

CORONAVIRUS ECP STUDY



Wave 17

Nov 24-30

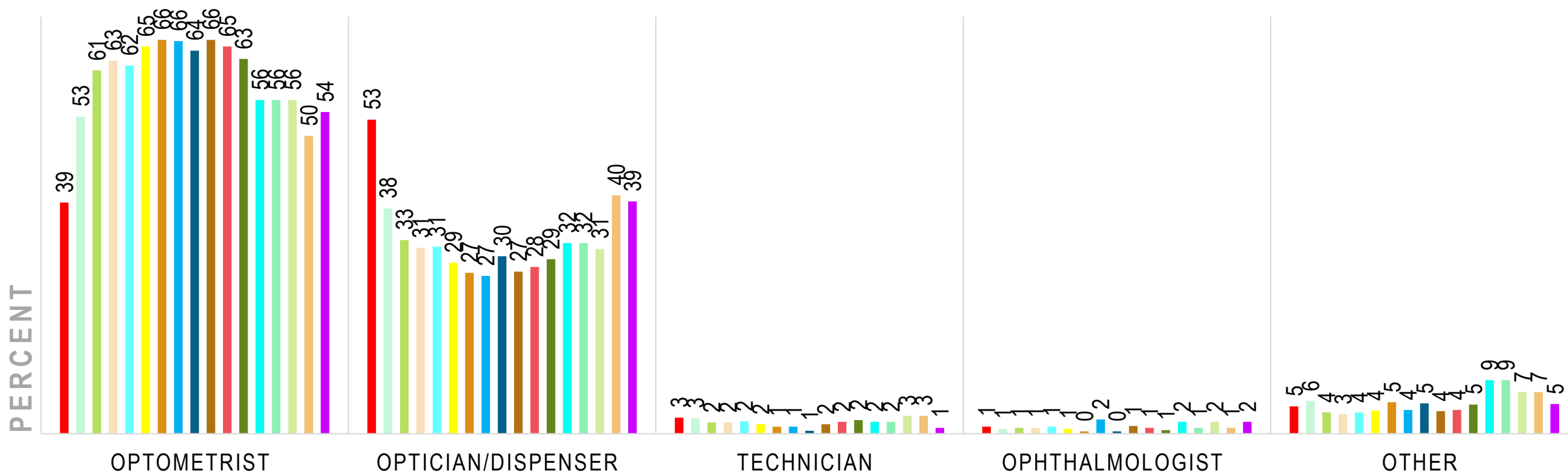
RESPONDENTS

- 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.
 - Wave 17 ran from Nov 24-30. 619 completes.

RESPONDENT DEMOGRAPHICS

RESPONDENT PROFESSION

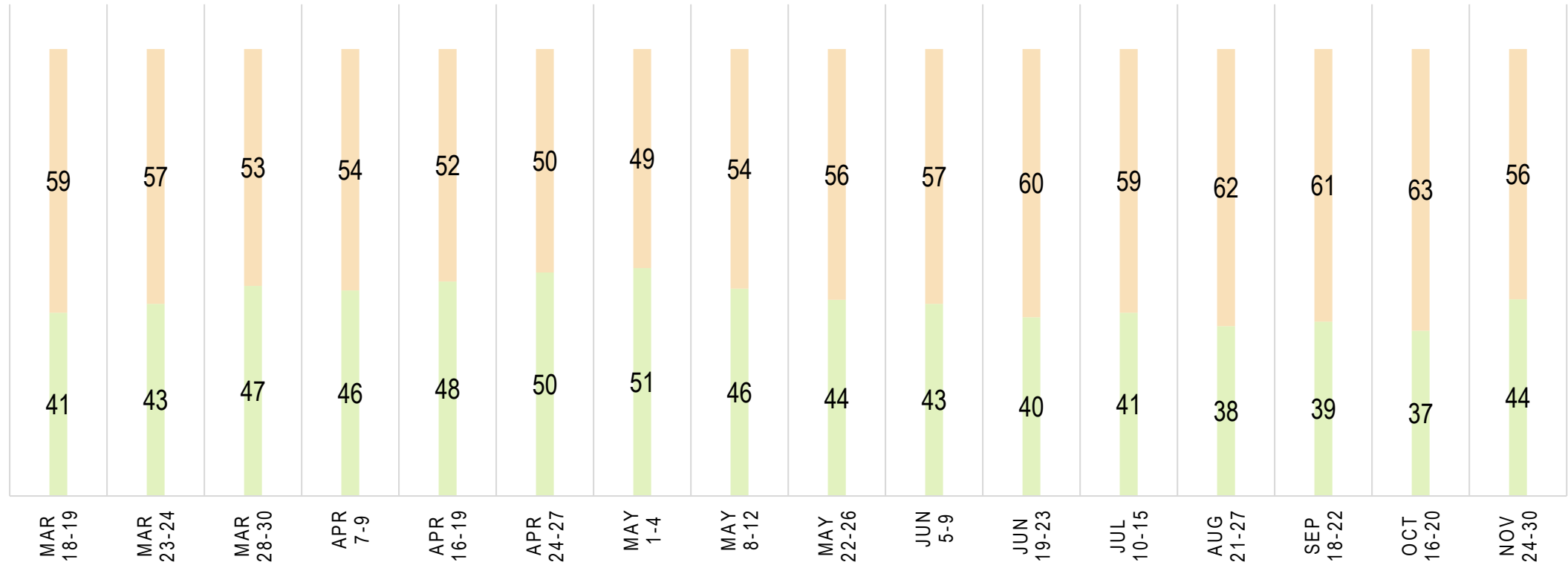
■ Mar13-17 ■ Mar 18-19 ■ Mar 23-24 ■ Mar 28-30 ■ Apr 7-9 ■ Apr 16-19 ■ Apr 24-27 ■ May 1-4 ■ May 8-12
■ May 22-26 ■ Jun 5-9 ■ Jun 19-23 ■ Jul 10-15 ■ Aug 21-27 ■ Sep 18-22 ■ Oct 16-20 ■ Nov 24-30



GENDER

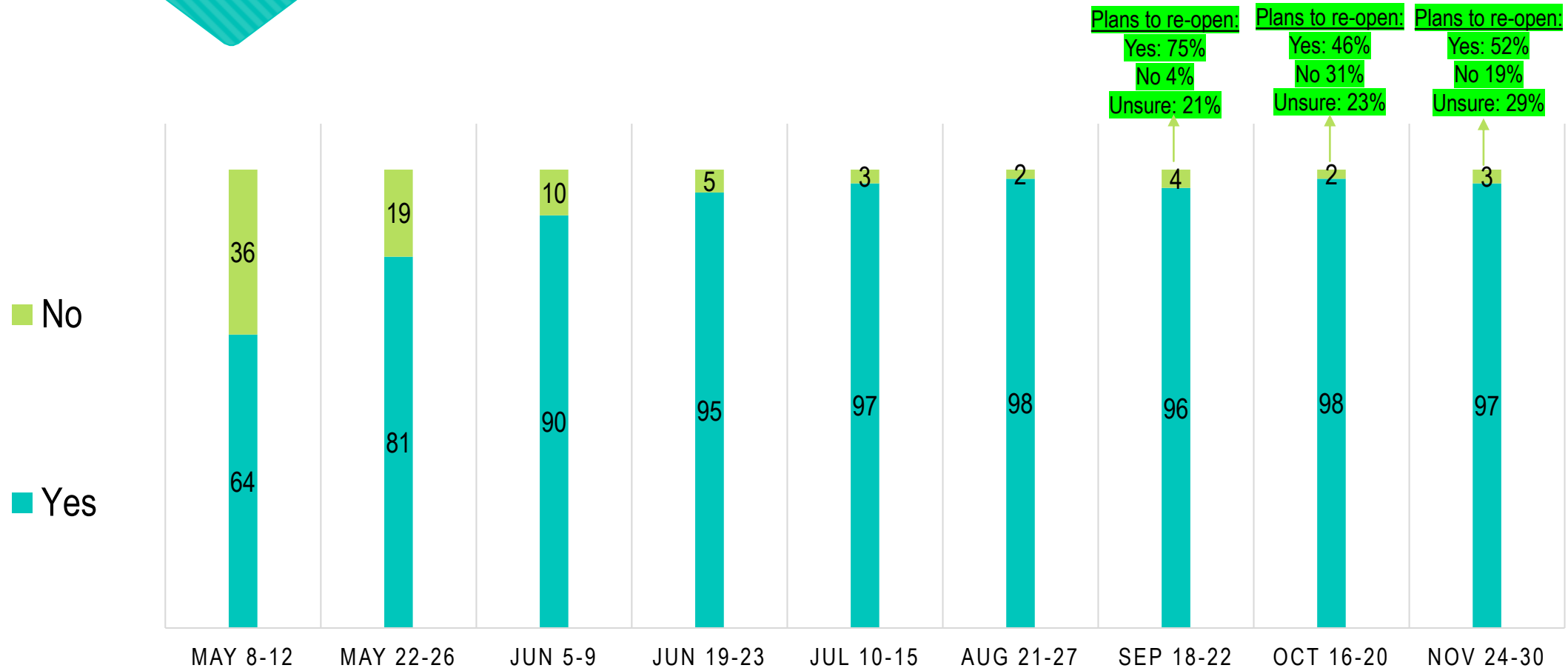
Female

Male



PRACTICE STATUS

LOCATION OPEN?



