

Coronavirus ECP Survey - Wave 3

Response Counts

■ Mar13-17



Totals: 583

■ Mar 18-19



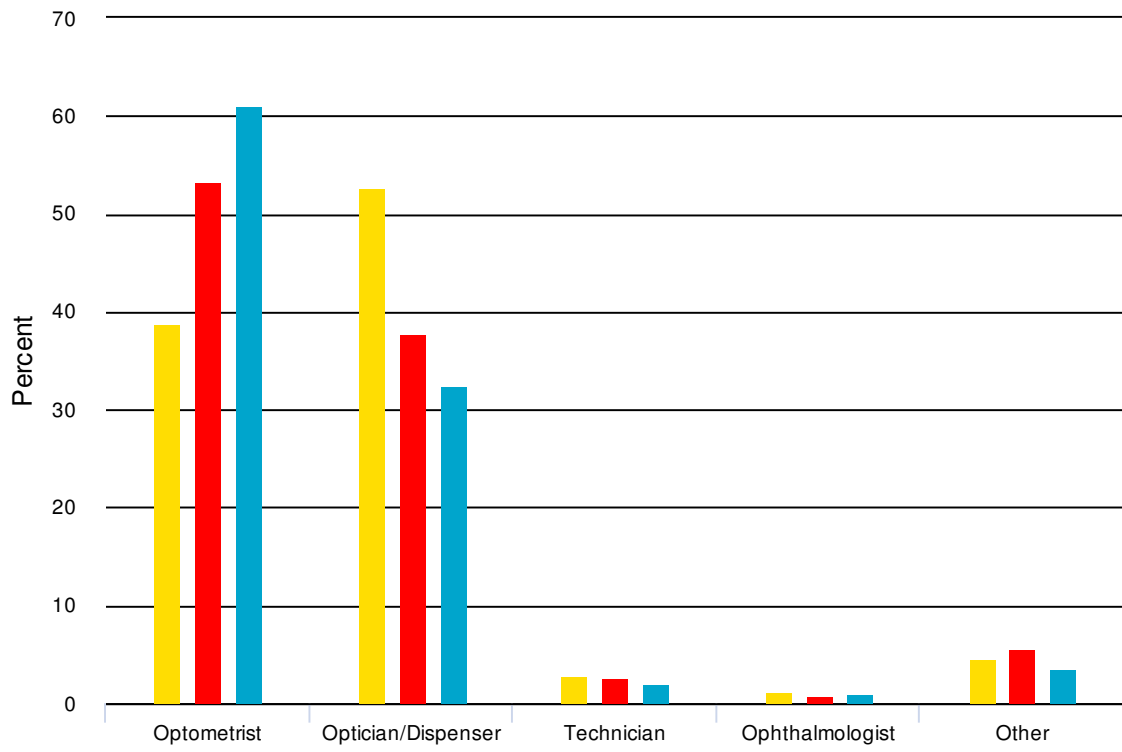
Totals: 1,341

■ Mar 23-24



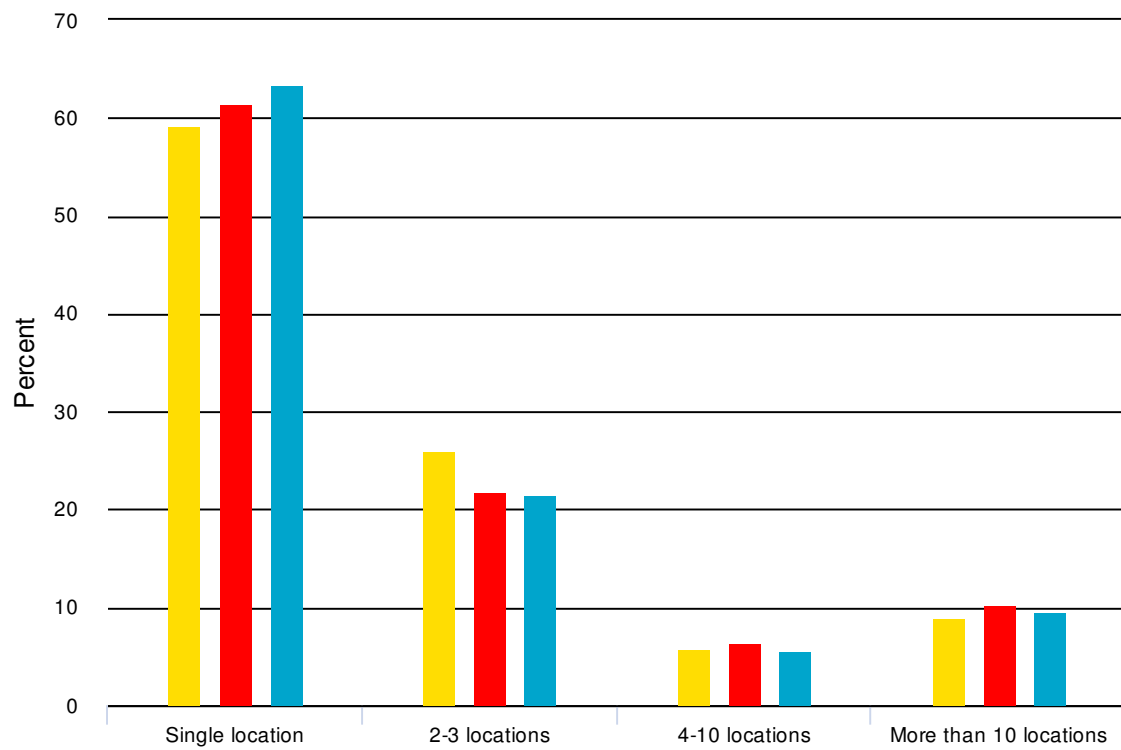
Totals: 1,295

What is your profession?



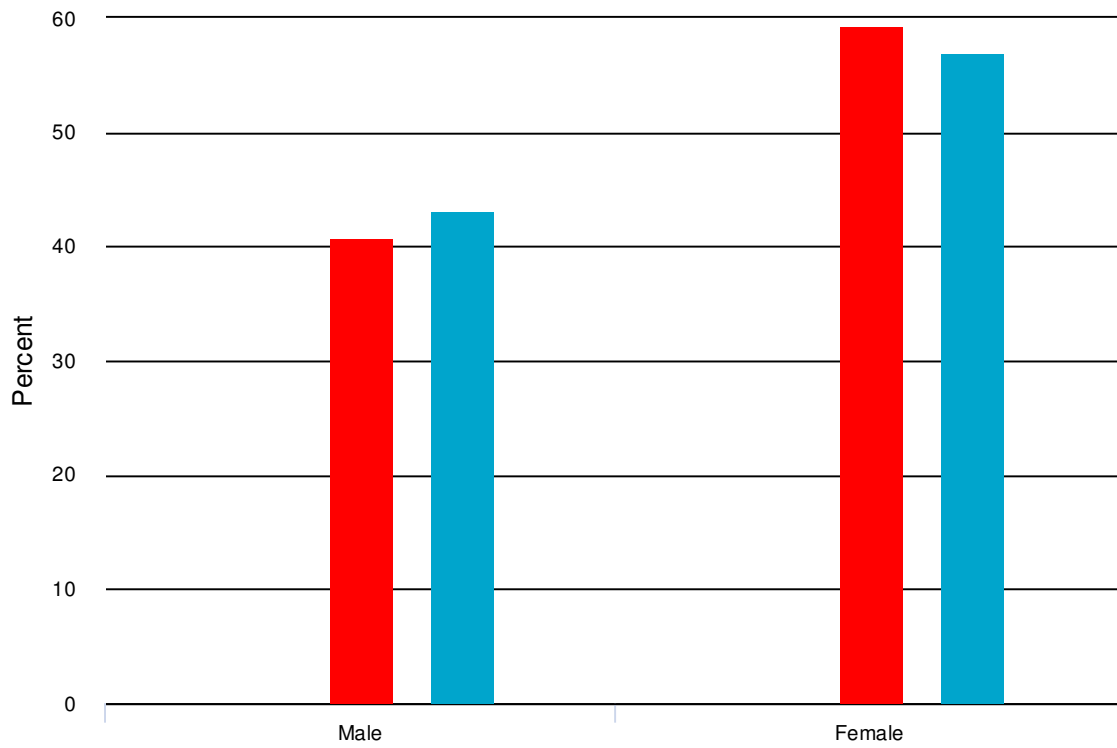
Segment	Value	Percent	% of Total	Responses
Mar13-17	Optometrist	38.8%	7.3%	226
	Optician/Dispenser	52.7%	10%	307
	Technician	2.7%	0.5%	16
	Ophthalmologist	1.2%	0.2%	7
	Other	4.6%	0.9%	27
	Total Responses			18.9%
Mar 18-19	Optometrist	53.2%	23.1%	710
	Optician/Dispenser	37.8%	16.4%	505
	Technician	2.6%	1.1%	35
	Ophthalmologist	0.8%	0.4%	11
	Other	5.5%	2.4%	74
	Total Responses			43.4%
Mar 23-24	Optometrist	61%	25.5%	786
	Optician/Dispenser	32.5%	13.6%	419
	Technician	1.9%	0.8%	25
	Ophthalmologist	1%	0.4%	13
	Other	3.6%	1.5%	46
	Total Responses			41.8%

