

Coronavirus ECP Survey _Trend

*This survey was asked in two waves. Wave 1 ran from Mar 13-17.
Wave 2 ran from Mar 18-19. Some questions were added in Wave 2.*

Response Counts

■ Mar13-17



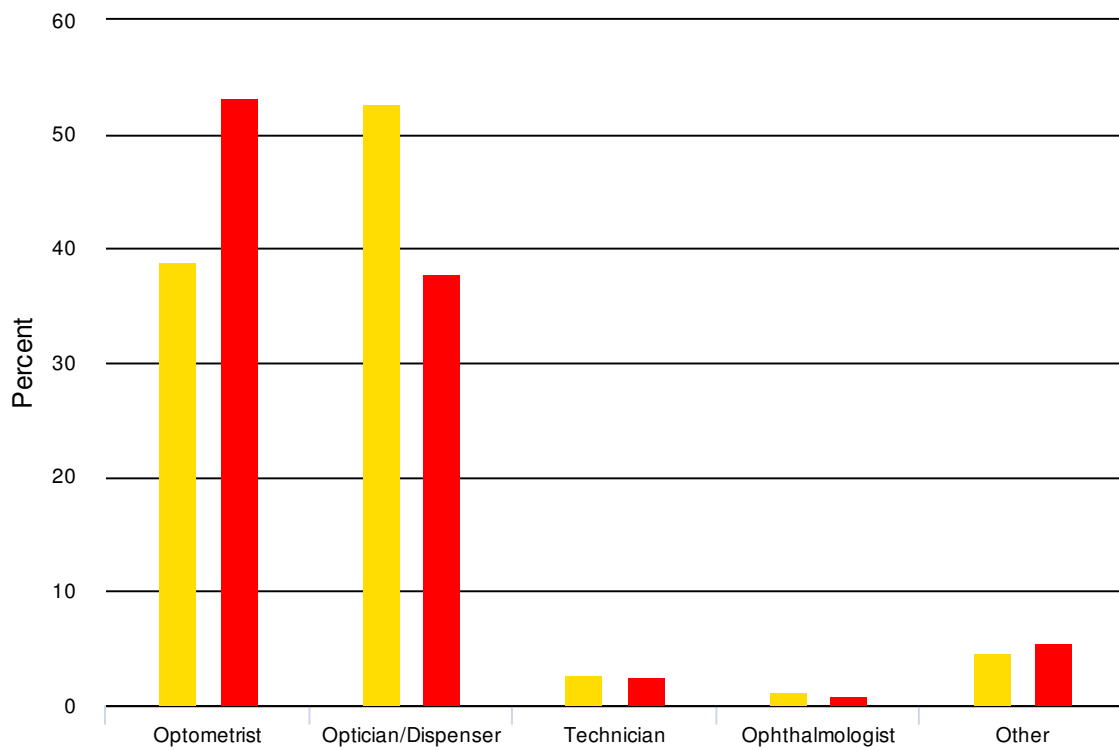
Totals: 583

■ Mar18 -19



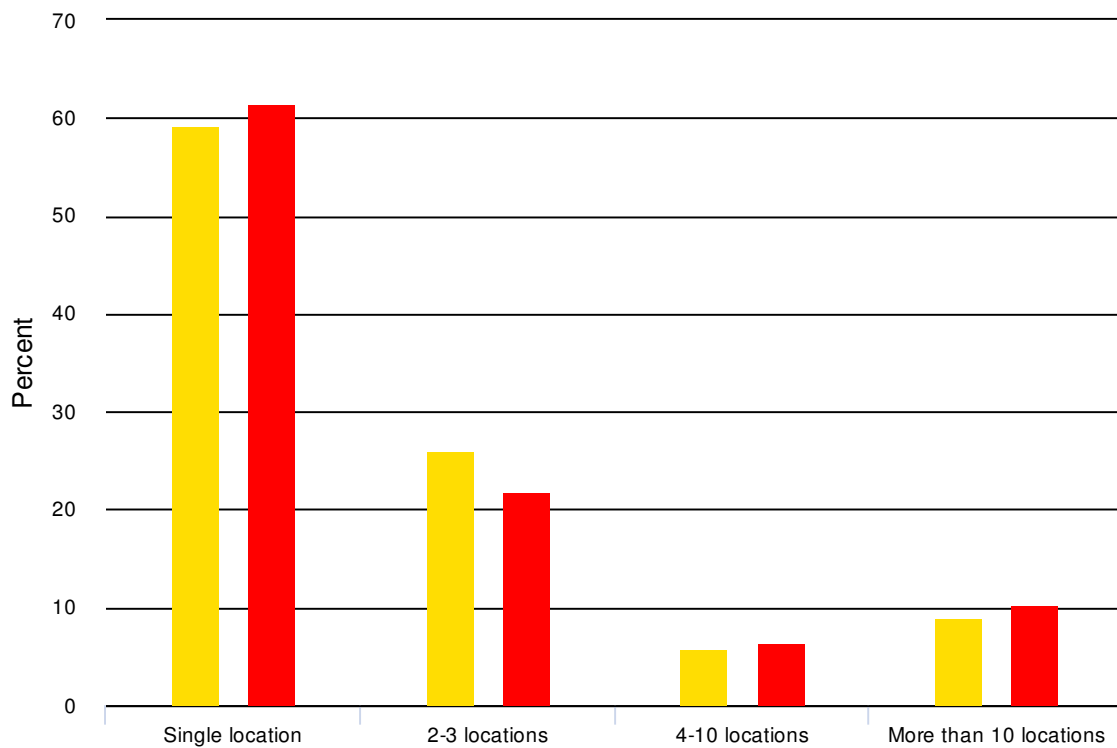
Totals: 1,341

What is your profession?



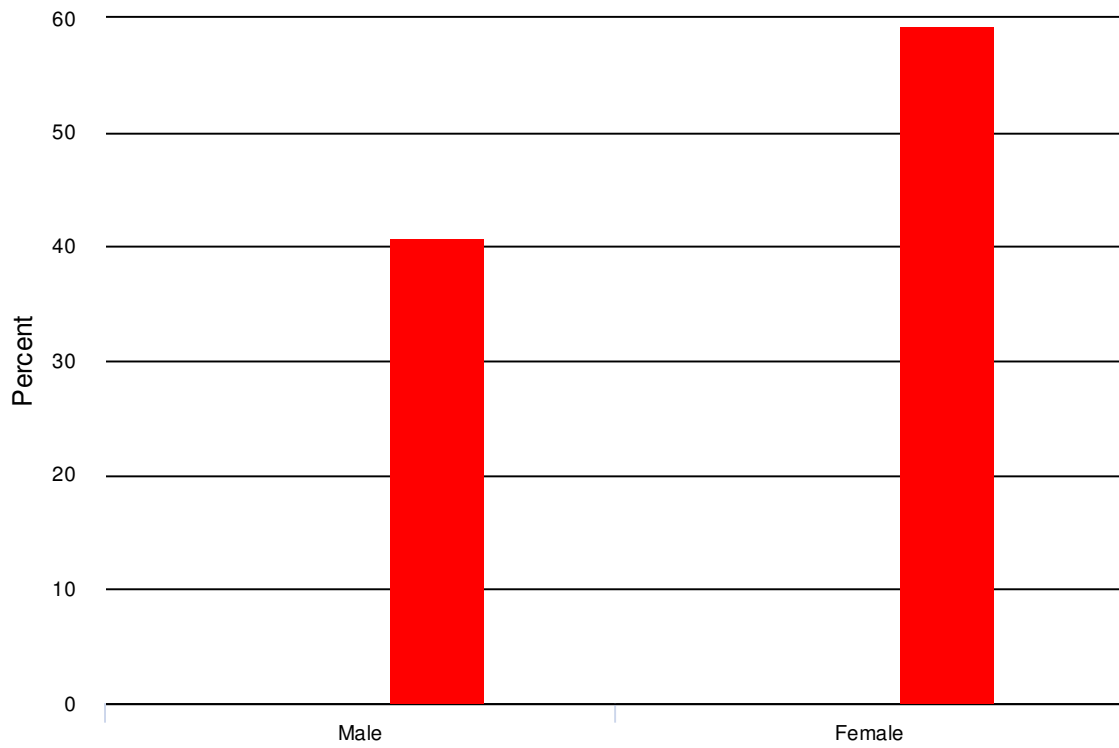
Segment	Value	Percent	% of Total	Responses
Mar13-17	Optometrist	38.8%	12.4%	226
	Optician/Dispenser	52.7%	16.8%	307
	Technician	2.7%	0.9%	16
	Ophthalmologist	1.2%	0.4%	7
	Other	4.6%	1.5%	27
	Total Responses			32%
Mar18-19	Optometrist	53.2%	38.8%	710
	Optician/Dispenser	37.8%	27.6%	505
	Technician	2.6%	1.9%	35
	Ophthalmologist	0.8%	0.6%	11
	Other	5.5%	4%	74
	Total Responses			72.9%

