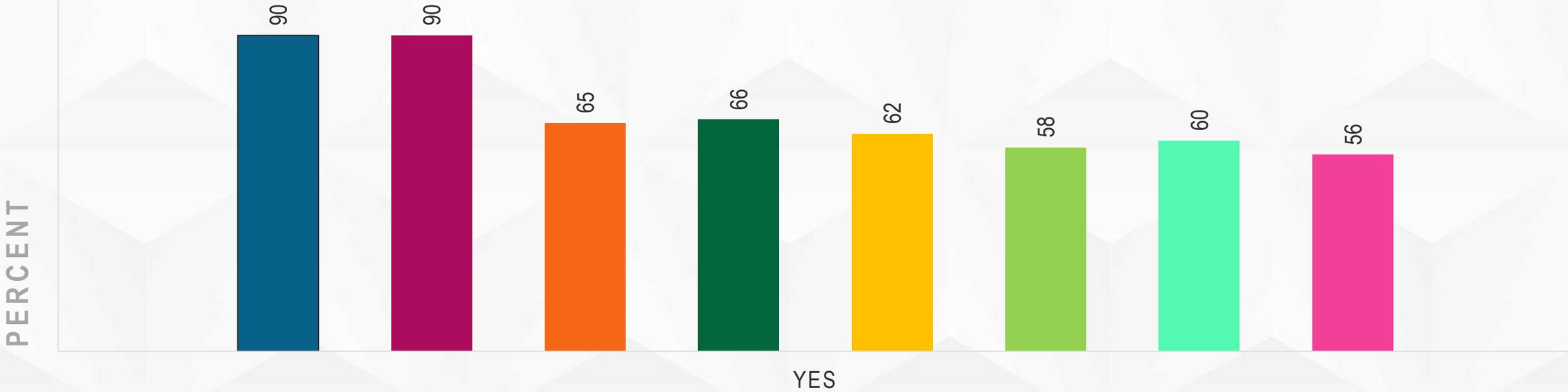
# HAS THE CORONAVIRUS INFLUENCED YOUR CONSIDERATION OF OFFERING TELEHEALTH SERVICES/OPTIONS?



If open and currently offering telehealth:

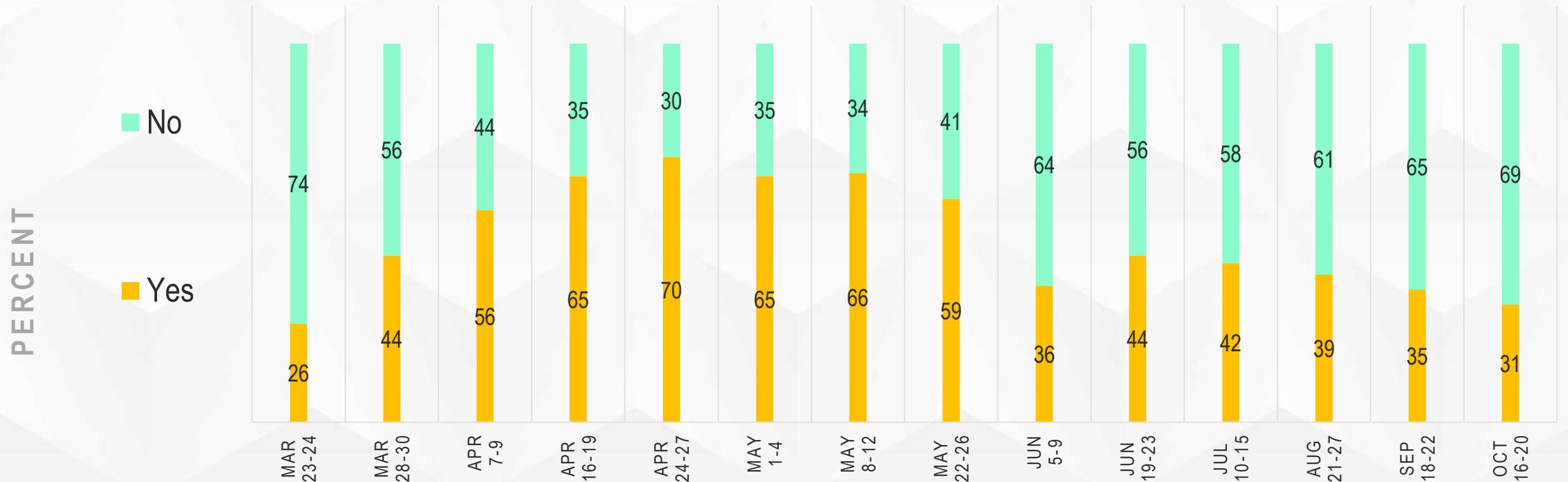
# PLANS TO INTEGRATE TELEHEALTH INTO THE PRACTICE ON A REGULAR BASIS

■ May 8-12   ■ May 22-26   ■ Jun 5-9   ■ Jun 19-23   ■ Jul 10-15   ■ Aug 21-27   ■ Sep 18-22   ■ Oct 16-20



