CORONAVIRUS ECP STUDY

WAVE 16

Oct 16-20

Jobson Optical Research
This survey was asked in several waves.

Questions varied slightly in each wave.

Comparisons are shown wherever possible.
RESPONDENT PROFESSION

![Chart showing the distribution of respondents by profession and time period.]

**Optometrist:**
- Mar 13-17: 39%
- Mar 18-19: 62%
- Mar 23-24: 56%
- Mar 28-30: 53%
- Apr 7-9: 53%
- Apr 16-19: 56%
- Apr 24-27: 56%
- May 1-4: 38%

**Optician/Dispenser:**
- Mar 13-17: 63%
- Mar 18-19: 63%
- Mar 23-24: 64%
- Mar 28-30: 53%
- Apr 7-9: 33%
- Apr 16-19: 27%
- Apr 24-27: 26%
- May 1-4: 29%

**Technician:**
- Mar 13-17: 50%
- Mar 18-19: 53%
- Mar 23-24: 53%
- Mar 28-30: 32%
- Apr 7-9: 40%
- Apr 16-19: 32%
- Apr 24-27: 32%
- May 1-4: 32%

**Ophthalmologist:**
- Mar 13-17: 56%
- Mar 18-19: 56%
- Mar 23-24: 56%
- Mar 28-30: 56%
- Apr 7-9: 56%
- Apr 16-19: 56%
- Apr 24-27: 56%
- May 1-4: 56%

**Other:**
- Mar 13-17: 56%
- Mar 18-19: 56%
- Mar 23-24: 56%
- Mar 28-30: 56%
- Apr 7-9: 56%
- Apr 16-19: 56%
- Apr 24-27: 56%
- May 1-4: 56%

**Time Periods:**
- Mar 13-17
- Mar 18-19
- Mar 23-24
- Mar 28-30
- Apr 7-9
- Apr 16-19
- Apr 24-27
- May 1-4

**Dates:**
- Mar 18-19
- Mar 23-24
- Mar 28-30
- Apr 7-9
- Apr 16-19
- Apr 24-27
- May 1-4

**Other Dates:**
- May 8-12
- May 22-26
- Jun 5-9
- Jun 19-23
- Jul 10-15
- Aug 21-27
- Sep 18-22
- Oct 16-20
LOCATION OPEN?

Plans to re-open:
- Yes: 75%
- No: 4%
- Unsure: 21%

Plans to re-open:
- Yes: 46%
- No: 31%
- Unsure: 23%

PERCENT

<table>
<thead>
<tr>
<th>Date</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>MAY 8-12</td>
<td>36</td>
<td>64</td>
</tr>
<tr>
<td>MAY 22-26</td>
<td>19</td>
<td>81</td>
</tr>
<tr>
<td>JUN 5-9</td>
<td>10</td>
<td>90</td>
</tr>
<tr>
<td>JUN 19-23</td>
<td>5</td>
<td>95</td>
</tr>
<tr>
<td>JUL 10-15</td>
<td>3</td>
<td>97</td>
</tr>
<tr>
<td>AUG 21-27</td>
<td>2</td>
<td>98</td>
</tr>
<tr>
<td>SEP 18-22</td>
<td>4</td>
<td>96</td>
</tr>
<tr>
<td>OCT 16-20</td>
<td>2</td>
<td>98</td>
</tr>
</tbody>
</table>
HAS ANY STAFF ELECTED NOT TO COME BACK TO WORK DUE TO THE PANDEMIC?

- **June 19-23**: 71% No, 29% Yes
- **July 10-15**: 67% No, 33% Yes
- **August 21-27**: 69% No, 31% Yes
- **September 18-22**: 71% No, 29% Yes
- **October 16-20**: 69% No, 31% Yes
If any staff elected not to come back to work:

**REASONS STAFF ELECTED NOT TO COME BACK**

<table>
<thead>
<tr>
<th>Reason</th>
<th>Sep 18-22</th>
<th>Oct 16-20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Retired Early</td>
<td>21</td>
<td>20</td>
</tr>
<tr>
<td>Relocated</td>
<td>7</td>
<td>7</td>
</tr>
<tr>
<td>Felt Unsafe</td>
<td>55</td>
<td>52</td>
</tr>
<tr>
<td>Has Underlying Medical Condition</td>
<td>34</td>
<td>40</td>
</tr>
<tr>
<td>Lives with Someone with an Underlying Medical Condition</td>
<td>31</td>
<td>32</td>
</tr>
<tr>
<td>Needs to Stay Home with Children Who Are Remote Learning</td>
<td>35</td>
<td>38</td>
</tr>
<tr>
<td>Other</td>
<td>8</td>
<td>9</td>
</tr>
</tbody>
</table>
HAVE ANY STAFF AT YOUR LOCATION BEEN LET GO/LAID OFF?