How many locations are associated with the location you primarily work at?



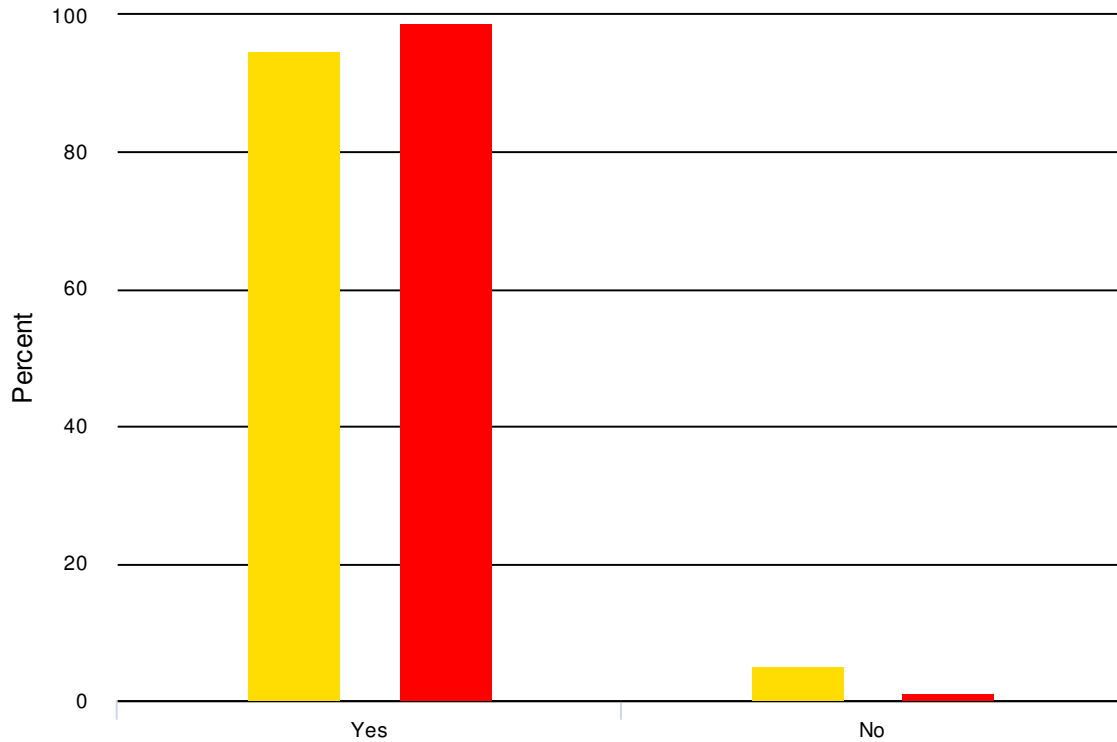
Segment	Value	Percent	% of Total	Responses
Mar13-17	Single location	59.3%	18.1%	346
	2-3 locations	26.1%	7.9%	152
	4-10 locations	5.7%	1.7%	33
	More than 10 locations	8.9%	2.7%	52
Total Responses			30.4%	583
Mar18-19	Single location	61.5%	42.8%	819
	2-3 locations	21.8%	15.2%	290
	4-10 locations	6.4%	4.4%	85
	More than 10 locations	10.3%	7.2%	137
Total Responses			69.6%	1,331

What is your gender?



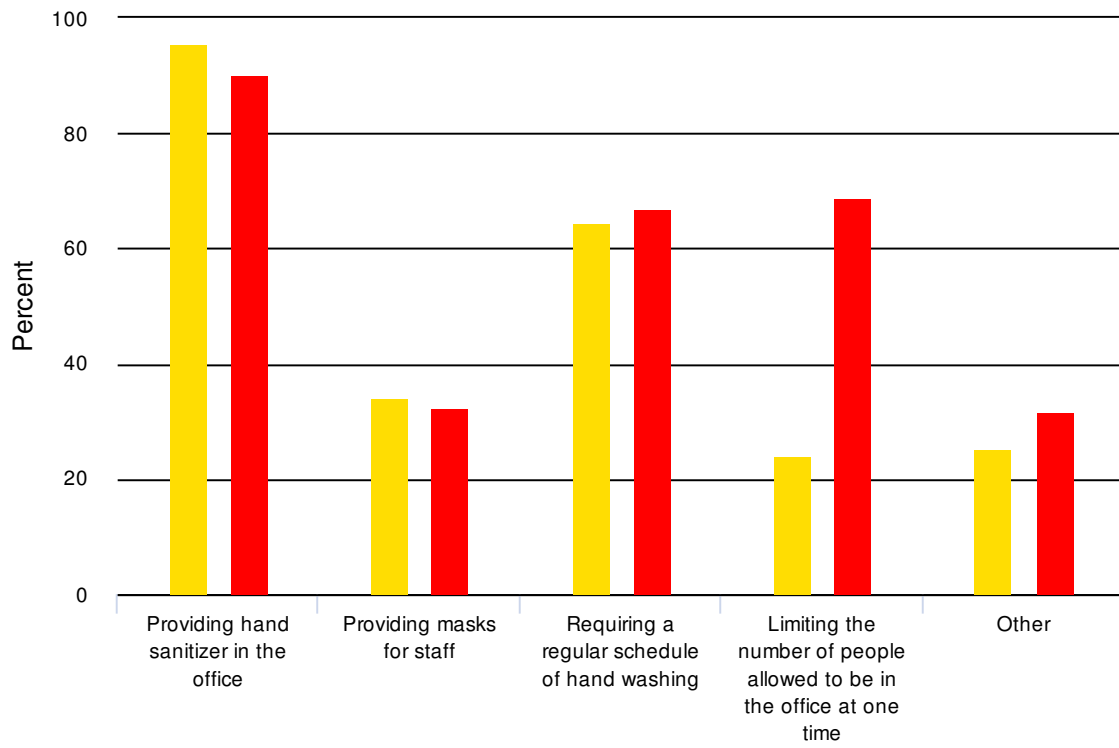
Segment	Value	Percent	% of Total	Responses
Mar13-17	Male	0%	0%	0
	Female	0%	0%	0
	Total Responses		0%	0
Mar18 -19	Male	40.7%	40.7%	540
	Female	59.3%	59.3%	786
	Total Responses		100%	1,326

Are you taking any extra precautions in your office due to the Coronavirus outbreak?