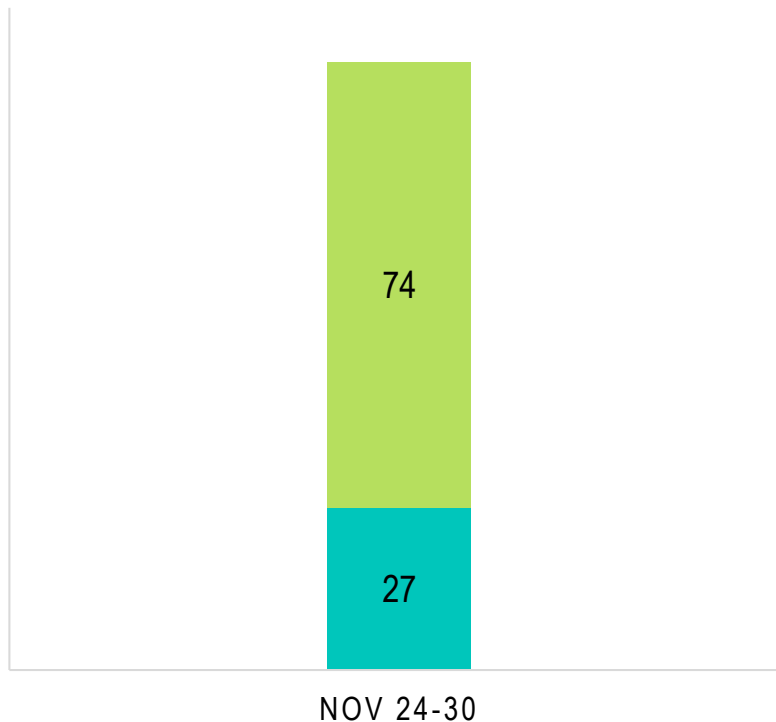
PRACTICES

WALK-INS VS. APPOINTMENTS

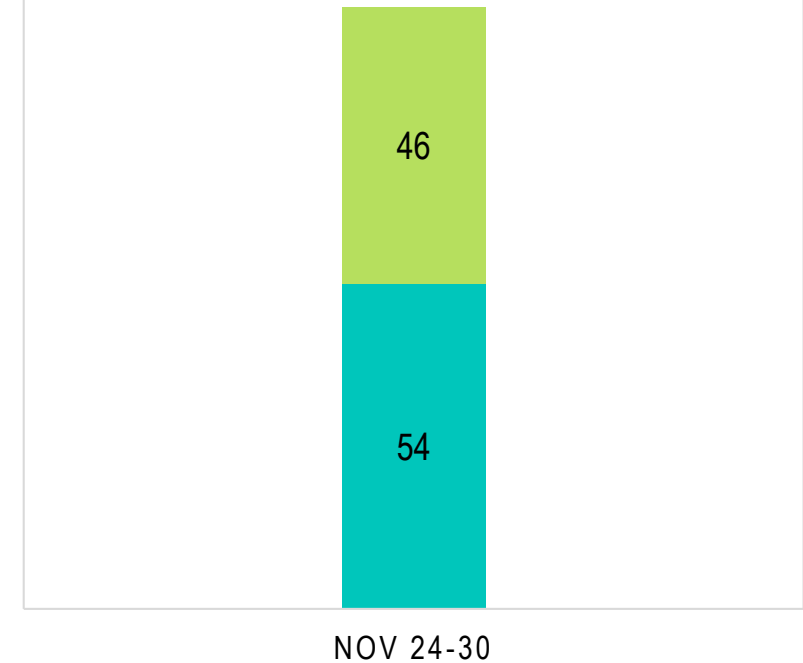
For Eye Exams

■ Appointment Only

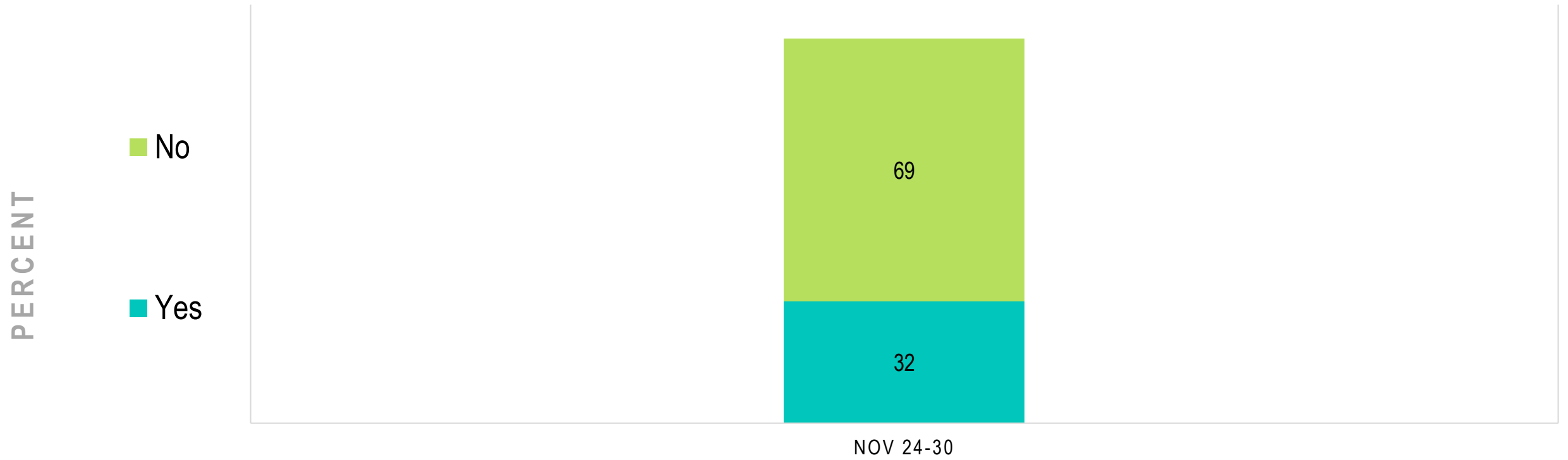
■ Allow Walk-Ins



For Dispensing/ Eyewear Purchases



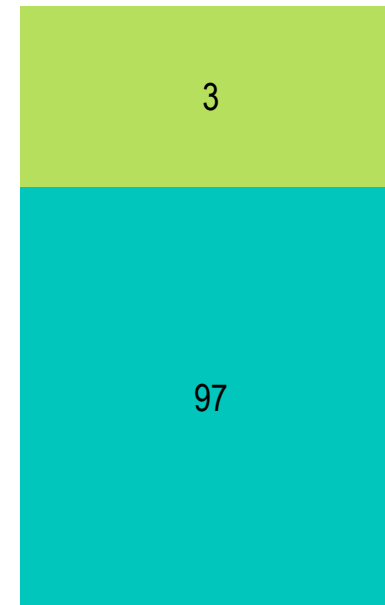
ARE YOU ENCOURAGING PATIENTS TO WEAR GLASSES INSTEAD OF CONTACT LENSES TO PROTECT THEIR EYES IN ORDER TO HELP PREVENT COVID-19?



DO YOU REQUIRE PATIENTS TO WEAR A MASK?

■ No

■ Yes

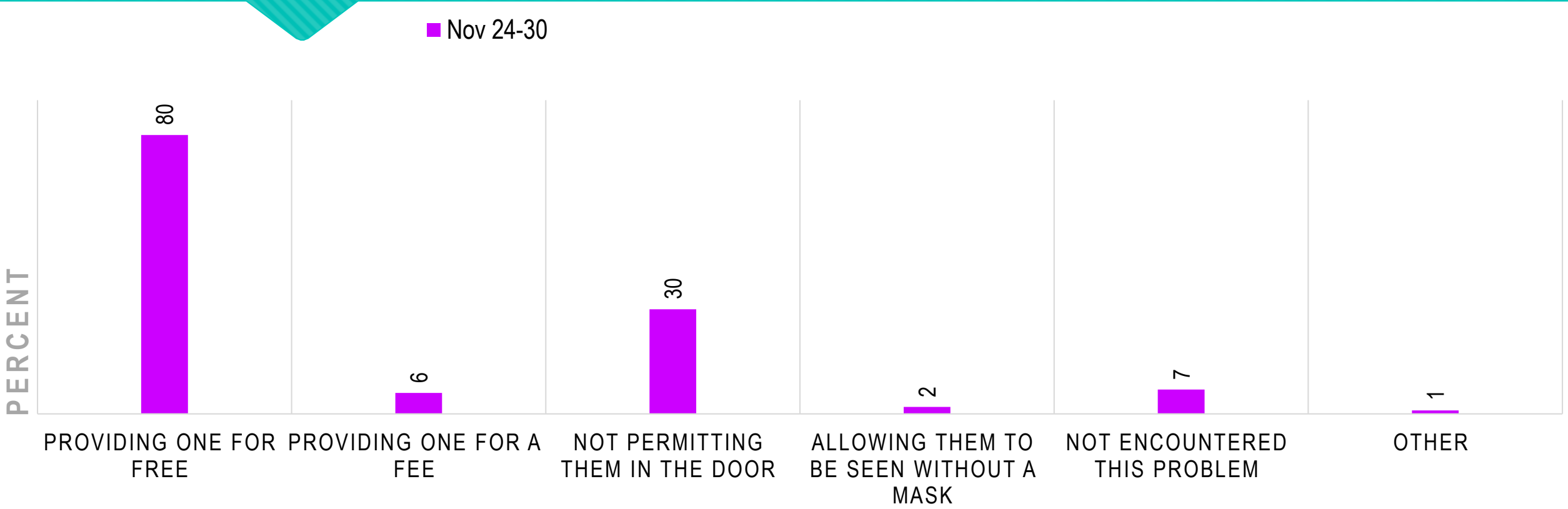


NOV 24-30

If require patients to wear masks:

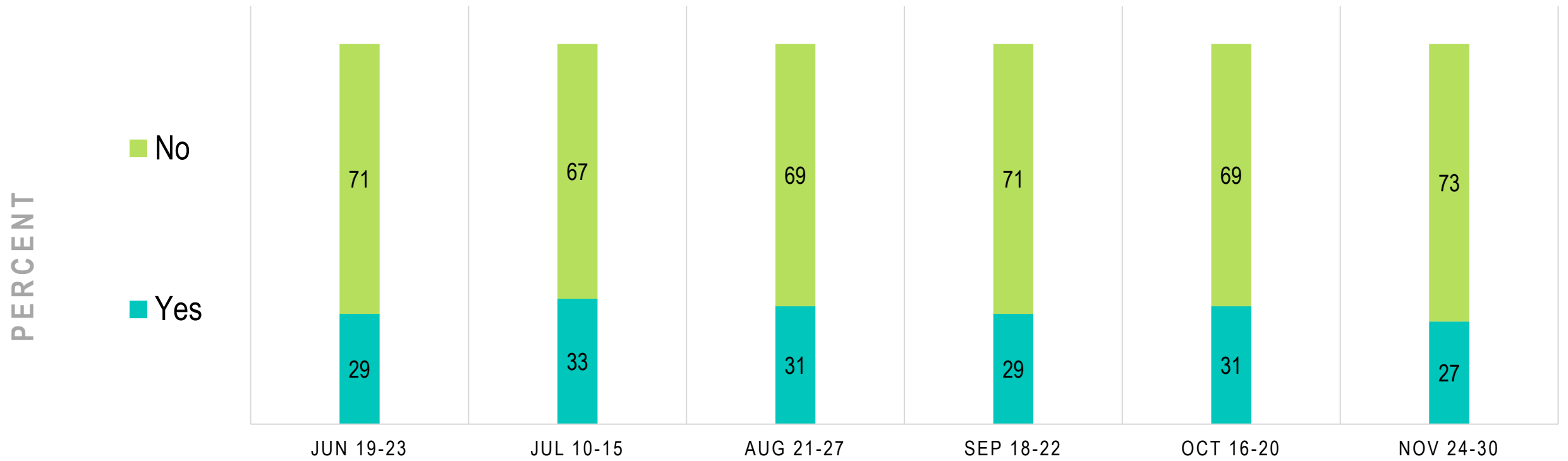
HOW ARE YOU HANDLING PATIENTS WHO ARRIVE WITHOUT A MASK?