*IF OFFERING TELEHEALTH:*

# HAVE YOU BILLED FOR TELEHEALTH SERVICES IN THE LAST TWO WEEKS?

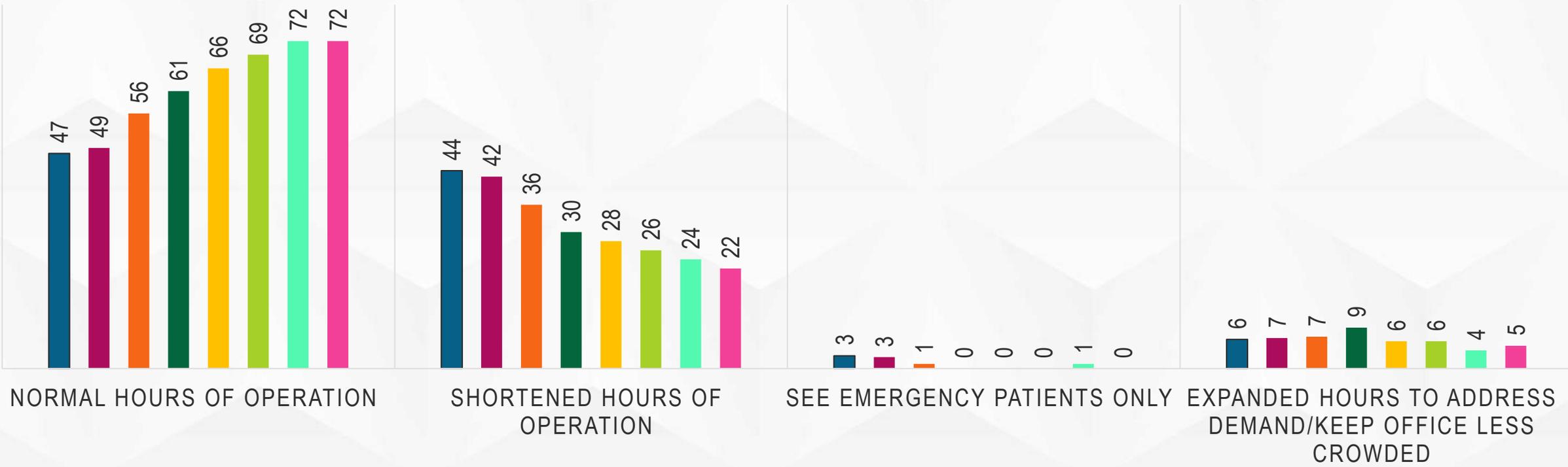


If open:

# NEW HOURS OF OPERATION

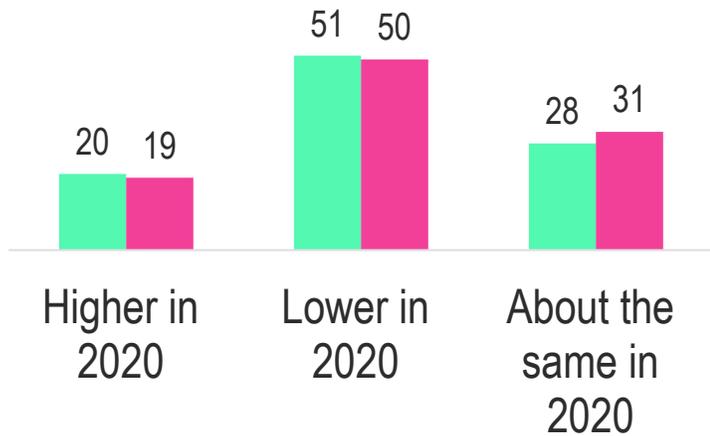
■ May 8-12 ■ May 22-26 ■ Jun5-9 ■ Jun 19-23 ■ Jul 10-15 ■ Aug 21-27 ■ Sep 18-22 ■ Oct 16-20

PERCENT



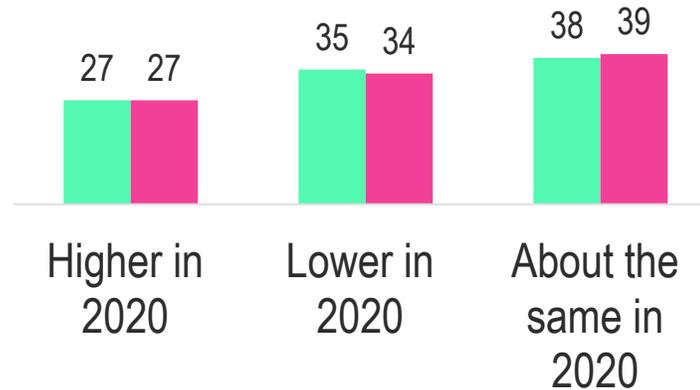
## # PATIENTS PER DAY THIS MONTH 2020 vs 2019