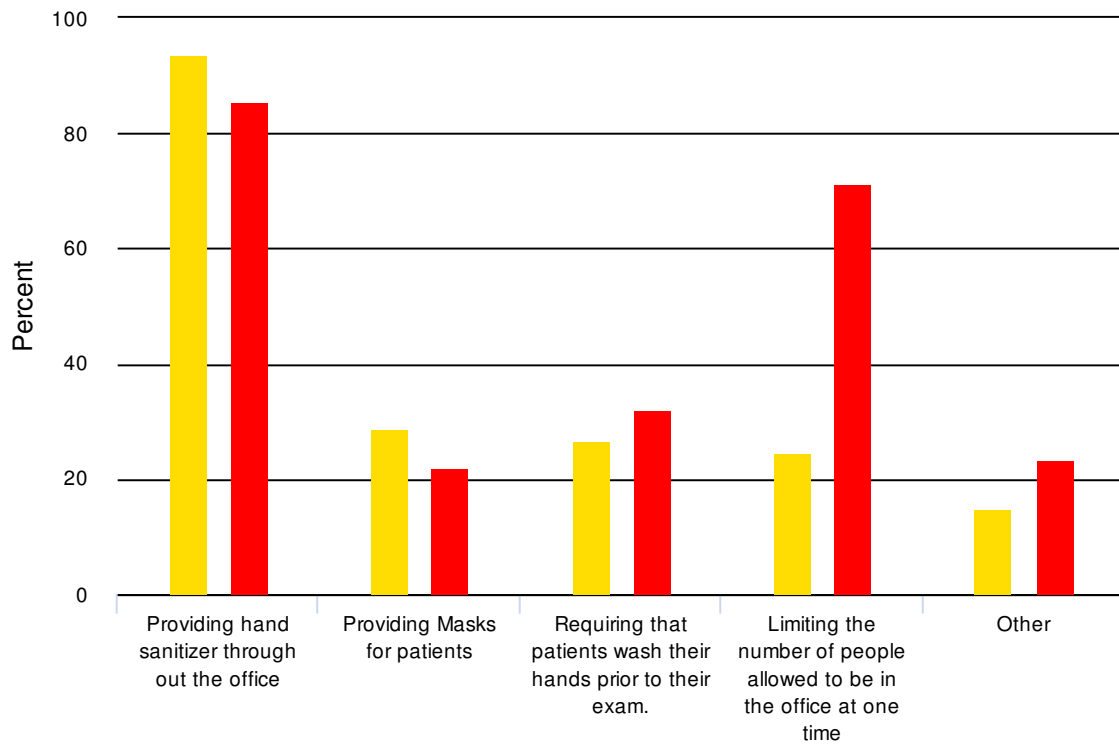
Segment	Value	Percent	% of Total	Responses
Mar13-17	Yes	94.8%	28.8%	550
	No	5.2%	1.6%	30
Total Responses			30.4%	580
Mar18-19	Yes	98.8%	68.8%	1,312
	No	1.2%	0.8%	16
Total Responses			69.6%	1,328

Check all that you are doing for you and your staff?



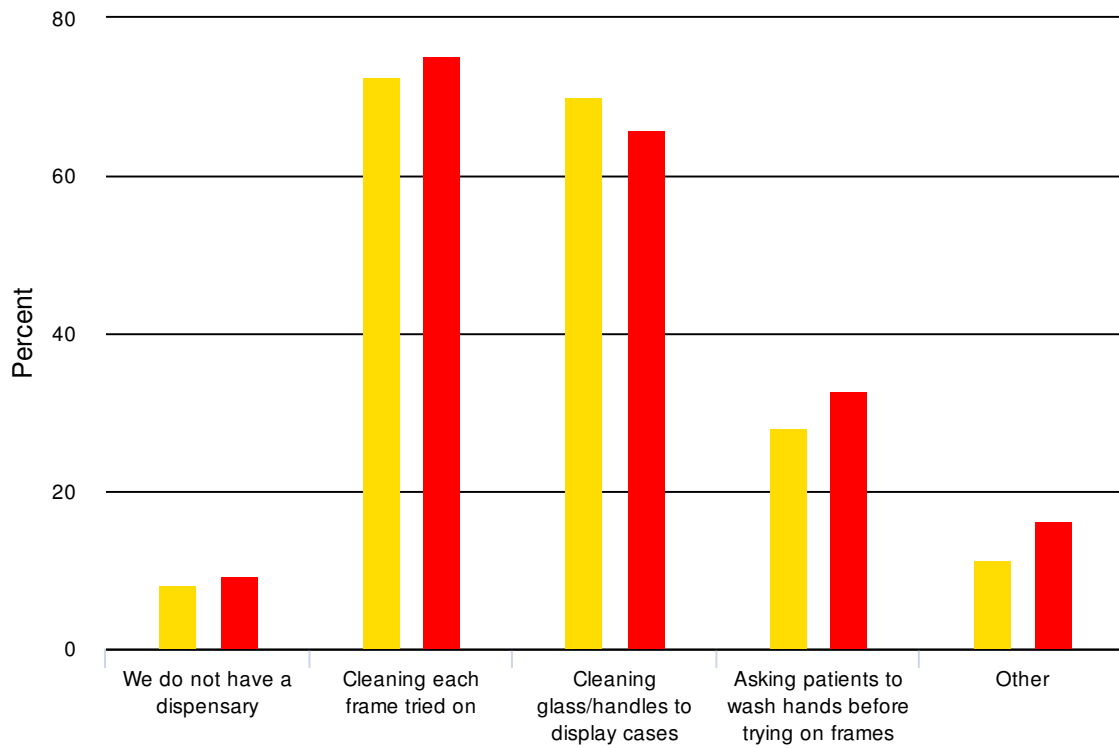
Segment	Value	Percent	% of Total	Responses
■ Mar13-17	Providing hand sanitizer in the office	95.6%	28.3%	525
	Providing masks for staff	34.2%	10.1%	188
	Requiring a regular schedule of hand washing	64.5%	19.1%	354
	Limiting the number of people allowed to be in the office at one time	23.9%	7.1%	131
	Other	25.5%	7.5%	140
	Total Responses		72.1%	549
■ Mar18-19	Providing hand sanitizer in the office	90.2%	63.6%	1,181
	Providing masks for staff	32.3%	22.8%	423
	Requiring a regular schedule of hand washing	66.9%	47.1%	876
	Limiting the number of people allowed to be in the office at one time	68.8%	48.5%	901
	Other	31.9%	22.5%	418
	Total Responses		204.5%	1,309

Check all that you are doing for your patients?