Check all that apply.



STAFF

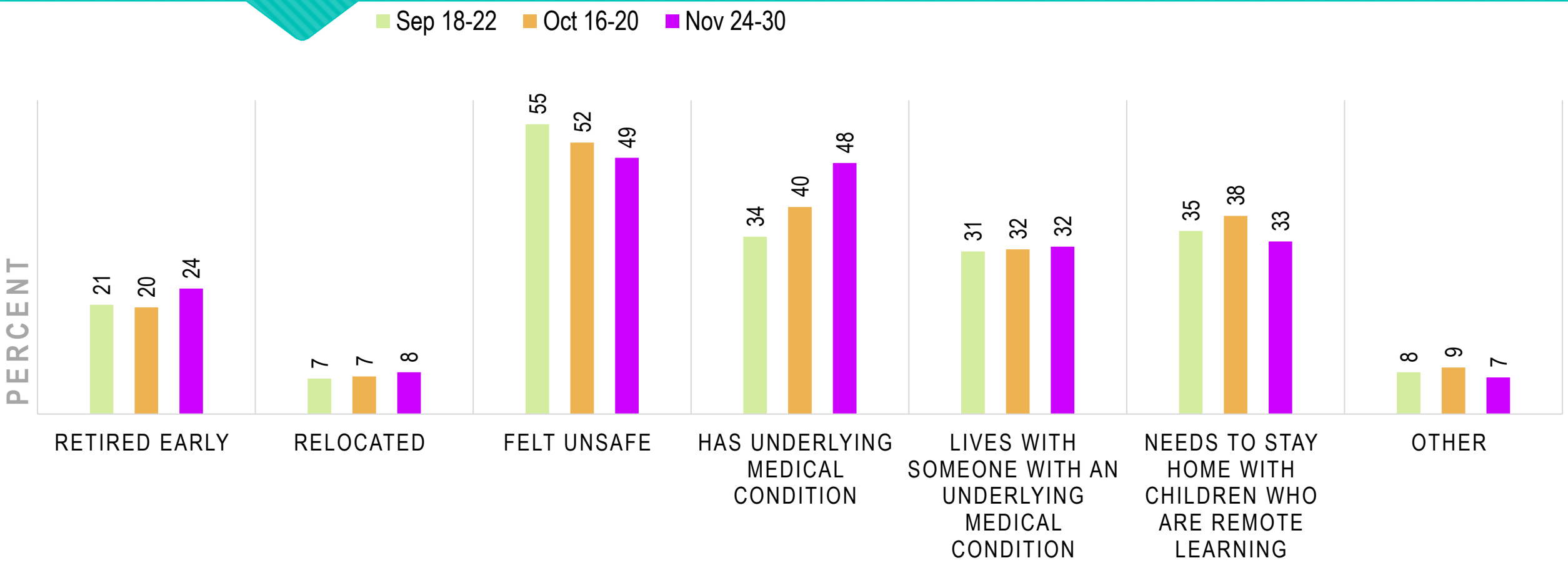
HAS ANY STAFF ELECTED NOT TO COME BACK TO WORK DUE TO THE PANDEMIC?



If any staff elected not to come back to work:

REASONS STAFF ELECTED NOT TO COME BACK

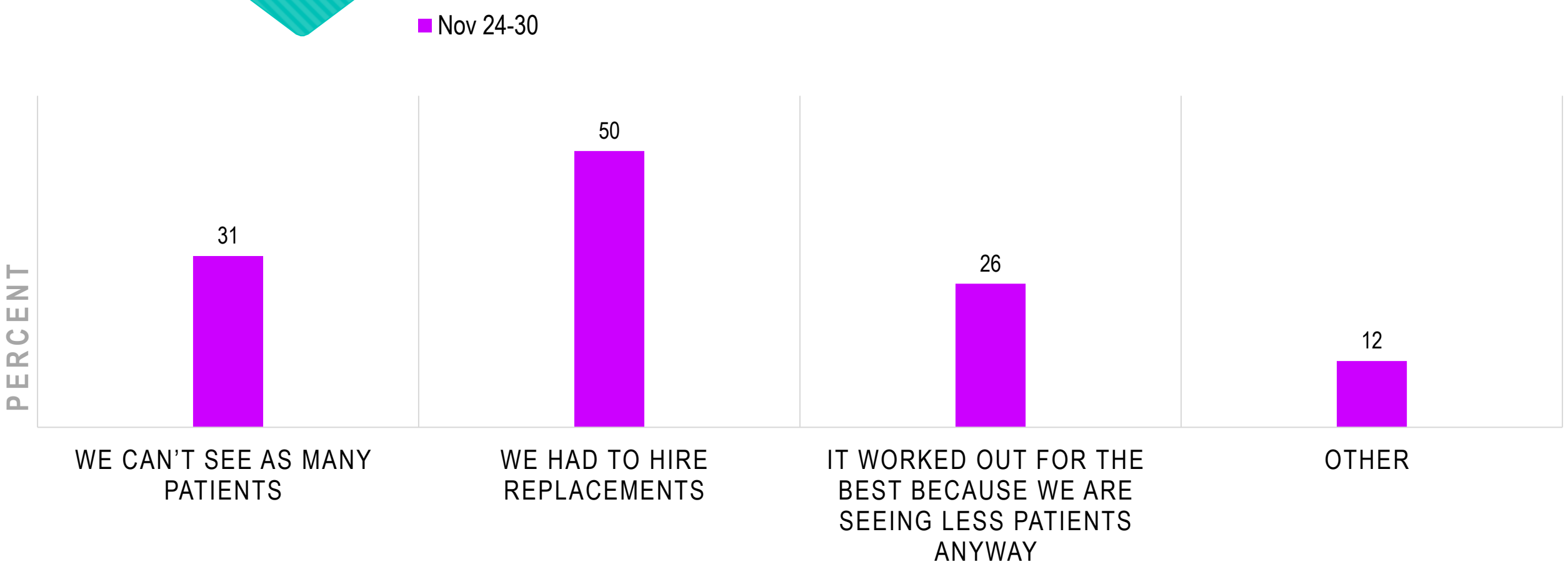
Check all that apply.



If some staff has not returned to work:

HOW HAS SOME OF YOUR STAFF NOT RETURNING TO WORK AFFECTED YOUR BUSINESS?

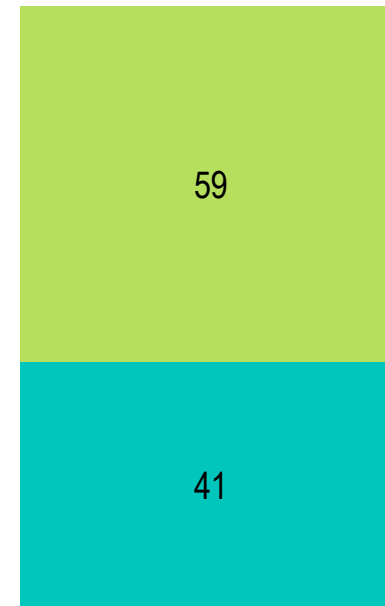
Check all that apply.



DO ALL STAFF MEMBERS WEAR FACE SHIELDS OR SAFETY GOGGLES?