<table>
<thead>
<tr>
<th>PERCENT</th>
<th>SEP 18-22</th>
<th>OCT 16-20</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>76</td>
<td>74</td>
</tr>
<tr>
<td>Yes</td>
<td>24</td>
<td>26</td>
</tr>
</tbody>
</table>
HAS ANYONE THAT WORKS AT YOUR LOCATION GOTTEN COVID-19?

<table>
<thead>
<tr>
<th>Period</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>AUG 21-27</td>
<td>16</td>
<td>84</td>
</tr>
<tr>
<td>SEP 18-22</td>
<td>18</td>
<td>82</td>
</tr>
<tr>
<td>OCT 16-20</td>
<td>22</td>
<td>78</td>
</tr>
</tbody>
</table>
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?

<table>
<thead>
<tr>
<th>PERCENT</th>
<th>JUN 19-23</th>
<th>JUL 10-15</th>
<th>AUG 21-27</th>
<th>SEP 18-22</th>
<th>OCT 16-20</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>21</td>
<td>22</td>
<td>19</td>
<td>21</td>
<td>18</td>
</tr>
<tr>
<td>Yes</td>
<td>79</td>
<td>78</td>
<td>81</td>
<td>80</td>
<td>82</td>
</tr>
</tbody>
</table>

(Jun 19-23: 21% No, 79% Yes; Jul 10-15: 22% No, 78% Yes; Aug 21-27: 19% No, 81% Yes; Sep 18-22: 21% No, 80% Yes; Oct 16-20: 18% No, 82% Yes)
HOW HAVE YOU SCREENED STAFF AT YOUR LOCATION FOR COVID-19?

- **DAILY TEMPERATURE CHECKS**
  - Jun 5-9: 78%
  - Jun 19-23: 82%
  - Jul 10-15: 80%
  - Aug 21-27: 78%
  - Sep 18-22: 81%
  - Oct 16-20: 82%

- **COVID-19 TESTING**
  - Jun 5-9: 6%
  - Jun 19-23: 8%
  - Jul 10-15: 10%
  - Aug 21-27: 14%
  - Sep 18-22: 12%
  - Oct 16-20: 13%

- **ANTIBODY TESTING**
  - Jun 5-9: 3%
  - Jun 19-23: 3%
  - Jul 10-15: 4%
  - Aug 21-27: 4%
  - Sep 18-22: 4%
  - Oct 16-20: 4%

- **QUESTIONING ABOUT POTENTIAL CONTACT WITH INFECTED PEOPLE**
  - Jun 5-9: 63%
  - Jun 19-23: 73%
  - Jul 10-15: 65%
  - Aug 21-27: 67%
  - Sep 18-22: 65%
  - Oct 16-20: 67%

- **OTHER**
  - Jun 5-9: 7%
  - Jun 19-23: 6%
  - Jul 10-15: 7%
  - Aug 21-27: 5%
  - Sep 18-22: 5%
  - Oct 16-20: 10%

- **NONE OF THESE**
  - Jun 5-9: 7%
  - Jun 19-23: 7%
  - Jul 10-15: 9%
  - Aug 21-27: 9%
  - Sep 18-22: 7%
  - Oct 16-20: 7%
**HOW ARE YOU SCREENING PATIENTS FOR COVID-19?**