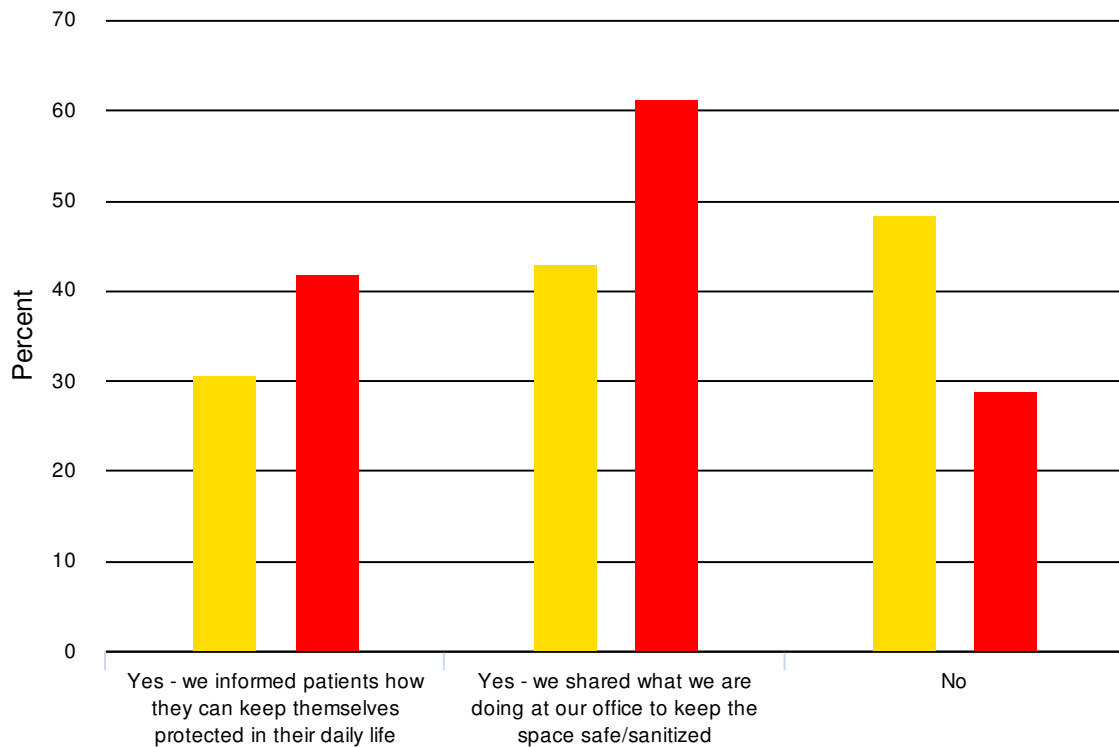
Segment	Value	Percent	% of Total	Responses
Mar13-17	Providing hand sanitizer through out the office	93.5%	27.6%	503
	Providing Masks for patients	28.8%	8.5%	155
	Requiring that patients wash their hands prior to their exam.	26.8%	7.9%	144
	Limiting the number of people allowed to be in the office at one time	24.7%	7.3%	133
	Other	14.7%	4.3%	79
	Total Responses			55.6%
Mar18 - 19	Providing hand sanitizer through out the office	85.4%	60.2%	1,097
	Providing Masks for patients	22.1%	15.6%	284
	Requiring that patients wash their hands prior to their exam.	32.2%	22.7%	414
	Limiting the number of people allowed to be in the office at one time	71.3%	50.2%	916
	Other	23.3%	16.5%	300
	Total Responses			165.2%

Check all that you are doing in your dispensary?



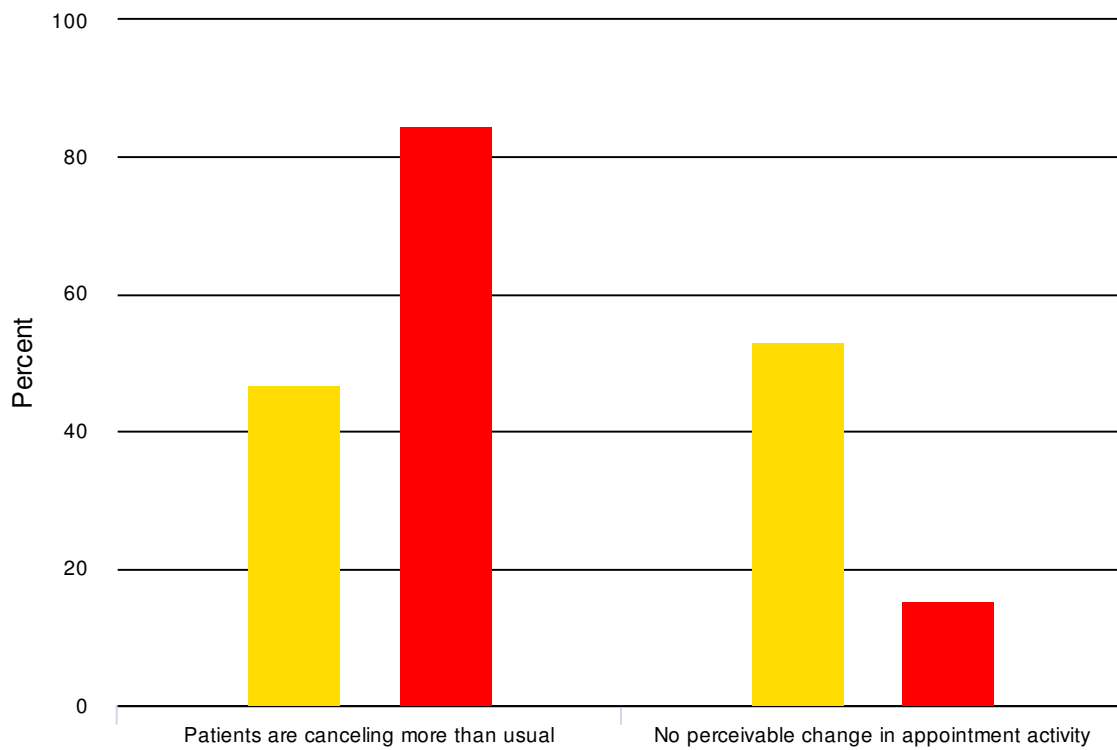
Segment	Value	Percent	% of Total	Responses
■ Mar13-17	We do not have a dispensary	8.2%	2.3%	41
	Cleaning each frame tried on	72.6%	20.6%	361
	Cleaning glass/handles to display cases	70.2%	19.9%	349
	Asking patients to wash hands before trying on frames	28.2%	8%	140
	Other	11.3%	3.2%	56
	Total Responses		54%	497
■ Mar18-19	We do not have a dispensary	9.3%	6.7%	117
	Cleaning each frame tried on	75.3%	54%	947
	Cleaning glass/handles to display cases	66%	47.3%	830
	Asking patients to wash hands before trying on frames	32.8%	23.5%	412
	Other	16.3%	11.7%	205
	Total Responses		143.2%	1,257

Have you sent out any messaging to your patients about safety precautions for preventing the spread of Coronavirus?