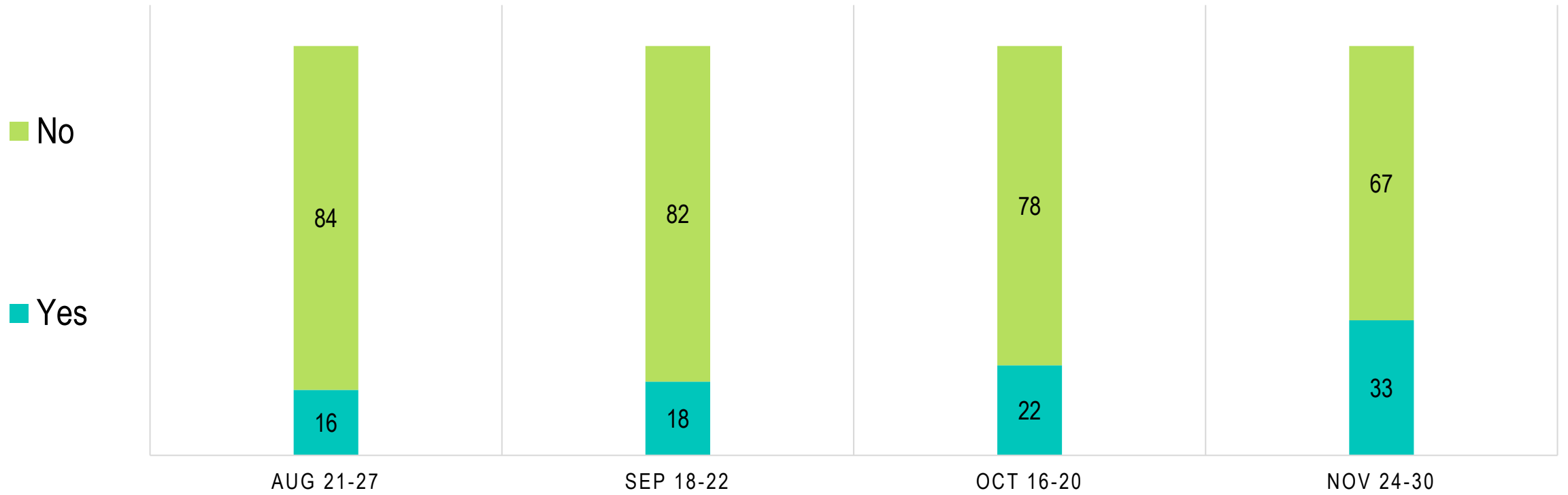
■ No

■ Yes



NOV 24-30

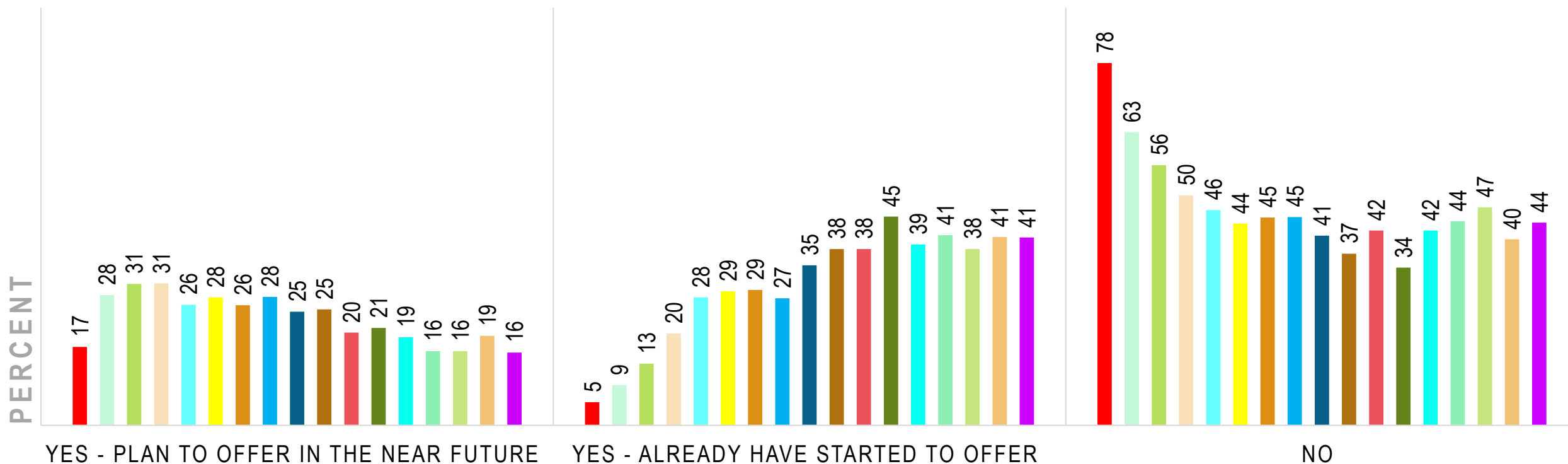
HAS ANYONE WHO WORKS AT YOUR LOCATION GOTTEN COVID-19?



TELEHEALTH

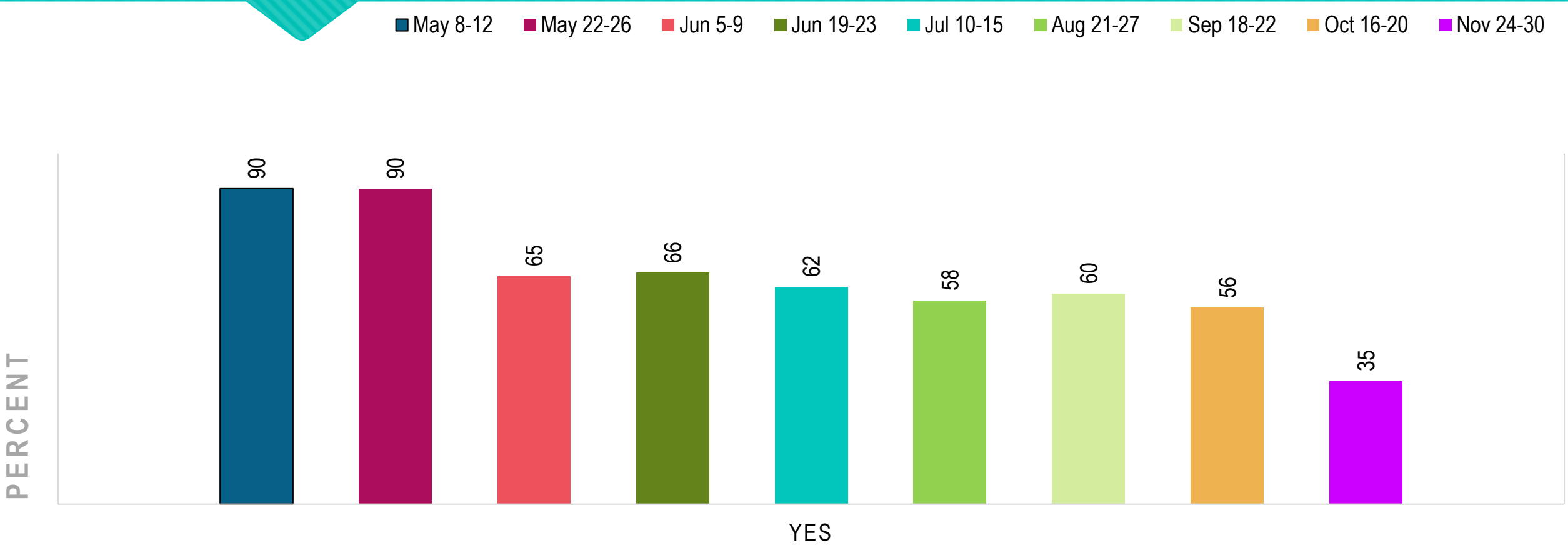
HAS THE CORONAVIRUS INFLUENCED YOUR CONSIDERATION OF OFFERING TELEHEALTH SERVICES/OPTIONS?

■ Mar13-17 ■ Mar 18-19 ■ Mar 23-24 ■ Mar 28-30 ■ Apr 7-9 ■ Apr 16-19 ■ Apr 24-27 ■ May 1-4 ■ May 8-12
■ May 22-26 ■ Jun 5-9 ■ Jun 19-23 ■ Jul 10-15 ■ Aug 21-27 ■ Sep 18-22 ■ Oct 16-20 ■ Nov 24-30



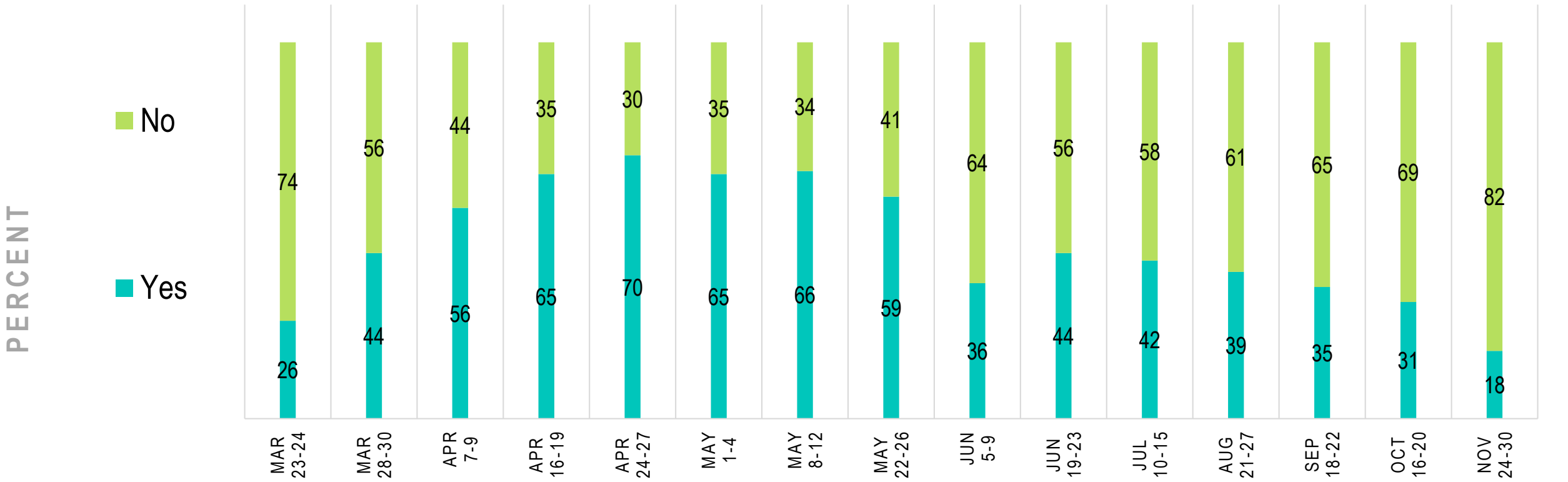
If currently offering telehealth:

PLANS TO INTEGRATE TELEHEALTH INTO THE PRACTICE ON A REGULAR BASIS



If currently offering telehealth:

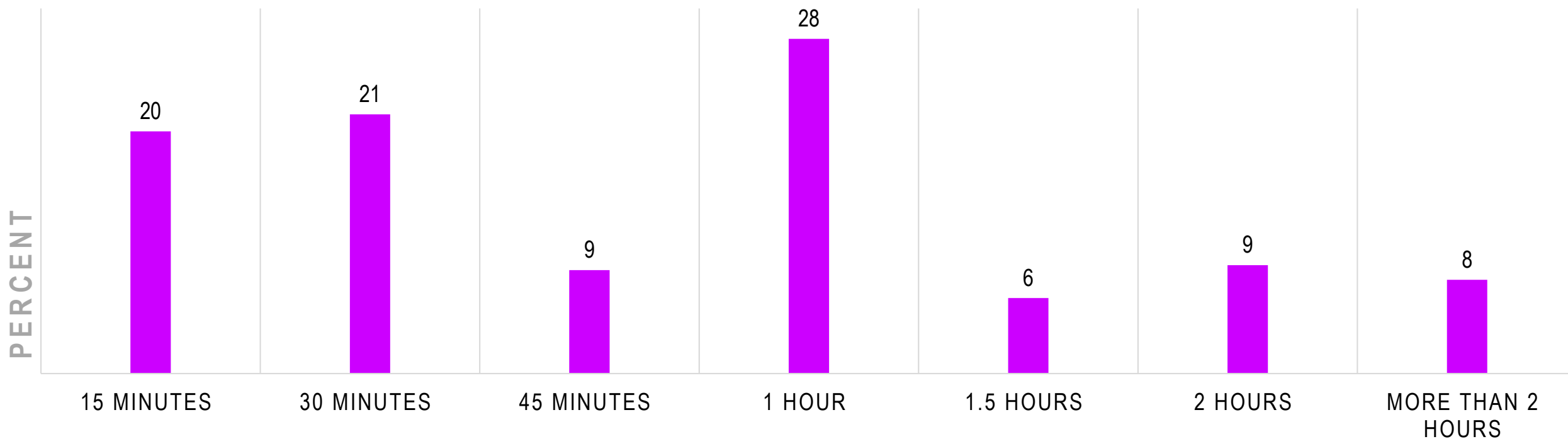
HAVE YOU BILLED FOR TELEHEALTH SERVICES IN THE LAST TWO WEEKS?