■ Sep 18-22 ■ Oct 16-20



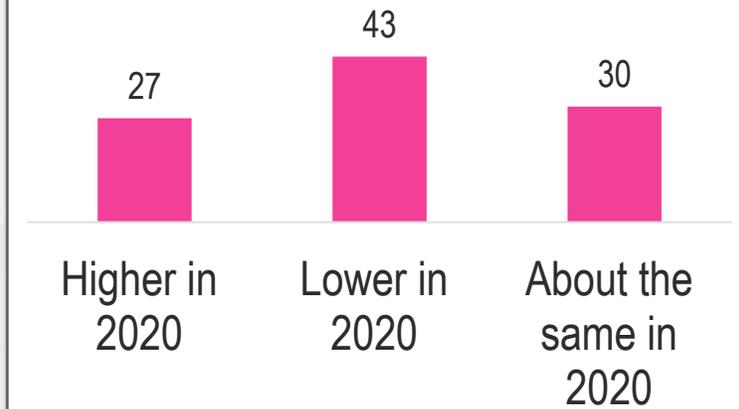
## PROFITABILITY THIS MONTH 2020 vs 2019

■ Sep 18-22 ■ Oct 16-20



## OPTICAL SALES THIS MONTH 2020 vs 2019

■ Oct 16-20



## REVENUE AS A % PER SAME WEEK 2020 VS 2019

Sep 18-22 Oct 16-20

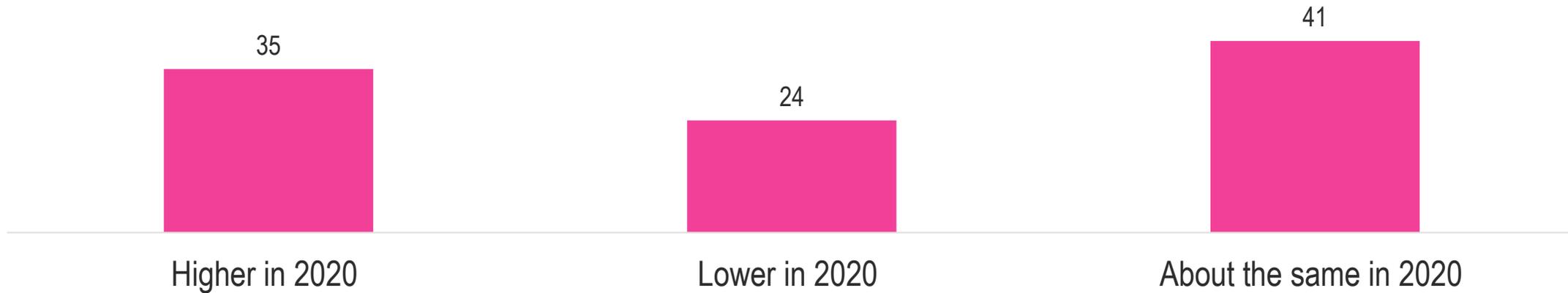
74%

74%

# CAPTURE RATE

HOW DO YOU THINK YOUR CAPTURE RATE IN THE LAST FEW MONTHS HAS FAIRED COMPARED TO 2019, MEANING THE PERCENT OF PATIENTS WHO GET EXAMINED AT YOUR LOCATION AND NEED EYEWEAR THAT MAKE THEIR PURCHASE FROM YOUR LOCATION (INSTEAD OF SHOPPING ELSEWHERE FOR THEIR EYEWEAR)?