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Temperature Checks</td>
<td>79</td>
<td>80</td>
<td>78</td>
<td>79</td>
<td>76</td>
<td>79</td>
</tr>
<tr>
<td>Questioning about potential contact with infected people over the phone prior to their appointment</td>
<td>69</td>
<td>78</td>
<td>72</td>
<td>70</td>
<td>68</td>
<td>66</td>
</tr>
<tr>
<td>Questioning about potential contact with infected people when they arrive for their appointment</td>
<td>76</td>
<td>81</td>
<td>77</td>
<td>76</td>
<td>75</td>
<td>78</td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>None of these</td>
<td>10</td>
<td>9</td>
<td>7</td>
<td>8</td>
<td>5</td>
<td>3</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>PERCENT</th>
<th>JUN 5-9</th>
<th>JUN 19-23</th>
<th>JUL 10-15</th>
<th>AUG 21-27</th>
<th>SEP 18-22</th>
<th>OCT 16-20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>74</td>
<td>78</td>
<td>82</td>
<td>86</td>
<td>89</td>
<td>89</td>
</tr>
<tr>
<td>No</td>
<td>26</td>
<td>22</td>
<td>18</td>
<td>14</td>
<td>11</td>
<td>11</td>
</tr>
</tbody>
</table>

If open:
ARE YOU CURRENTLY PERFORMING CONTACT LENS FITTINGS/TRAININGS IN YOUR OFFICE?

If open:
HAS THE CORONAVIRUS INFLUENCED YOUR CONSIDERATION OF OFFERING TELEHEALTH SERVICES/OPTIONS?

- Yes - Plan to offer in the near future
- Yes - Already have started to offer
- No
If open and currently offering telehealth:

PLANS TO INTEGRATE TELEHEALTH INTO THE PRACTICE ON A REGULAR BASIS

<table>
<thead>
<tr>
<th>Period</th>
<th>PERCENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>May 8-12</td>
<td>90</td>
</tr>
<tr>
<td>May 22-26</td>
<td>90</td>
</tr>
<tr>
<td>June 5-9</td>
<td>65</td>
</tr>
<tr>
<td>June 19-23</td>
<td>66</td>
</tr>
<tr>
<td>July 10-15</td>
<td>62</td>
</tr>
<tr>
<td>August 21-27</td>
<td>58</td>
</tr>
<tr>
<td>September 18-22</td>
<td>60</td>
</tr>
<tr>
<td>October 16-20</td>
<td>56</td>
</tr>
</tbody>
</table>
IF OFFERING TELEHEALTH:

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

PERCENT

<table>
<thead>
<tr>
<th>Month</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>MAR 23-24</td>
<td>26</td>
<td>74</td>
</tr>
<tr>
<td>MAR 28-30</td>
<td>44</td>
<td>56</td>
</tr>
<tr>
<td>APR 7-9</td>
<td>56</td>
<td>44</td>
</tr>
<tr>
<td>APR 16-19</td>
<td>65</td>
<td>35</td>
</tr>
<tr>
<td>APR 24-27</td>
<td>70</td>
<td>30</td>
</tr>
<tr>
<td>MAY 1-4</td>
<td>65</td>
<td>35</td>
</tr>
<tr>
<td>MAY 8-12</td>
<td>66</td>
<td>34</td>
</tr>
<tr>
<td>MAY 22-26</td>
<td>41</td>
<td>59</td>
</tr>
<tr>
<td>JUN 5-9</td>
<td>36</td>
<td>64</td>
</tr>
<tr>
<td>JUN 19-23</td>
<td>44</td>
<td>56</td>
</tr>
<tr>
<td>JUL 10-15</td>
<td>42</td>
<td>58</td>
</tr>
<tr>
<td>AUG 21-27</td>
<td>39</td>
<td>61</td>
</tr>
<tr>
<td>SEP 18-22</td>
<td>35</td>
<td>65</td>
</tr>
<tr>
<td>OCT 16-20</td>
<td>31</td>
<td>69</td>
</tr>
</tbody>
</table>
NEW HOURS OF OPERATION

If open:

PERCENT

NORMAL HOURS OF OPERATION

SHORTENED HOURS OF OPERATION

SEE EMERGENCY PATIENTS ONLY

EXPANDED HOURS TO ADDRESS DEMAND/KEEP OFFICE LESS CROWDED

### # Patients Per Day
**This Month**
**2020 vs 2019**

- **Sep 18-22**
  - Higher in 2020: 20
  - Lower in 2020: 28
  - About the same in 2020: 51

- **Oct 16-20**
  - Higher in 2020: 19
  - Lower in 2020: 31
  - About the same in 2020: 50

### Profitability
**This Month**
**2020 vs 2019**

- **Sep 18-22**
  - Higher in 2020: 27
  - Lower in 2020: 35
  - About the same in 2020: 38

- **Oct 16-20**
  - Higher in 2020: 27
  - Lower in 2020: 34
  - About the same in 2020: 39

### Optical Sales
**This Month**
**2020 vs 2019**

- **Sep 18-22**
  - Higher in 2020: 27
  - Lower in 2020: 43
  - About the same in 2020: 30

- **Oct 16-20**
  - Higher in 2020: 27
  - Lower in 2020: 43
  - About the same in 2020: 30

### Revenue
**As a % per Same Week**
**2020 vs 2019**

- **Sep 18-22**: 74%
- **Oct 16-20**: 74%
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)?