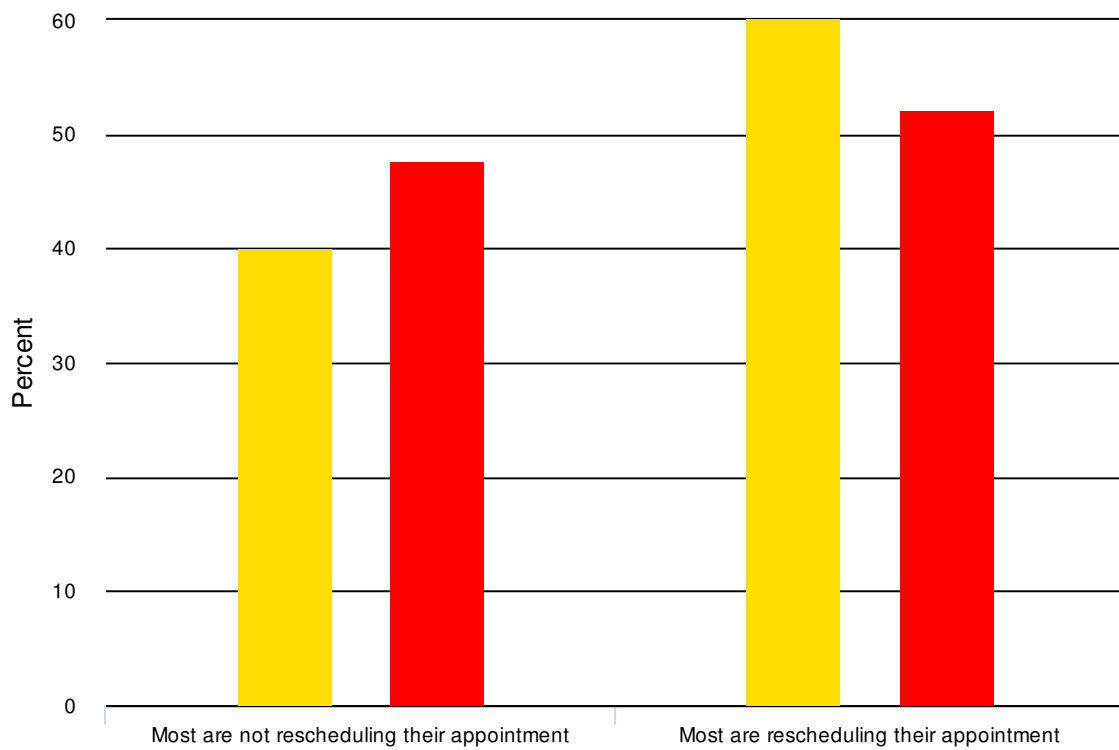
Segment	Value	Percent	% of Total Responses	Value
Mar13-17	Yes - we informed patients how they can keep themselves protected in their daily life	30.7%	9.3%	177
	Yes - we shared what we are doing at our office to keep the space safe/sanitized	42.9%	13%	247
	No	48.3%	14.7%	278
Total Responses			37%	576
Mar18-19	Yes - we informed patients how they can keep themselves protected in their daily life	42%	29.2%	554
	Yes - we shared what we are doing at our office to keep the space safe/sanitized	61.4%	42.7%	810
	No	29%	20.2%	383
Total Responses			92.1%	1,320

Has your patient care schedule been impacted by Coronavirus concerns?



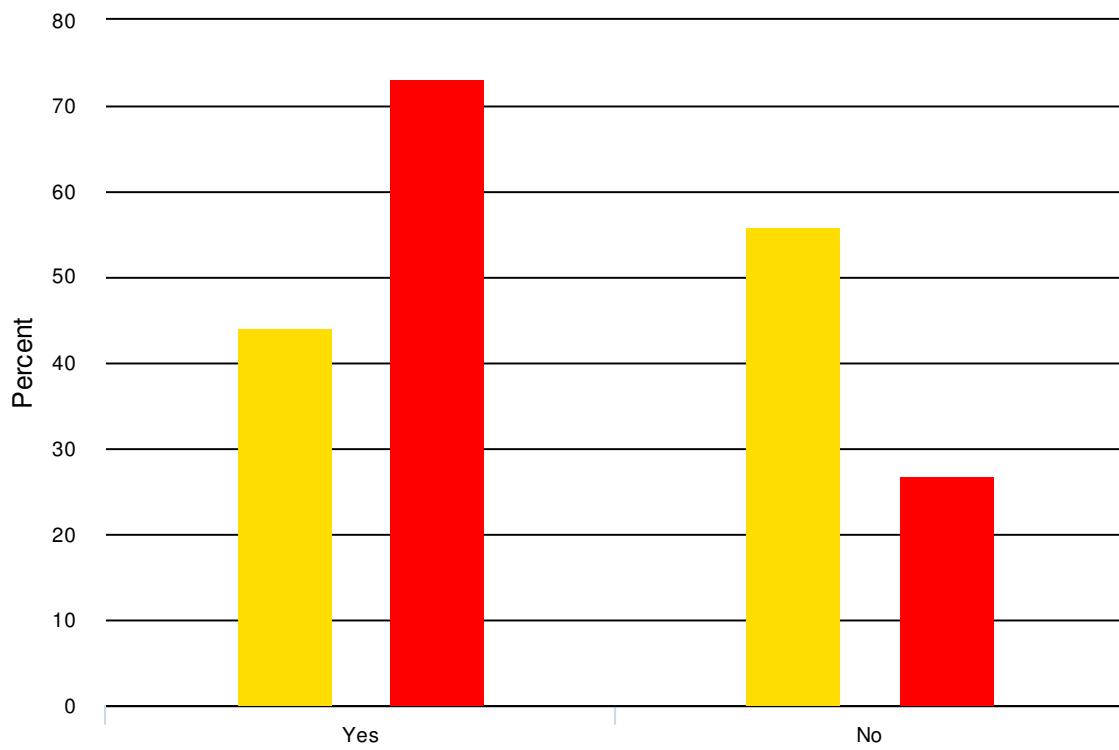
Segment	Value	Percent	% of Total	Responses
Mar13-17	Patients are canceling more than usual	46.8%	14.3%	270
	No perceivable change in appointment activity	53.2%	16.3%	307
	Total Responses		30.6%	577
Mar18 - 19	Patients are canceling more than usual	84.7%	58.8%	1,110
	No perceivable change in appointment activity	15.3%	10.6%	201
	Total Responses		69.4%	1,311

For patients that are canceling, are most rescheduling or not rescheduling?



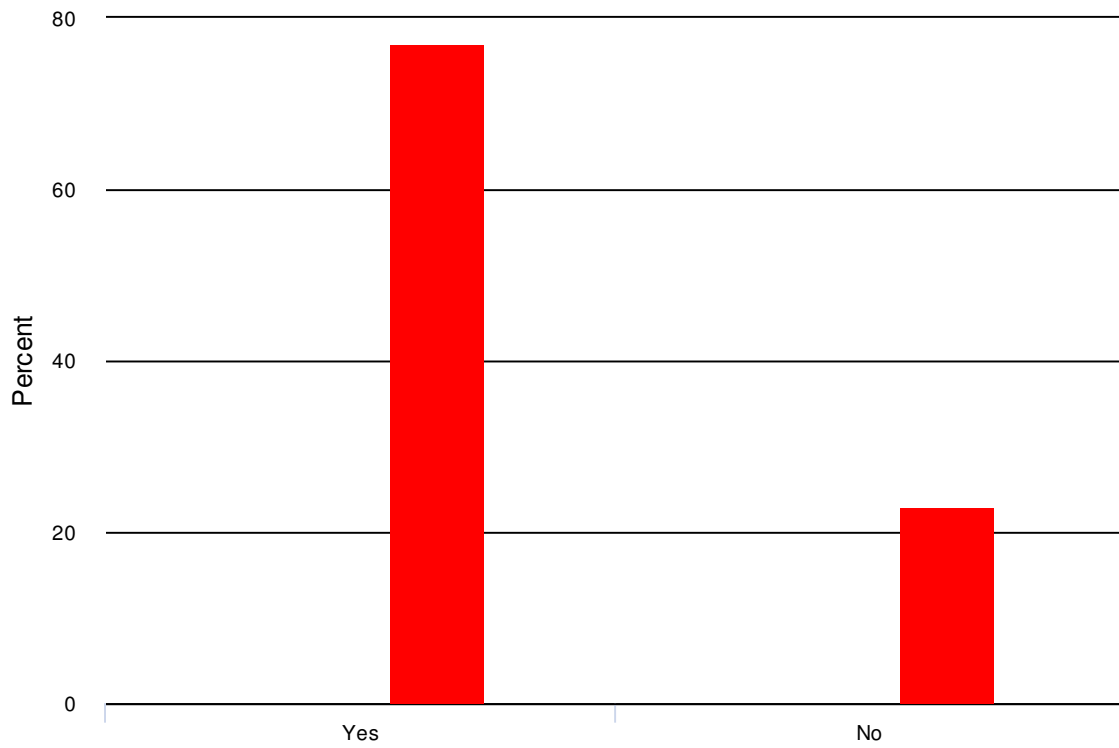
Segment	Value	Percent	% of Total	Responses
Mar13-17	Most are not rescheduling their appointment	40%	11.9%	220
	Most are rescheduling their appointment	60%	17.9%	330
	Total Responses		29.8%	550
Mar18 -19	Most are not rescheduling their appointment	47.8%	33.6%	618
	Most are rescheduling their appointment	52.2%	36.6%	674
	Total Responses		70.2%	1,292