CLEANING & SANITATION

HOW MUCH ADDITIONAL TIME DO YOU NOW ALLOCATE TO CLEANING THE OFFICE/EXAM ROOMS PER DAY?

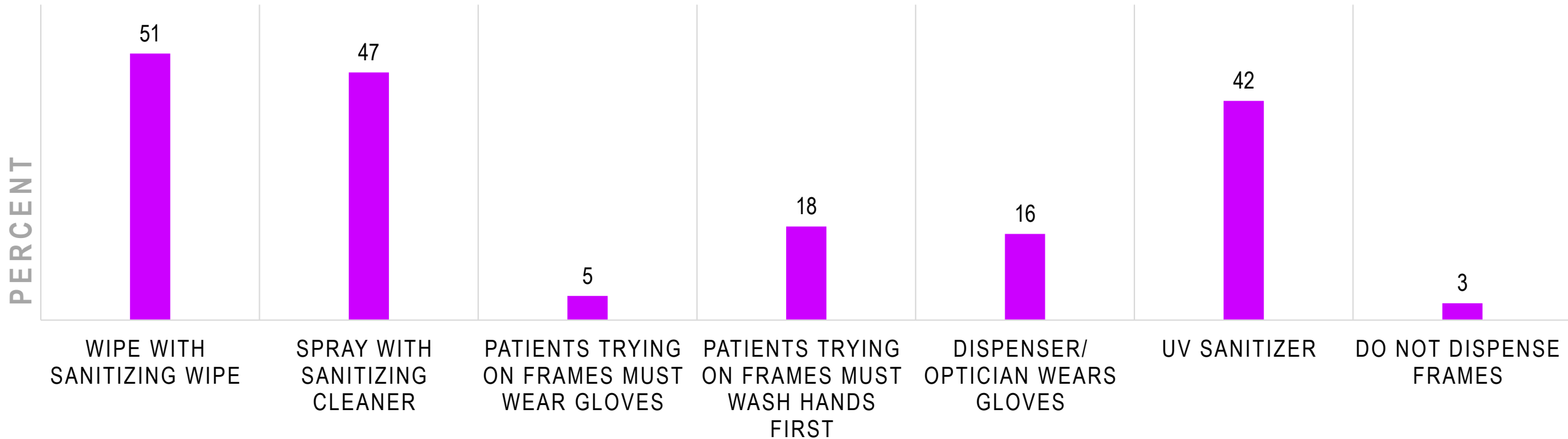
■ Nov 24-30



HOW DO YOU CLEAN FRAMES THAT HAVE BEEN TRIED ON?

Check all that apply.

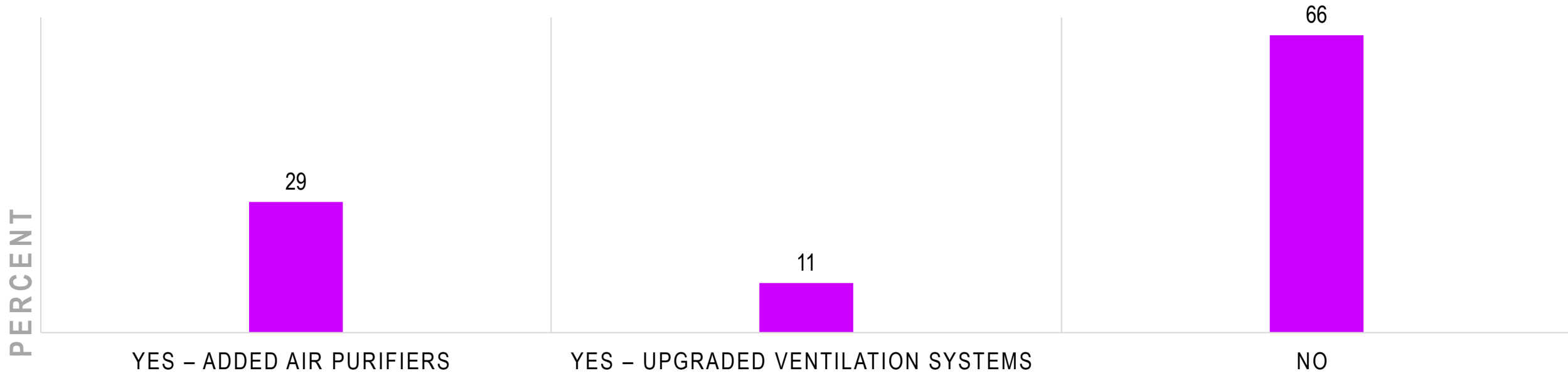
■ Nov 24-30



HAS YOUR LOCATION ADDED ANY AIR PURIFIERS OR UPGRADED VENTILATION SYSTEM?

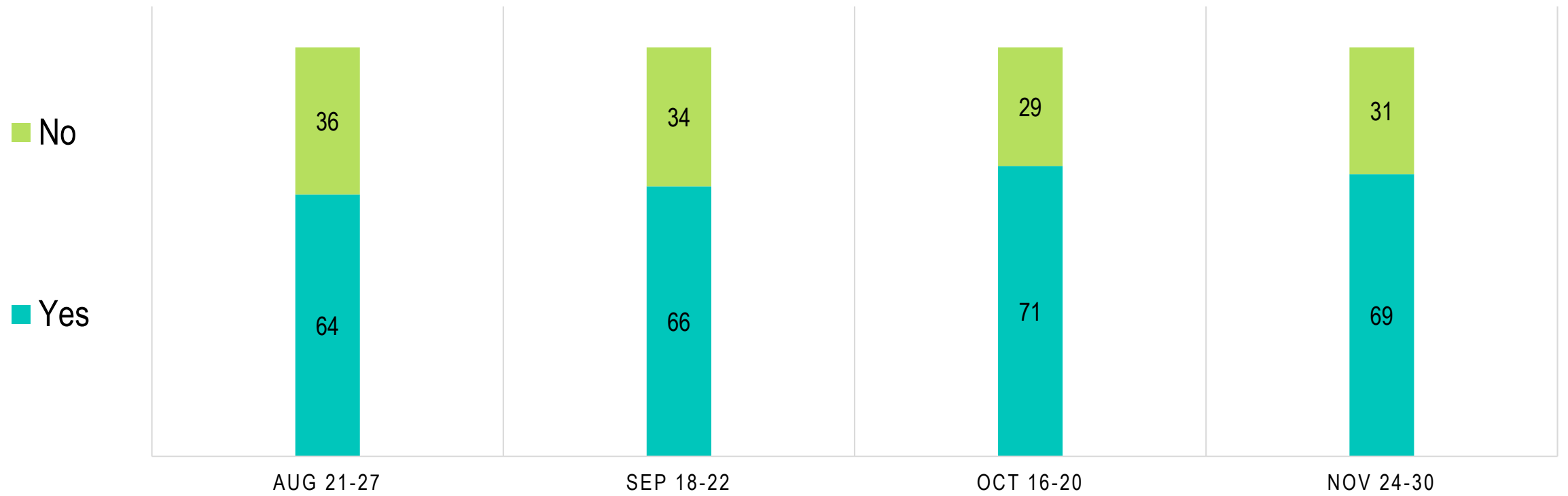
Check all that apply.

■ Nov 24-30



PATIENTS

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

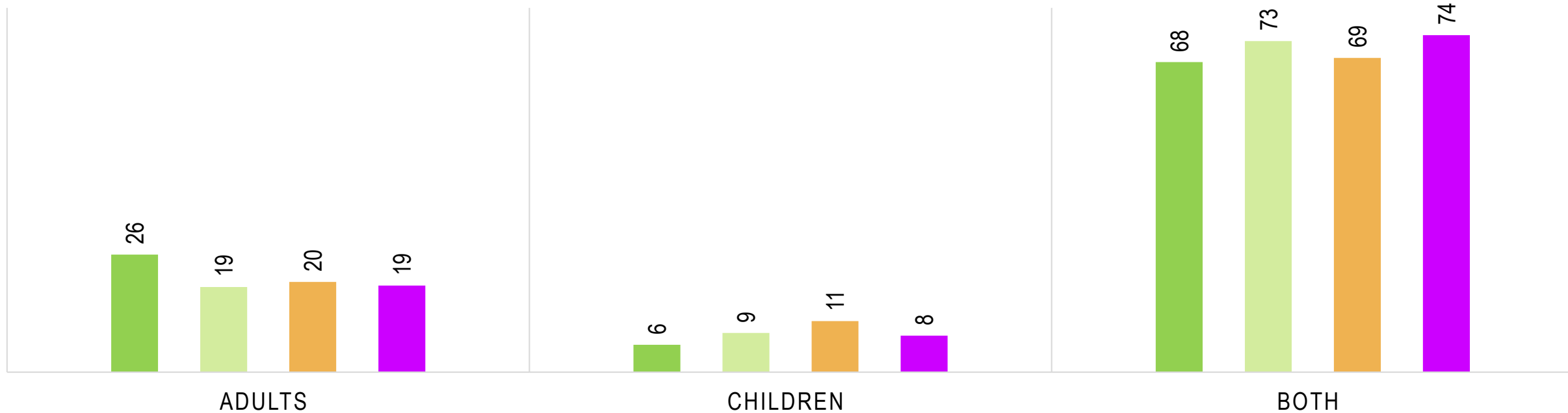


IF NOTICED MORE PATIENTS HAVING ISSUES DUE TO INCREASED SCREEN TIME:

HAVE YOU SEEN THIS MORE WITH ADULTS OR CHILDREN?