- Higher in 2020: 35%
- Lower in 2020: 24%
- About the same in 2020: 41%
### OF THE CURRENT PATIENT BASE YOU ARE SERVICING IN YOUR PRACTICE, WHAT PERCENT ARE:

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>EXISTING PATIENTS WHO HAD TO RESCHEDULE THEIR REGULARLY SCHEDULED APPOINTMENT DUE TO COVID</strong></td>
<td>38%</td>
<td>29%</td>
<td>24%</td>
<td>28%</td>
</tr>
<tr>
<td><strong>EXISTING PATIENTS WHO WERE DUE TO COME IN AROUND THIS TIME FOR THEIR REGULARLY SCHEDULED APPOINTMENT</strong></td>
<td>40%</td>
<td>44%</td>
<td>41%</td>
<td>45%</td>
</tr>
<tr>
<td><strong>NEW PATIENTS</strong></td>
<td>18%</td>
<td>22%</td>
<td>21%</td>
<td>22%</td>
</tr>
<tr>
<td><strong>OTHER</strong></td>
<td>4%</td>
<td>5%</td>
<td>4%</td>
<td>5%</td>
</tr>
</tbody>
</table>
HOW DO YOU THINK THE # OF PATIENTS YOU SEE PER DAY WILL CHANGE OVER THE NEXT 30 DAYS?

PERCENT

- DECREASE BY MORE THAN 20%
- DECREASE BY 11-20%
- DECREASE BY 1-10%
- STAY THE SAME
- INCREASE BY 1-10%
- INCREASE BY 11-20%
- INCREASE BY MORE THAN 20%

If open:
WHAT ARE SCHOOLS IN YOUR AREA PLANNING FOR?

- All Remote Learning: 35% (Aug 21-27), 31% (Sep 18-22), 23% (Oct 16-20)
- Hybrid Remote/In-Person Learning: 63% (Aug 21-27), 68% (Sep 18-22), 79% (Oct 16-20)
- 5 Day In-Person Learning: 14% (Aug 21-27), 16% (Sep 18-22), 14% (Oct 16-20)
- Not Sure: 6% (Aug 21-27), 3% (Sep 18-22), 3% (Oct 16-20)
HAVE YOU NOTICED MORE PATIENTS HAVING ISSUES DUE TO INCREASED SCREEN TIME?

<table>
<thead>
<tr>
<th>Period</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>AUG 21-27</td>
<td>64</td>
<td>36</td>
</tr>
<tr>
<td>SEP 18-22</td>
<td>66</td>
<td>34</td>
</tr>
<tr>
<td>OCT 16-20</td>
<td>71</td>
<td>29</td>
</tr>
</tbody>
</table>
IF NOTICED MORE PATIENTS HAVING ISSUES DUE TO INCREASED SCREEN TIME:

HAVE YOU SEEN THIS MORE WITH ADULTS OR CHILDREN?

PERCENT

<table>
<thead>
<tr>
<th></th>
<th>Aug 21-27</th>
<th>Sep 18-22</th>
<th>Oct 16-20</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADULTS</td>
<td>26</td>
<td>19</td>
<td>20</td>
</tr>
<tr>
<td>CHILDREN</td>
<td>6</td>
<td>9</td>
<td>11</td>
</tr>
<tr>
<td>BOTH</td>
<td>68</td>
<td>73</td>
<td>69</td>
</tr>
</tbody>
</table>
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?

<table>
<thead>
<tr>
<th>PERCENT</th>
<th>AUG 21-27</th>
<th>SEP 18-22</th>
<th>OCT 16-20</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>46</td>
<td>39</td>
<td>40</td>
</tr>
<tr>
<td>Yes</td>
<td>54</td>
<td>61</td>
<td>60</td>
</tr>
</tbody>
</table>
HAVE YOU BEEN ABLE TO ACQUIRE ALL THE PPE YOU NEED FOR YOU AND YOUR STAFF?