Has any of your staff expressed concern about coming to work due to Coronavirus?



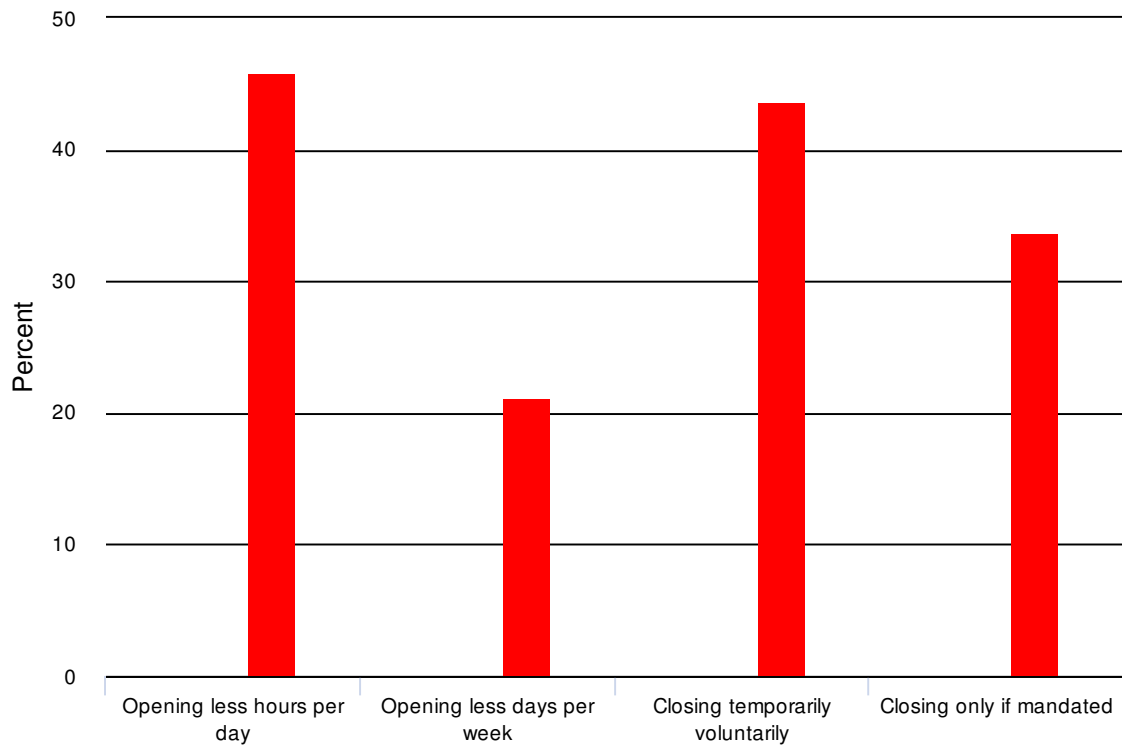
Segment	Value	Percent	% of Total	Responses
Mar13-17	Yes	44.2%	13.5%	257
	No	55.8%	17%	324
Total Responses			30.5%	581
Mar18-19	Yes	73.1%	50.9%	972
	No	26.9%	18.7%	357
Total Responses			69.6%	1,329

Have you or are you considering reducing your current office or store hours?



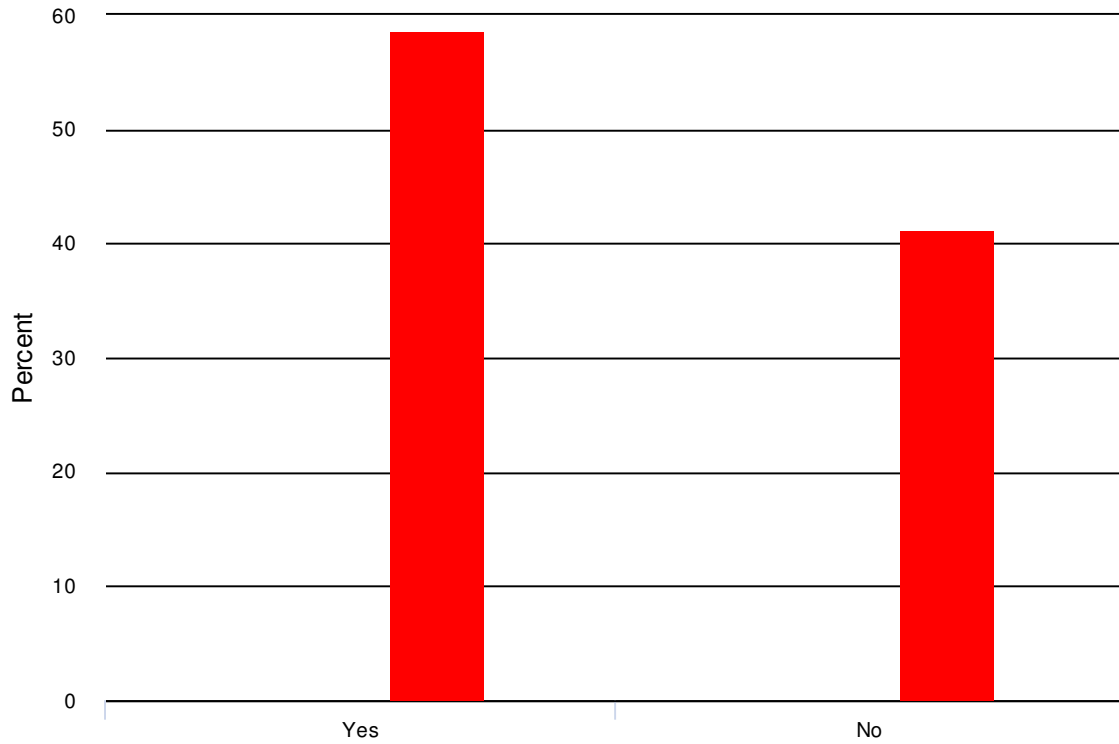
Segment	Value	Percent	% of Total	Responses
Mar13-17	Yes	0%	0%	0
	No	0%	0%	0
	Total Responses		0%	0
Mar18 -19	Yes	77.1%	77.1%	1,020
	No	22.9%	22.9%	303
	Total Responses		100%	1,323

How so?