■ Oct 16-20



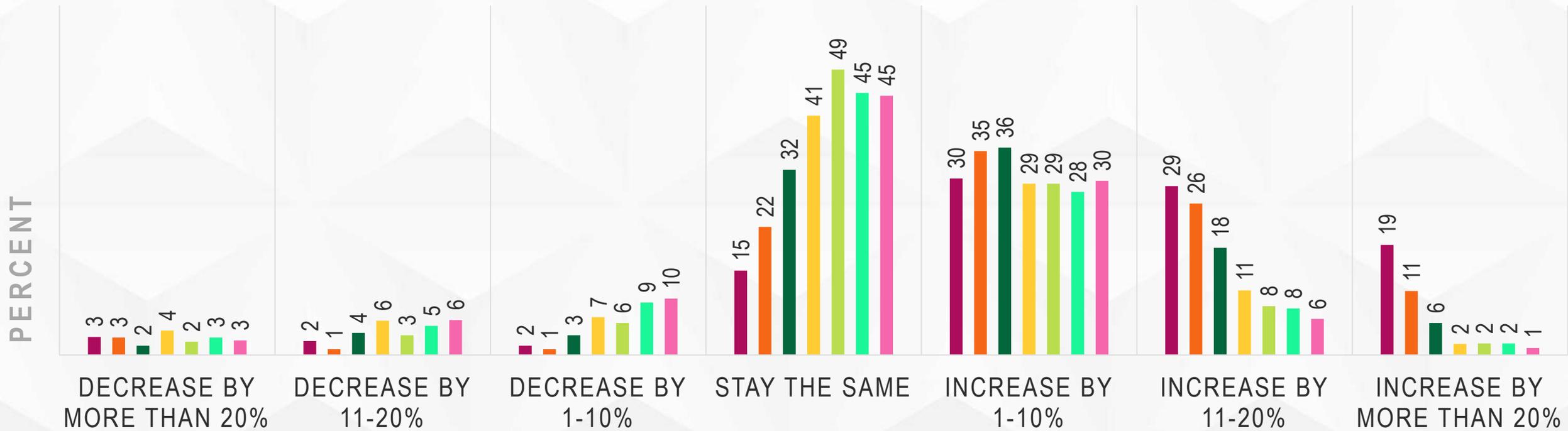
# OF THE CURRENT PATIENT BASE YOU ARE SERVICING IN YOUR PRACTICE, WHAT PERCENT ARE:

	Jul 10-15	Aug 21-27	Sep 18-22	Oct 16-20
EXISTING PATIENTS WHO HAD TO RESCHEDULE THEIR REGULARLY SCHEDULED APPOINTMENT DUE TO COVID	38%	29%	24%	28%
EXISTING PATIENTS WHO WERE DUE TO COME IN AROUND THIS TIME FOR THEIR REGULARLY SCHEDULED APPOINTMENT	40%	44%	41%	45%
NEW PATIENTS	18%	22%	21%	22%
OTHER	4%	5%	4%	5%

If open:

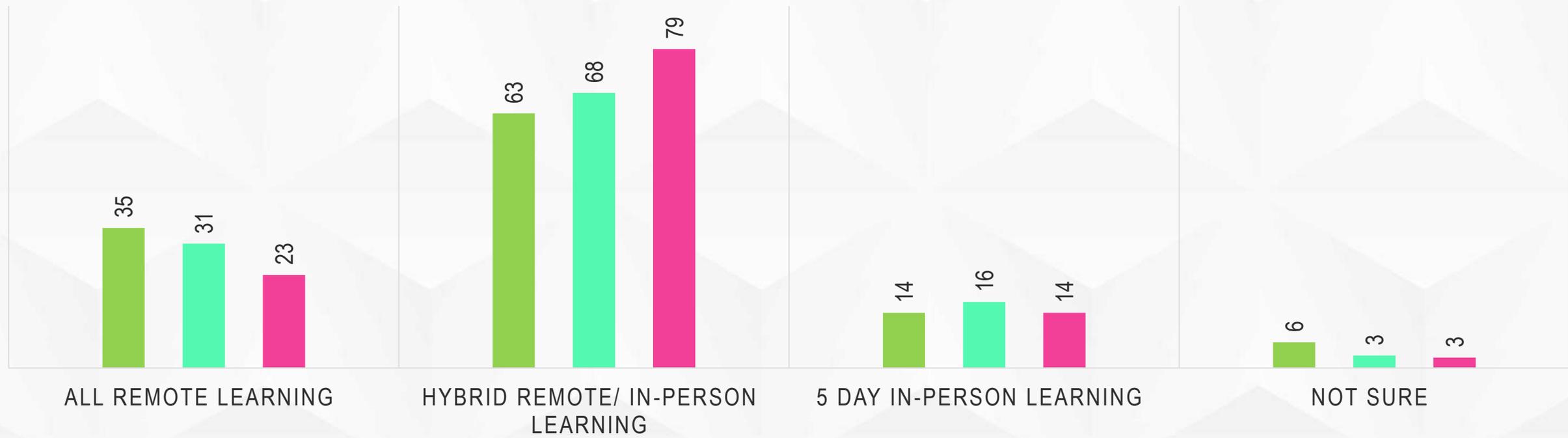
# HOW DO YOU THINK THE # OF PATIENTS YOU SEE PER DAY WILL CHANGE OVER THE NEXT 30 DAYS?