■ Aug 21-27 ■ Sep 18-22 ■ Oct 16-20 ■ Nov 24-30

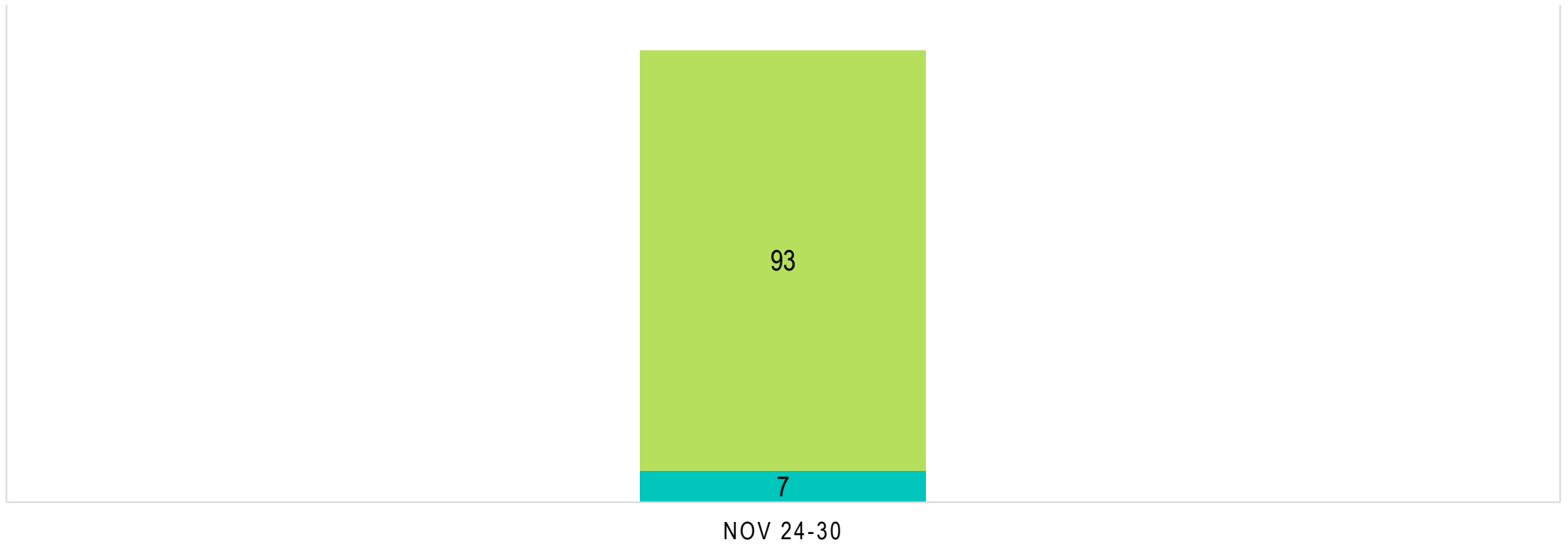
PERCENT



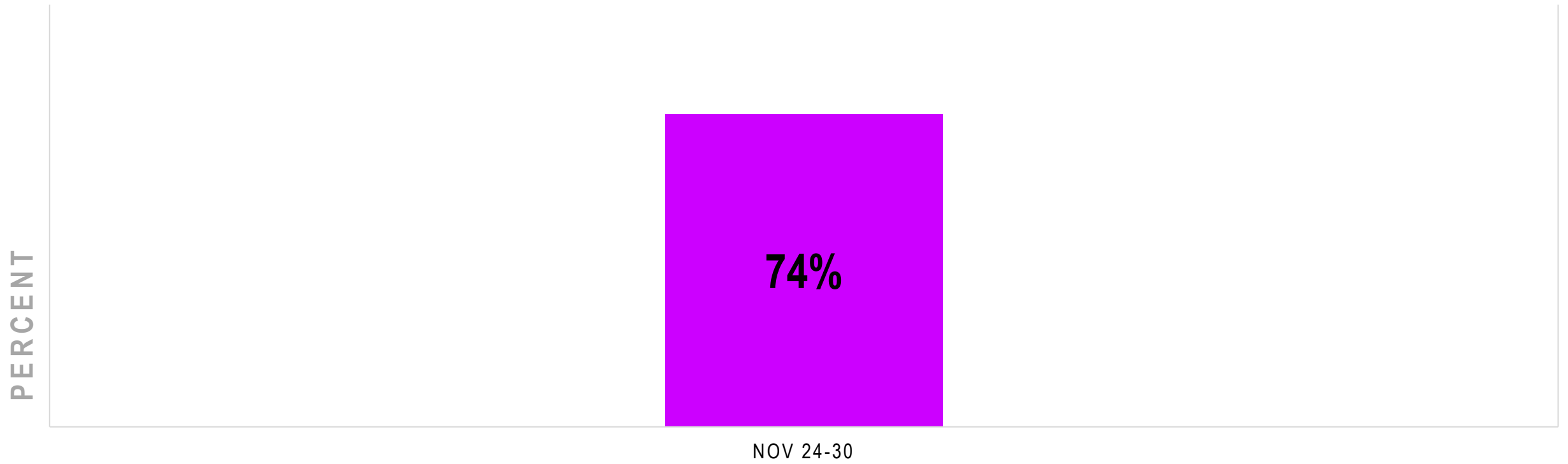
HAVE YOU NOTICED ANY OCULAR CHANGES IN PATIENTS WHO HAD COVID-19?

■ No

■ Yes



WHAT PERCENT OF YOUR EYEGLOSS-WEARING PATIENTS COMPLAIN ABOUT LENSES FOGGING UP WHEN WEARING A MASK?



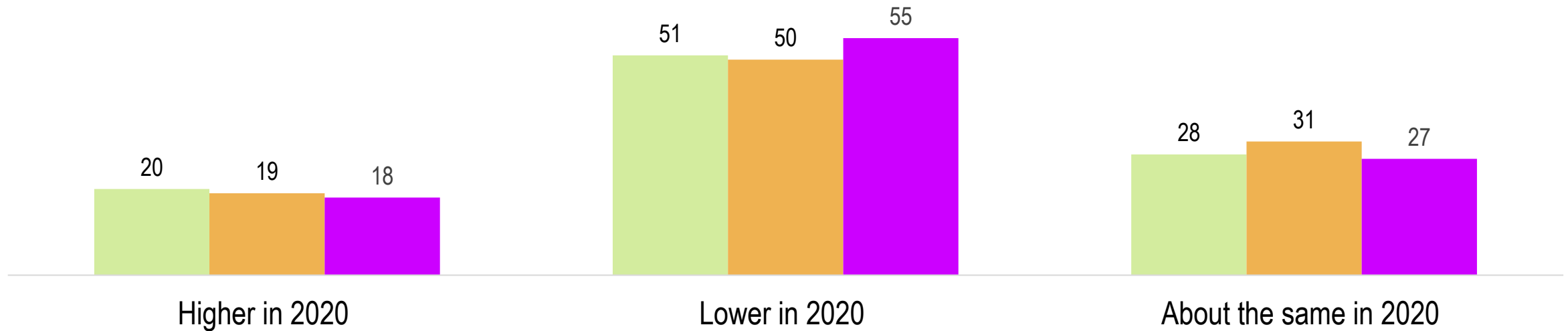
PATIENT VOLUME

PATIENTS PER DAY

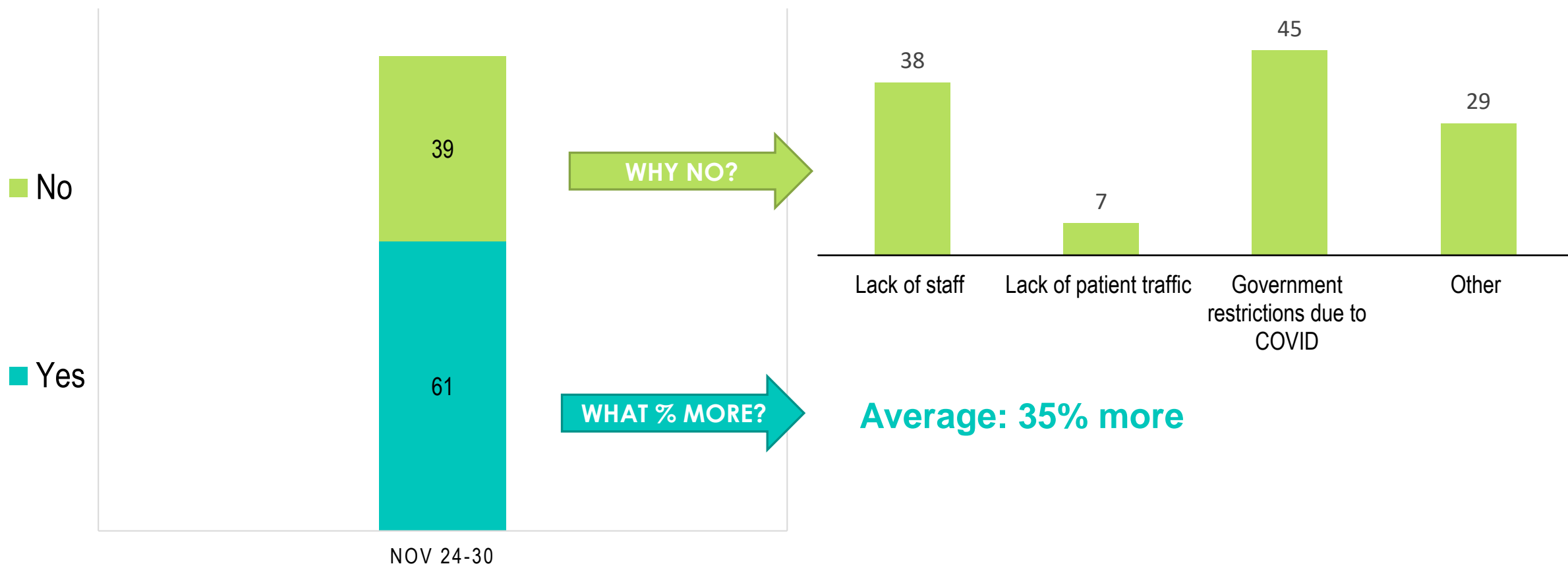
THIS MONTH 2020 VS 2019

■ Sep 18-22 ■ Oct 16-20 ■ Nov 24-30

PERCENT



DO YOU BELIEVE YOUR PRACTICE HAS THE CAPACITY TO SERVE MORE PATIENTS THAN YOU ARE CURRENTLY SEEING NOW?