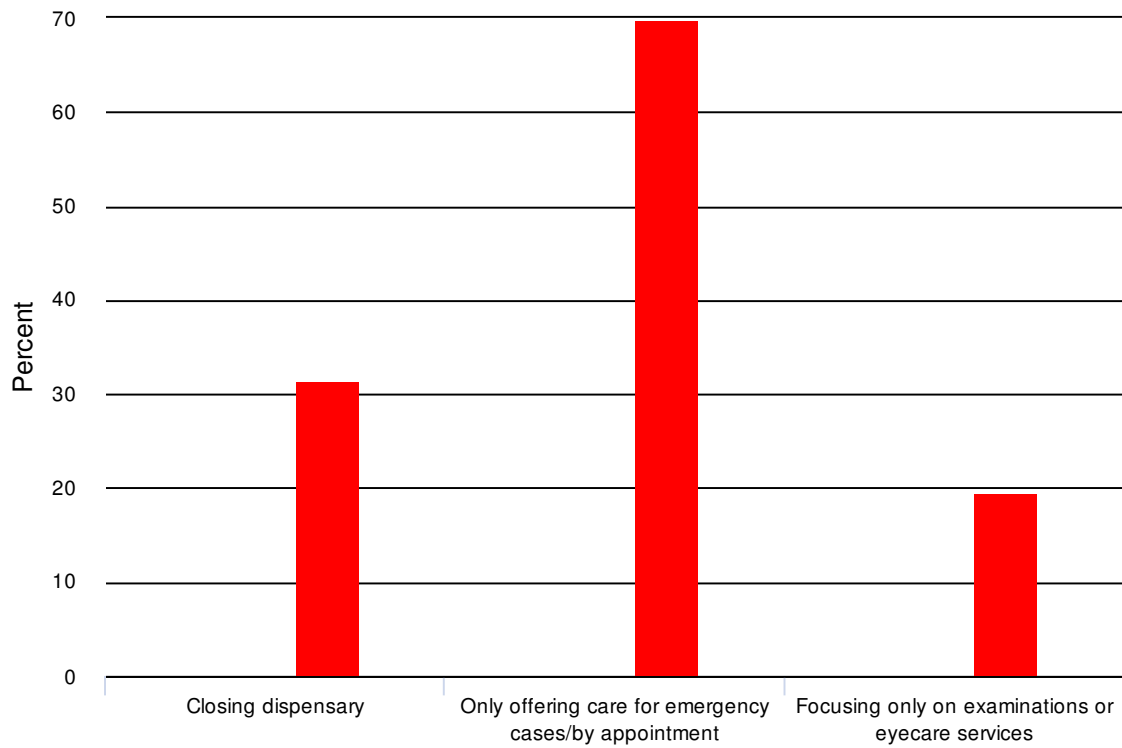
Segment	Value	Percent	% of Total	Responses
Mar13-17	Opening less hours per day	0%	0%	0
	Opening less days per week	0%	0%	0
	Closing temporarily voluntarily	0%	0%	0
	Closing only if mandated	0%	0%	0
	Total Responses		0%	0
Mar18 -19	Opening less hours per day	45.9%	45.9%	465
	Opening less days per week	21.2%	21.2%	215
	Closing temporarily voluntarily	43.6%	43.6%	442
	Closing only if mandated	33.8%	33.8%	342
	Total Responses		144.5%	1,013

Have you or are you considering limiting the eyecare/dispensing services you are providing?



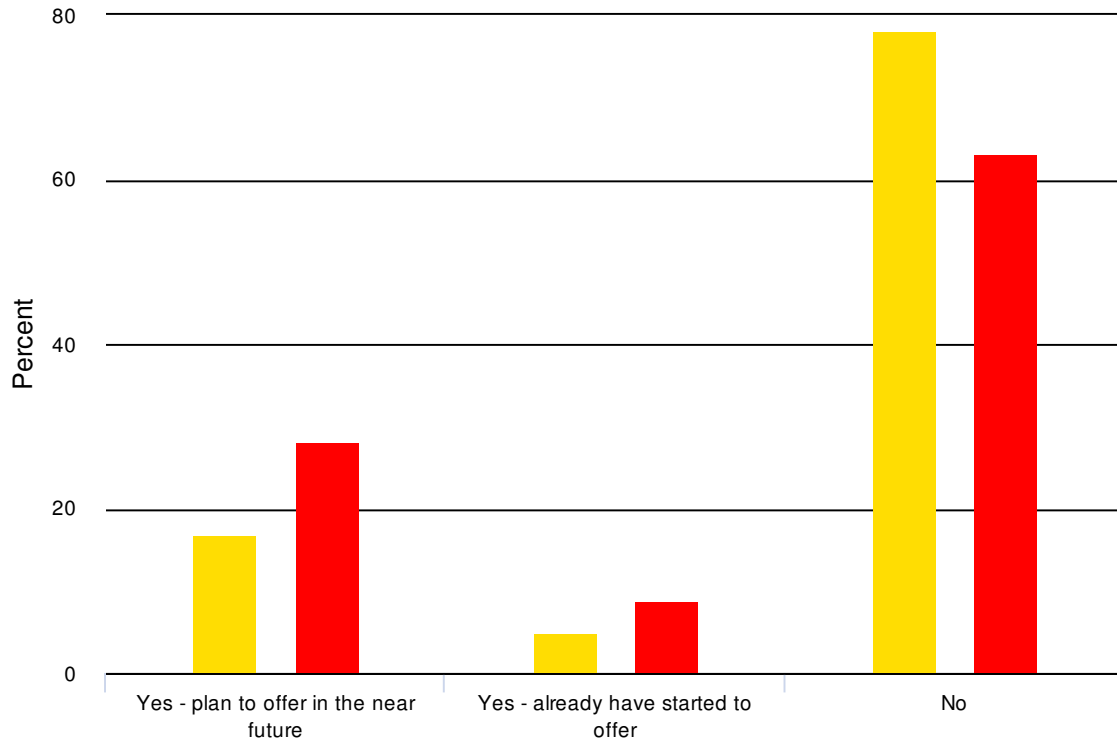
Segment	Value	Percent	% of Total	Responses
Mar13-17	Yes	0%	0%	0
	No	0%	0%	0
	Total Responses		0%	0
Mar18 -19	Yes	58.7%	58.7%	775
	No	41.3%	41.3%	546
	Total Responses		100%	1,321

How so?