■ May 22-26 ■ Jun 5-9 ■ Jun 19-23 ■ Jul 10-15 ■ Aug 21-27 ■ Sep 18-22 ■ Oct 16-20

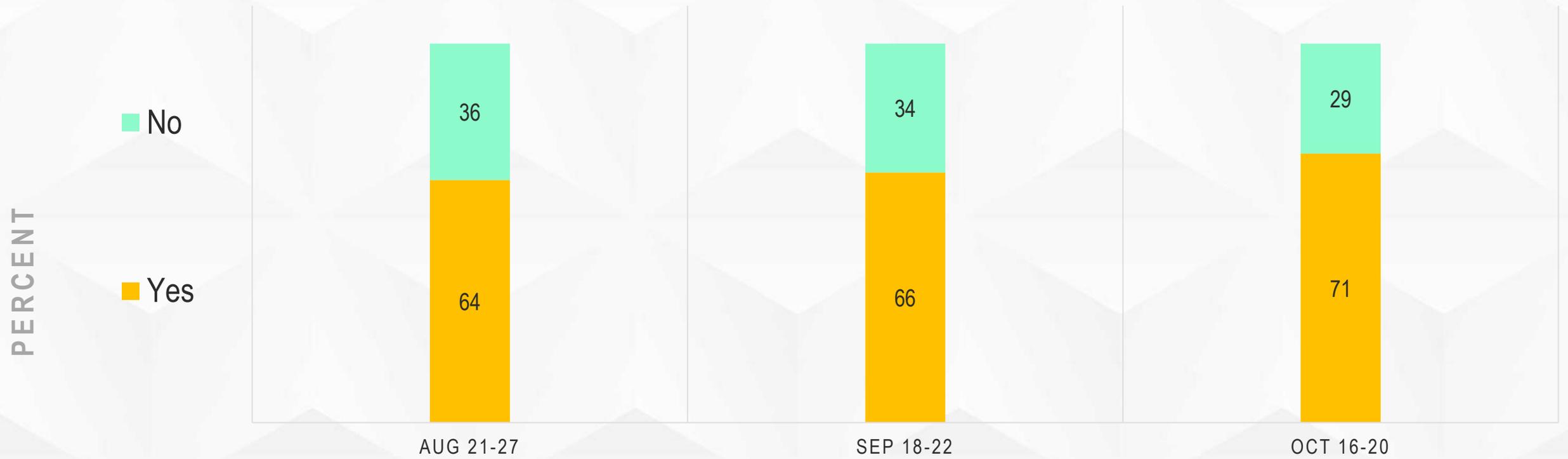


# WHAT ARE SCHOOLS IN YOUR AREA PLANNING FOR?

■ Aug 21-27 ■ Sep 18-22 ■ Oct 16-20



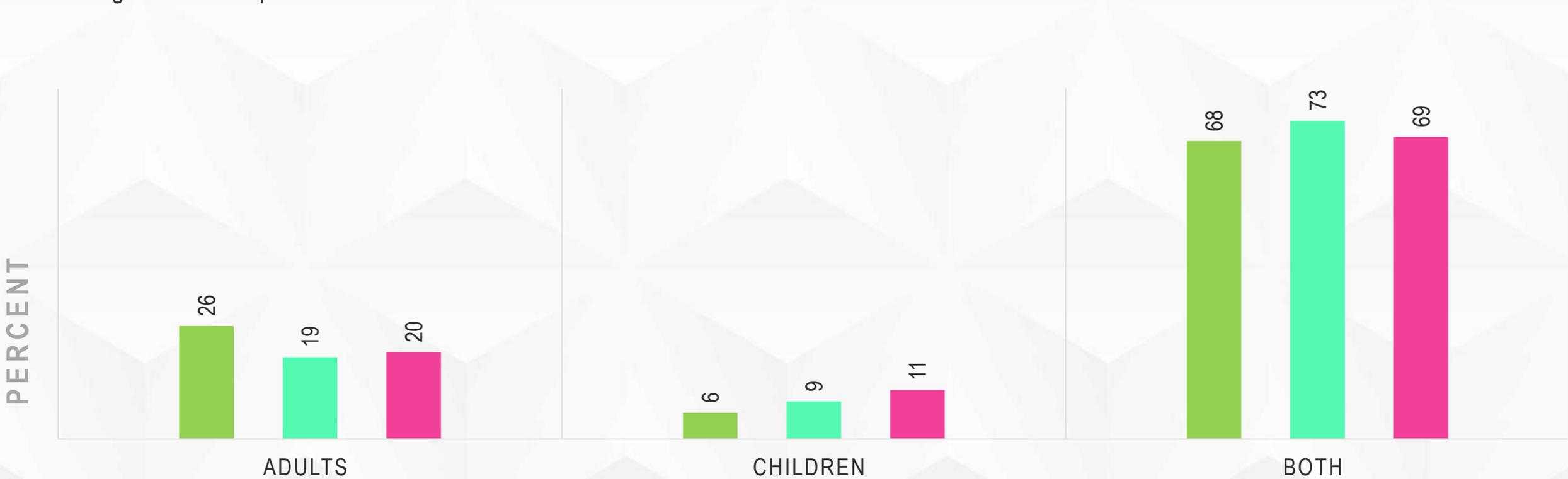
# HAVE YOU NOTICED MORE PATIENTS HAVING ISSUES DUE TO INCREASED SCREEN TIME?