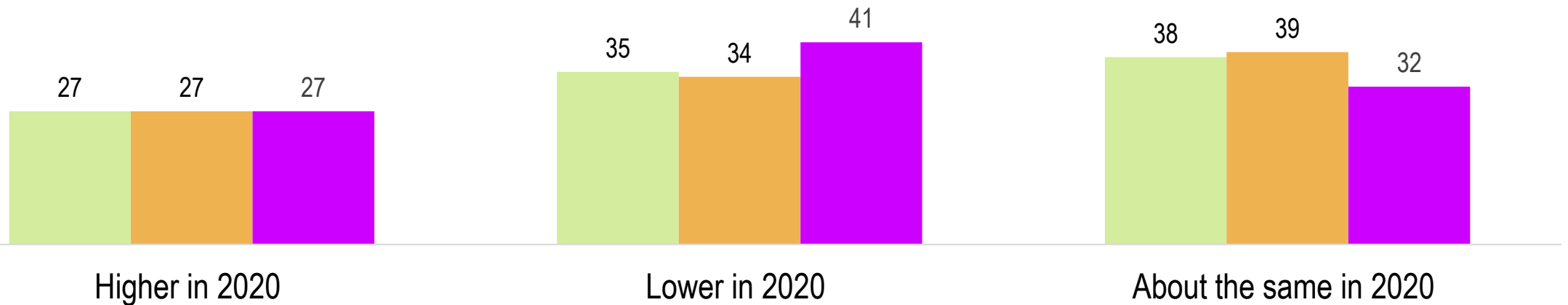


PROFITABILITY

THIS MONTH 2020 VS 2019

■ Sep 18-22 ■ Oct 16-20 ■ Nov 24-30

PERCENT

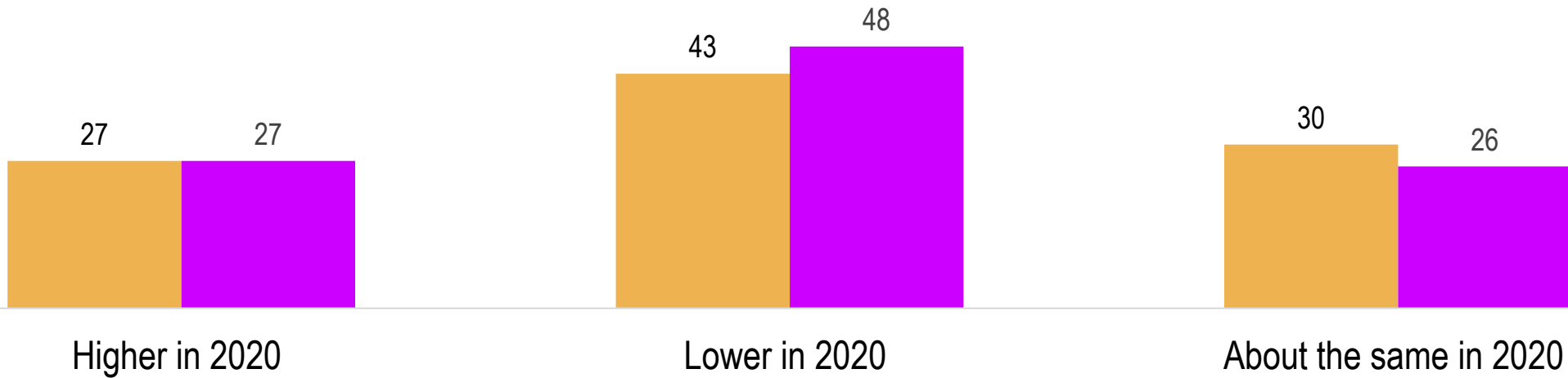


OPTICAL SALES

THIS MONTH 2020 VS 2019

■ Oct 16-20 ■ Nov 24-30

PERCENT



REVENUE

AS A % PER SAME WEEK 2020 VS 2019

Sep 18-22

74%

Oct 16-20

74%

Nov 24-30

72%

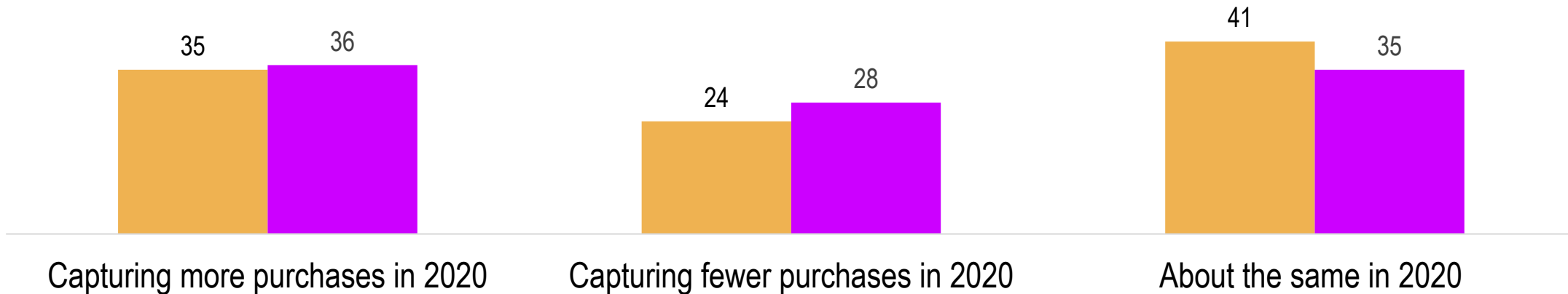
PERCENT

CAPTURE RATE

How do you think your capture rate in the last few months has fared 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 ■ Nov 24-30

PERCENT

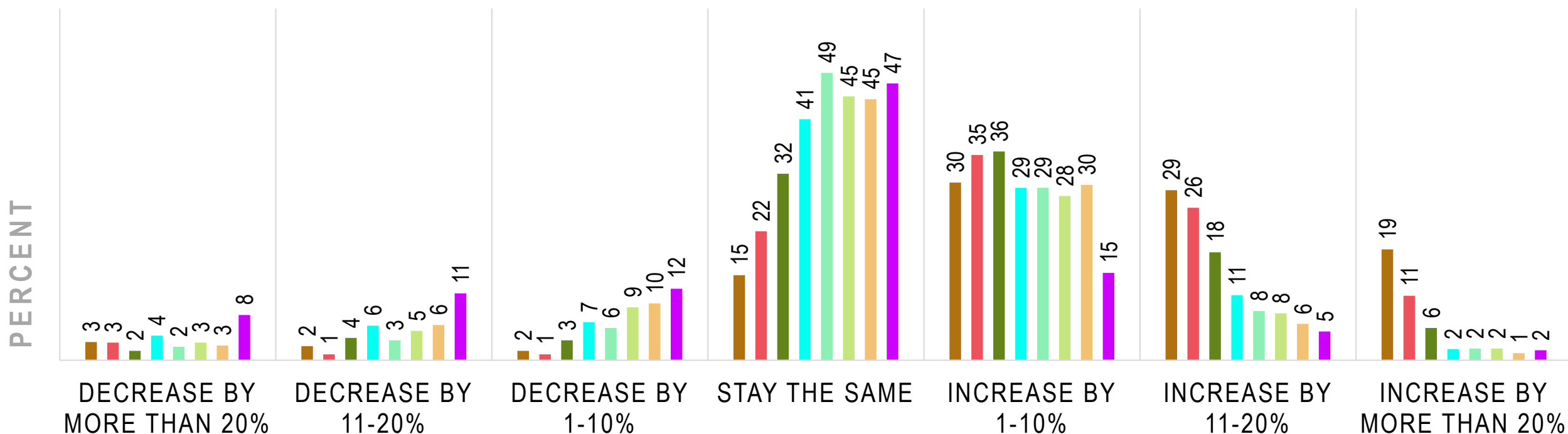


OF THE CURRENT PATIENT BASE YOU ARE SERVICING IN YOUR PRACTICE, WHAT PERCENT ARE:

	Jul 10-15	Aug 21-27	Sep 18-22	Oct 16-20	Nov 24-30
EXISTING PATIENTS WHO HAD TO RESCHEDULE THEIR REGULARLY SCHEDULED APPOINTMENT DUE TO COVID	38%	29%	24%	28%	27%
EXISTING PATIENTS WHO WERE DUE TO COME IN AROUND THIS TIME FOR THEIR REGULARLY SCHEDULED APPOINTMENT	40%	44%	41%	45%	44%
NEW PATIENTS	18%	22%	21%	22%	23%
OTHER	4%	5%	4%	5%	5%

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

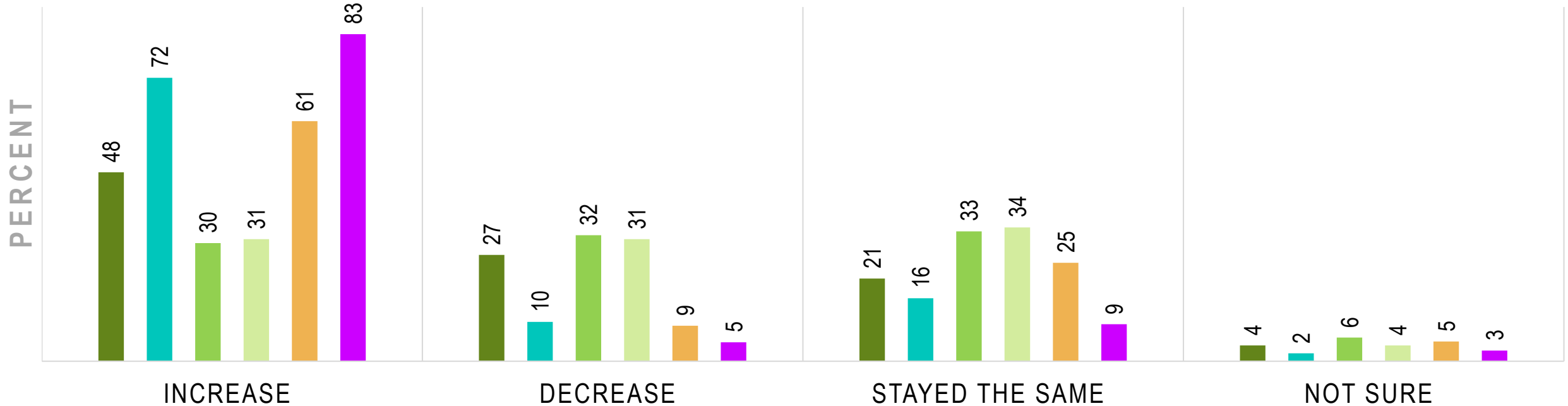
■ May 22-26 ■ Jun 5-9 ■ Jun 19-23 ■ Jul 10-15 ■ Aug 21-27 ■ Sep 18-22 ■ Oct 16-20 ■ Nov 24-30