<table>
<thead>
<tr>
<th></th>
<th>JUN 19-23</th>
<th>JUL 10-15</th>
<th>AUG 21-27</th>
<th>SEP 18-22</th>
<th>OCT 16-20</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>24%</td>
<td>36%</td>
<td>45%</td>
<td>51%</td>
<td>3%</td>
</tr>
<tr>
<td>Yes, but not easily</td>
<td>70%</td>
<td>59%</td>
<td>52%</td>
<td>46%</td>
<td>45%</td>
</tr>
<tr>
<td>Yes, easily</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>53%</td>
</tr>
</tbody>
</table>
HOW WILL YOU HANDLE THE ADDITIONAL COSTS OF PPE?

- CHARGE PATIENTS AT COST FOR THE PPE NEEDED FOR THEIR APPT
- UPCHARGE PATIENTS FOR THE PPE NEEDED FOR THEIR APPT
- EAT THE COST
- USE CARES ACT MONEY
- NOT SURE

---|---|---|---|---|---|---
6% | 3% | 5% | 4% | 3% | 3% | 3%
5% | 5% | 4% | 3% | 3% | 3% | 3%
66% | 60% | 63% | 65% | 65% | 67% | 68%
14% | 17% | 18% | 16% | 20% | 17% | 21%
30% | 24% | 23% | 20% | 21% | 20% | 18%
WHO ARE YOUR GO TO SOURCES FOR INFORMATION ON THE PANDEMIC AS IT RELATES TO YOUR PRACTICE?

CHOOSE TOP 3.
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?

<table>
<thead>
<tr>
<th>Component</th>
<th>Aug 21-27</th>
<th>Sep 18-22</th>
<th>Oct 16-20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accredited CE</td>
<td>85</td>
<td>87</td>
<td>86</td>
</tr>
<tr>
<td>Learn about new products/services</td>
<td>49</td>
<td>48</td>
<td>47</td>
</tr>
<tr>
<td>Purchase new products/services</td>
<td>20</td>
<td>22</td>
<td>21</td>
</tr>
<tr>
<td>General unaccredited training and speakers</td>
<td>13</td>
<td>16</td>
<td>15</td>
</tr>
<tr>
<td>Networking</td>
<td>18</td>
<td>16</td>
<td>19</td>
</tr>
</tbody>
</table>
IN THE LAST WEEK OR SO HAS YOUR AREA HAD AN INCREASE OR DECREASE IN THE AMOUNT OF COVID-19 CASES?
WITH COVID-19 CASES RISING IN MANY PARTS OF THE COUNTRY, HAVE ANY TYPES OF BUSINESSES IN YOUR AREA BEEN REQUIRED TO CLOSE AGAIN?

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>YES</td>
<td>23</td>
<td>28</td>
<td>19</td>
<td>15</td>
</tr>
<tr>
<td>NO</td>
<td>72</td>
<td>88</td>
<td>69</td>
<td>70</td>
</tr>
<tr>
<td>NOT SURE</td>
<td>6</td>
<td>14</td>
<td>12</td>
<td>14</td>
</tr>
</tbody>
</table>
HOW CONCERNED ARE YOU ABOUT THE POSSIBILITY OF HAVING TO CLOSE YOUR BUSINESS (AGAIN) FOR ANOTHER SHUT-DOWN DUE TO COVID-19?

**SOMETHING CONCERNED**
- Jun 19-23: 48%
- Jul 10-15: 44%
- Aug 21-27: 44%
- Sep 18-22: 41%
- Oct 16-20: 47%

**NO CONCERNED**
- Jun 19-23: 10%
- Jul 10-15: 14%
- Aug 21-27: 21%
- Sep 18-22: 24%
- Oct 16-20: 19%

**NOT AT ALL CONCERNED**
- Jun 19-23: 2%
- Jul 10-15: 3%
- Aug 21-27: 5%
- Sep 18-22: 6%
- Oct 16-20: 5%
AGREE OR DISAGREE?

I WOULD ONLY CLOSE (AGAIN) IF MANDATED BY THE GOVERNMENT

PERCENT

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<tr>
<th>Date</th>
<th>Agree</th>
<th>Disagree</th>
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