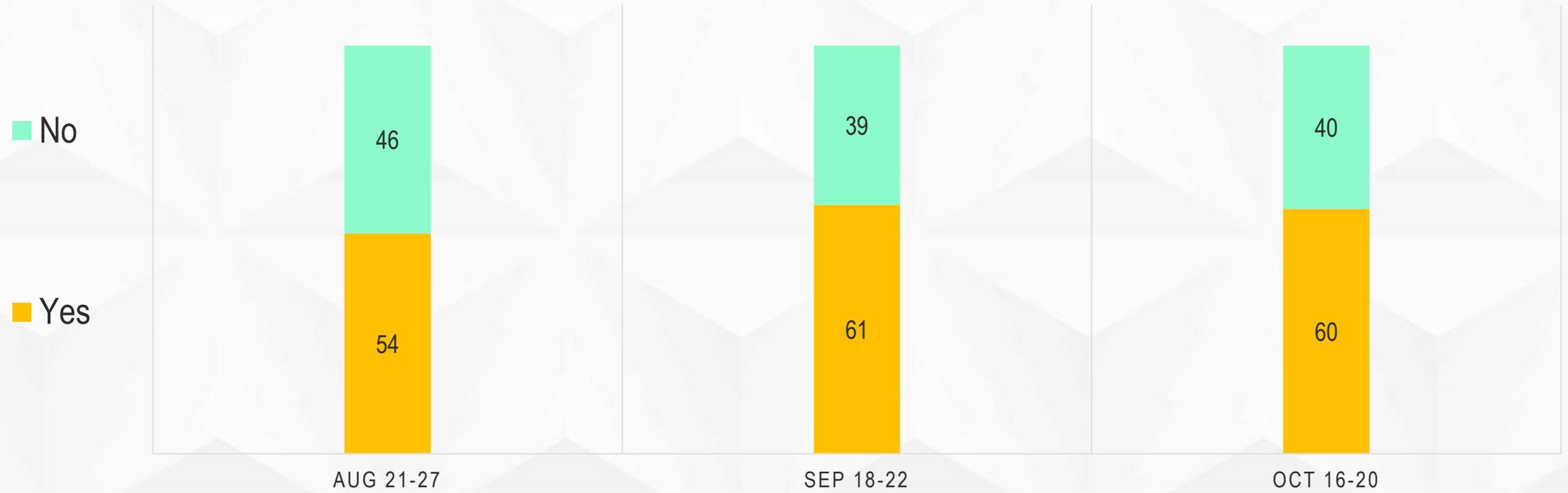
IF NOTICED MORE PATIENTS HAVING ISSUES DUE TO INCREASED SCREEN TIME:

# HAVE YOU SEEN THIS MORE WITH ADULTS OR CHILDREN?

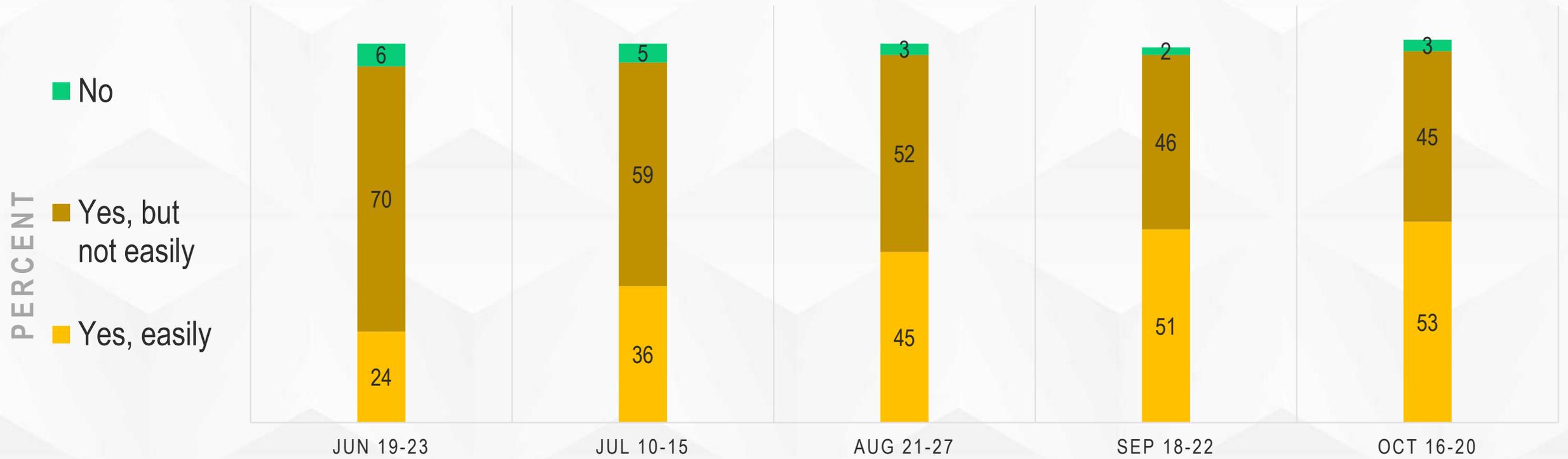
■ Aug 21-27 ■ Sep 18-22 ■ Oct 16-20



# ARE YOU PUTTING MORE EMPHASIS ON CHILDREN'S EYEWEAR OR EYECARE THIS YEAR DUE TO INCREASED SCREEN TIME AND/OR LACK OF VISION TESTING THROUGH SCHOOLS?



# HAVE YOU BEEN ABLE TO ACQUIRE ALL THE PPE YOU NEED FOR YOU AND YOUR STAFF?



# HOW WILL YOU HANDLE THE ADDITIONAL COSTS OF PPE?

■ May 22-26 
 ■ Jun 5-9 
 ■ Jun 19-23 
 ■ Jul 10-15 
 ■ Aug 21-27 
 ■ Sep 18-22 
 ■ Oct 16-20

PERCENT



# WHO ARE YOUR GO TO SOURCES FOR INFORMATION ON THE PANDEMIC AS IT RELATES TO YOUR PRACTICE?

*CHOOSE TOP 3.*

■ Jun 5-9   
 ■ Jun 19-23   
 ■ Jul 10-15   
 ■ Aug 21-27   
 ■ Sep 18-22   
 ■ Oct 16-20

PERCENT



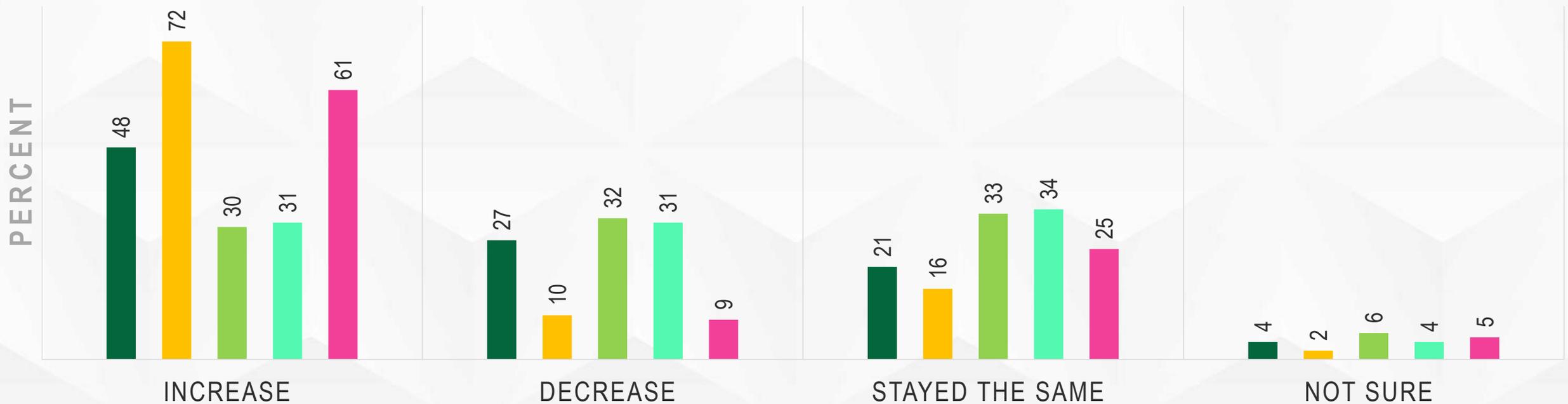
# A NUMBER OF TRADITIONALLY IN-PERSON INDUSTRY EVENTS AND MEETINGS THIS FALL HAVE BEEN RESCHEDULED TO BE VIRTUAL MEETINGS. WHICH OF THESE WILL YOU BE INTERESTED TO TAKE PART IN FOR THESE UPCOMING VIRTUAL MEETINGS, IF THESE COMPONENTS ARE OFFERED?