YOUR AREA

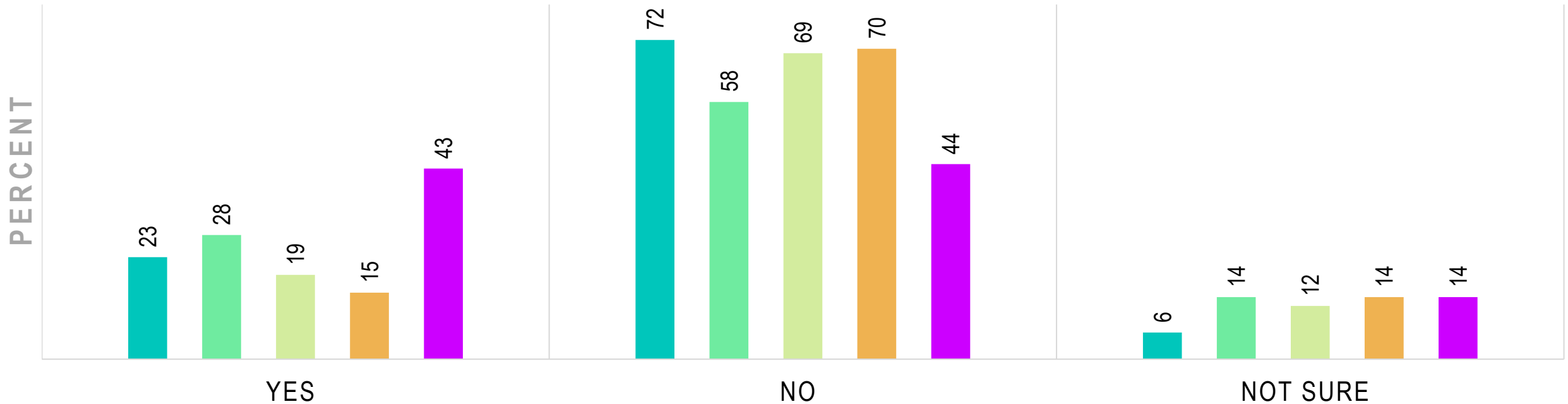
IN THE LAST WEEK OR SO HAS YOUR AREA HAD AN INCREASE OR DECREASE IN THE AMOUNT OF COVID-19 CASES?

■ Jun 19-23 ■ Jul 10-15 ■ Aug 21-27 ■ Sep 18-22 ■ Oct 16-22 ■ Nov 24-30



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

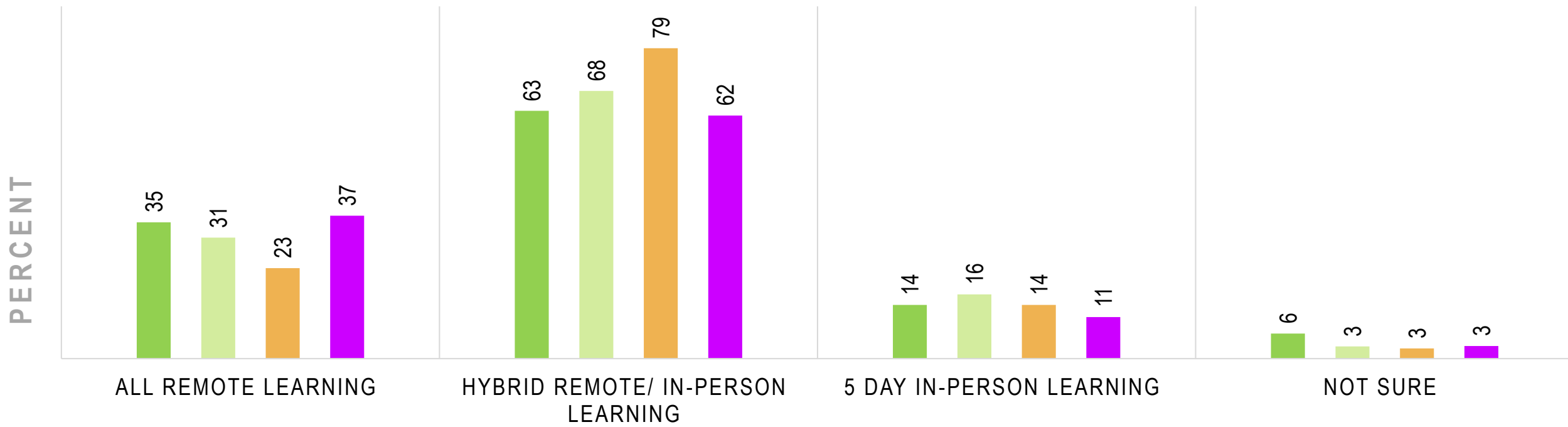
■ Jul 10-15 ■ Aug 21-27 ■ Sep 18-22 ■ Oct 16-22 ■ Nov 24-30



WHAT ARE SCHOOLS IN YOUR AREA PLANNING FOR?

Check all that apply.

■ Aug 21-27 ■ Sep 18-22 ■ Oct 16-20 ■ Nov 24-30



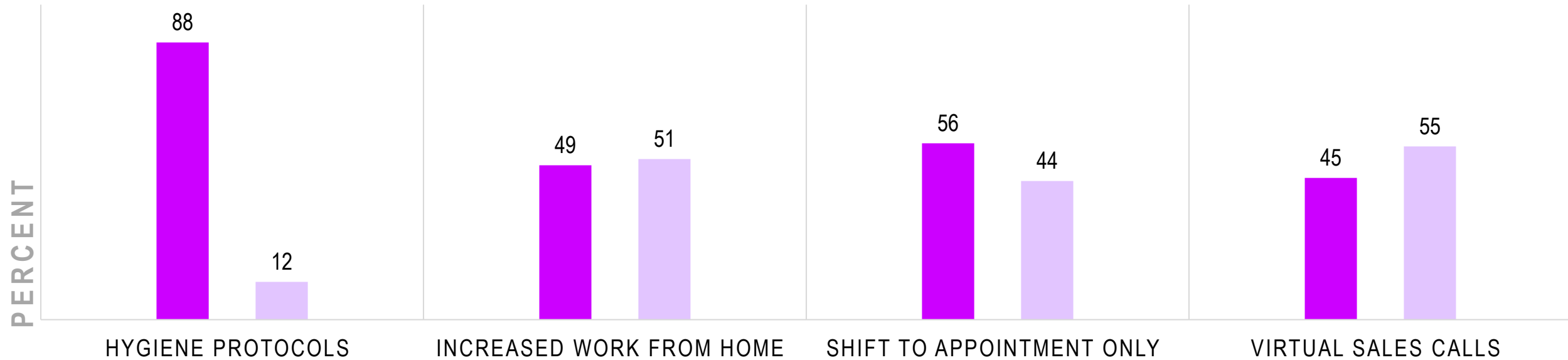
THE FUTURE

WHAT NEW PRACTICE PROCEDURES DO YOU EXPECT TO CONTINUE POST-COVID, AND WHICH ONES DO YOU PREDICT WILL END ONCE WE GET PAST THIS PANDEMIC?

Nov 24-30

■ Will continue post-COVID

■ Will End

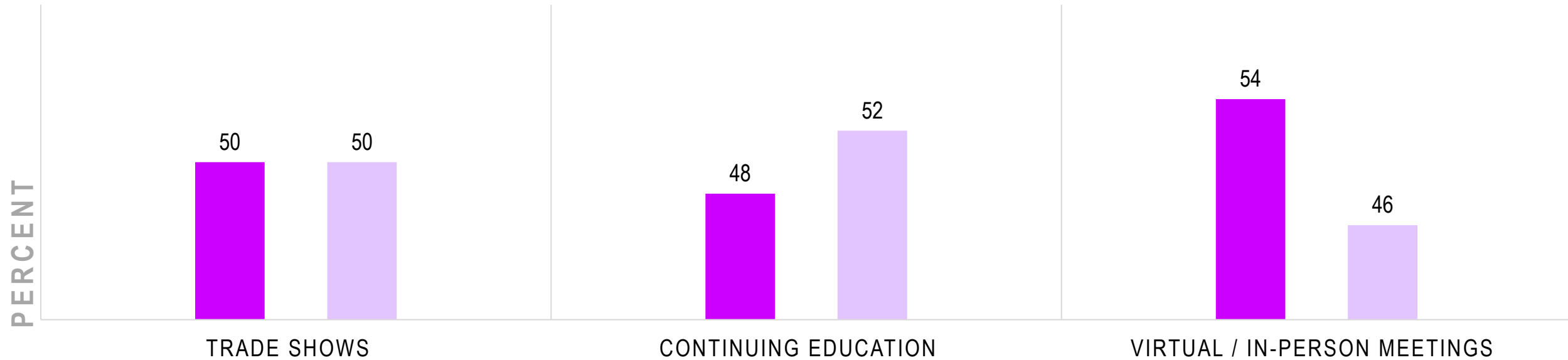


WHAT CHANGES INSTITUTED DUE TO COVID-19 HAVE CHANGED FOREVER OR WILL RETURN TO "NORMAL"?

Nov 24-30

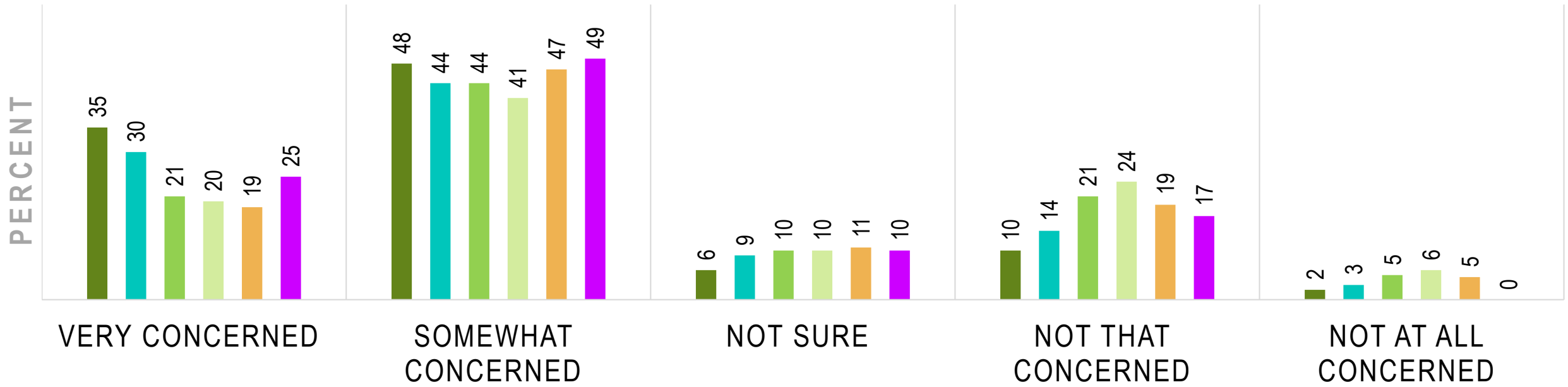
■ Changed forever

■ Will return to normal



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 ■ Nov 24-30



AGREE OR DISAGREE?

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