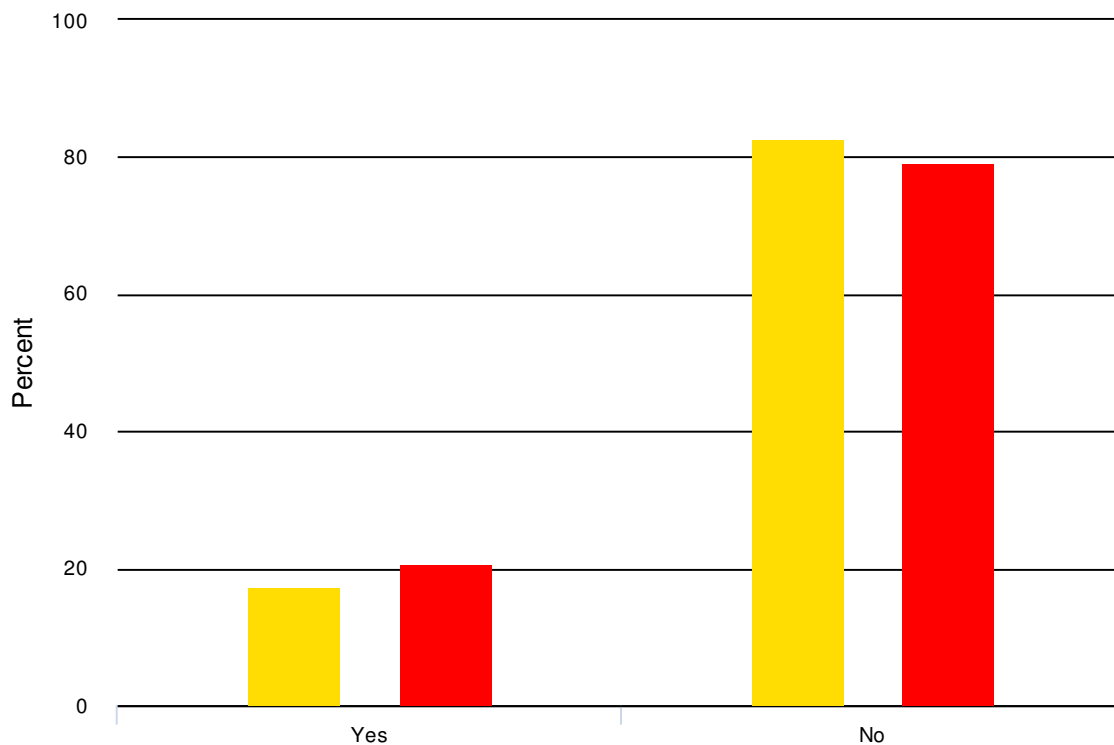
Segment	Value	Percent	% of Total Responses
Mar13-17	Closing dispensary	0%	0%
	Only offering care for emergency cases/by appointment	0%	0%
	Focusing only on examinations or eyecare services	0%	0%
	Total Responses		0%
Mar18-19	Closing dispensary	31.5%	31.5%
	Only offering care for emergency cases/by appointment	69.7%	69.7%
	Focusing only on examinations or eyecare services	19.4%	19.4%
	Total Responses		120.6%

Will the Coronavirus influence your consideration of offering telehealth services/options?



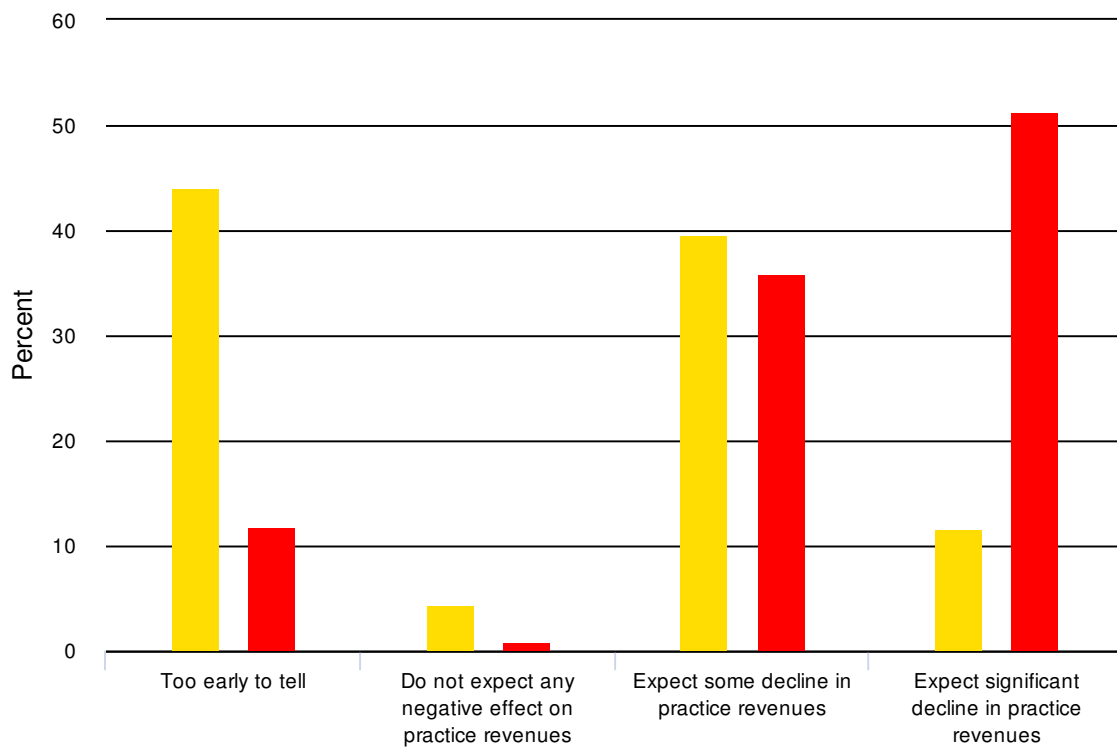
Segment	Value	Percent	% of Total	Responses
Mar13-17	Yes - plan to offer in the near future	16.9%	5.2%	98
	Yes - already have started to offer	5%	1.5%	29
	No	78.1%	23.9%	453
Total Responses			30.6%	580
Mar18-19	Yes - plan to offer in the near future	28.1%	19.5%	370
	Yes - already have started to offer	8.7%	6%	114
	No	63.2%	43.9%	832
Total Responses			69.4%	1,316

Has the advent of the Coronavirus influenced your patients' interest in accessing telehealth services/options from you?





Segment	Value	Percent	% of Total	Responses
Mar13-17	Yes	17.3%	5.3%	100
	No	82.7%	25.5%	477
Total Responses			30.8%	577
Mar18-19	Yes	20.8%	14.4%	269
	No	79.2%	54.8%	1,025
Total Responses			69.2%	1,294

Do you expect a financial impact on your practice due to the Coronavirus outbreak?





Segment	Value	Percent	% of Total Responses	Responses
Mar13-17	Too early to tell	44.1%	13.4%	256
	Do not expect any negative effect on practice revenues	4.5%	1.4%	26
	Expect some decline in practice revenues	39.7%	12.1%	230
	Expect significant decline in practice revenues	11.7%	3.6%	68
	Total Responses		30.5%	580
Mar18-19	Too early to tell	11.9%	8.2%	157
	Do not expect any negative effect on practice revenues	1%	0.7%	13
	Expect some decline in practice revenues	35.9%	24.9%	475
	Expect significant decline in practice revenues	51.3%	35.7%	679
	Total Responses		69.5%	1,324

Do you anticipate the following?

	Yes	No	Unsure	Responses
Expecting production delays				
 Mar13-17				
Count	299	112	169	580
Row %	51.6%	19.3%	29.1%	
 Mar18 -19				
Count	872	144	307	1,323
Row %	65.9%	10.9%	23.2%	
Totals				
Total Responses				

Expecting inventory shortages from any of your suppliers or outside labs

 Mar13-17				
Count	282	115	184	581
Row %	48.5%	19.8%	31.7%	
 Mar18 -19				
Count	731	206	385	1,322
Row %	55.3%	15.6%	29.1%	
Totals				
Total Responses				