■ Aug 21-27 ■ Sep 18-22 ■ Oct 16-20



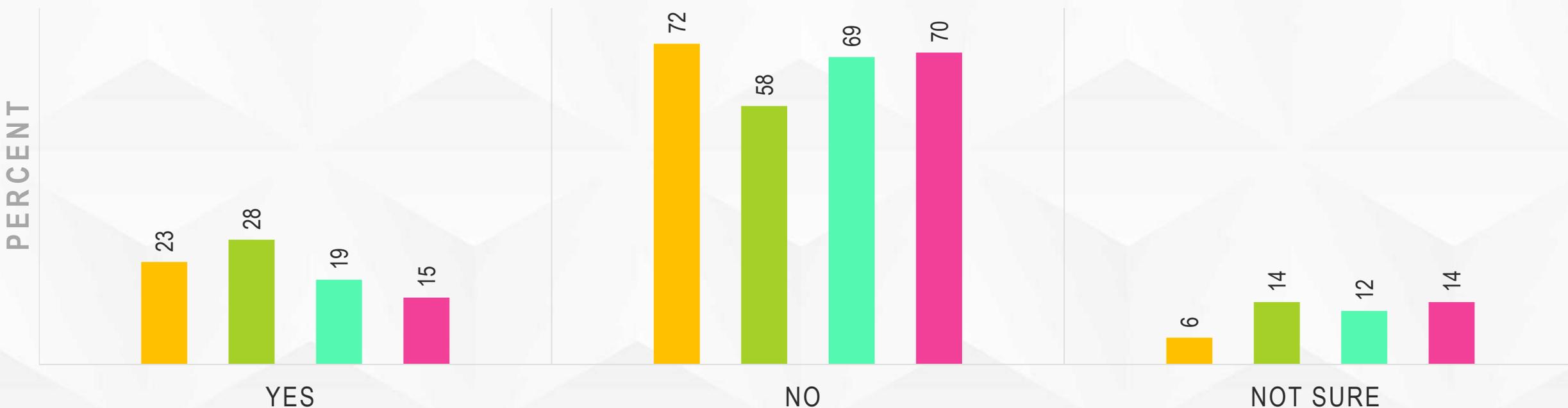
# IN THE LAST WEEK OR SO HAS YOUR AREA HAD AN INCREASE OR DECREASE IN THE AMOUNT OF COVID-19 CASES?

■ Jun 19-23 ■ Jul 10-15 ■ Aug 21-27 ■ Sep 18-22 ■ Oct 16-22



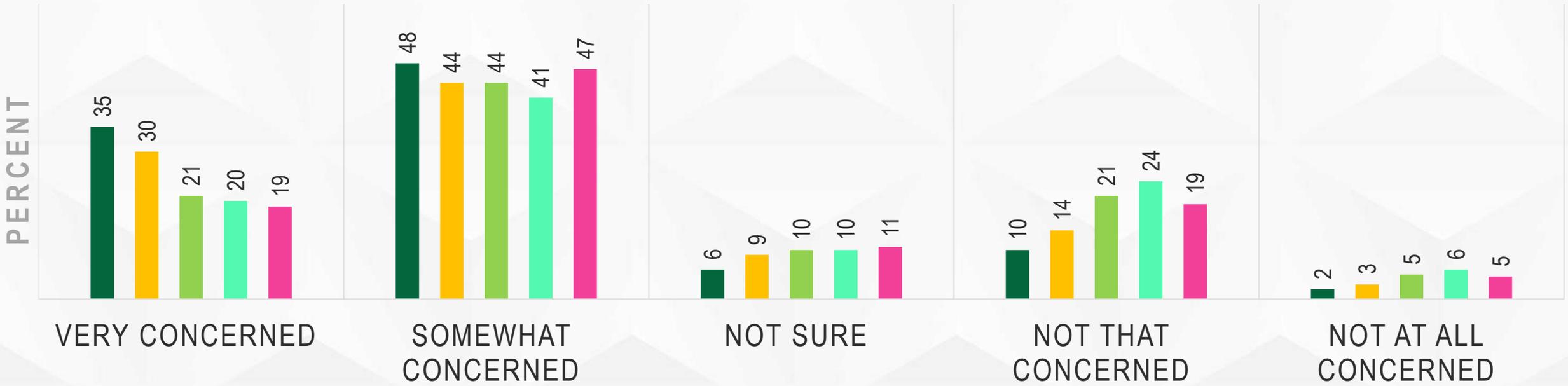
# WITH COVID-19 CASES RISING IN MANY PARTS OF THE COUNTRY, HAVE ANY TYPES OF BUSINESSES IN YOUR AREA BEEN REQUIRED TO CLOSE AGAIN?

■ Jul 10-15 ■ Aug 21-27 ■ Sep 18-22 ■ Oct 16-22



# HOW CONCERNED ARE YOU ABOUT THE POSSIBILITY OF HAVING TO CLOSE YOUR BUSINESS (AGAIN) FOR ANOTHER SHUT-DOWN DUE TO COVID-19?

■ Jun 19-23 ■ Jul 10-15 ■ Aug 21-27 ■ Sep 18-22 ■ Oct 16-20



# AGREE OR DISAGREE? *I WOULD ONLY CLOSE (AGAIN) IF MANDATED BY THE GOVERNMENT*