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



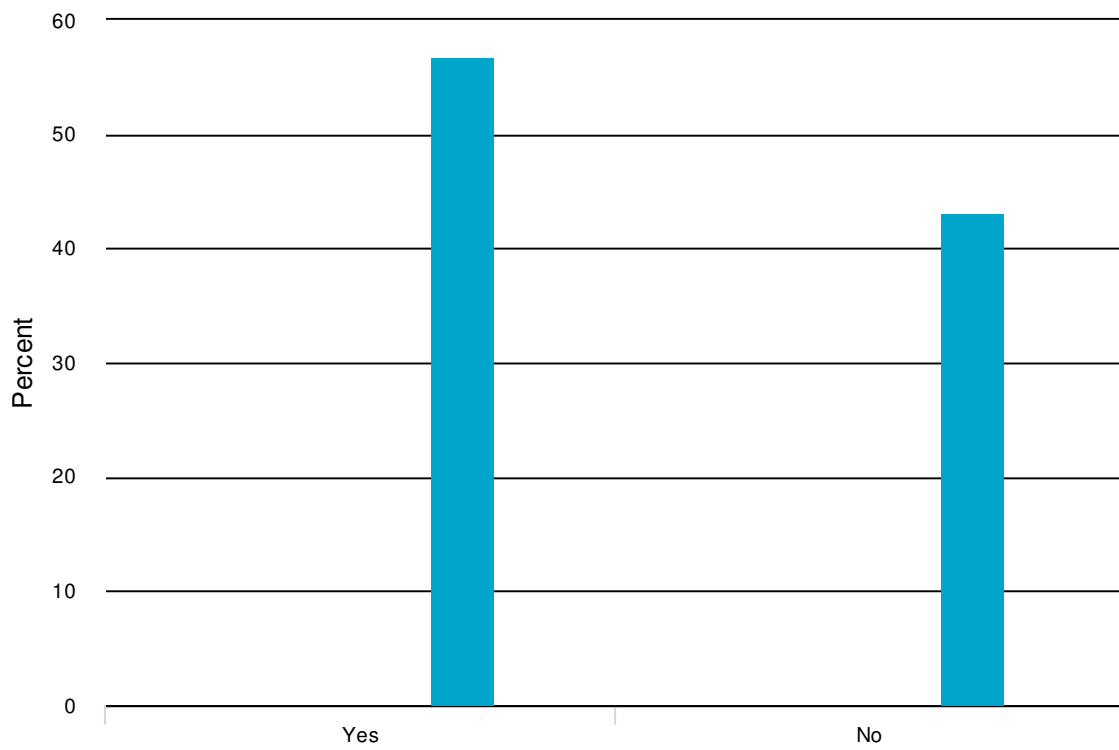
Segment	Value	Percent	% of Total	Responses
Mar13-17	Single location	59.3%	10.8%	346
	2-3 locations	26.1%	4.7%	152
	4-10 locations	5.7%	1%	33
	More than 10 locations	8.9%	1.6%	52
	Total Responses			18.1%
Mar 18-19	Single location	61.5%	25.6%	819
	2-3 locations	21.8%	9%	290
	4-10 locations	6.4%	2.7%	85
	More than 10 locations	10.3%	4.3%	137
	Total Responses			41.6%
Mar 23-24	Single location	63.4%	25.6%	819
	2-3 locations	21.5%	8.6%	277
	4-10 locations	5.6%	2.2%	72
	More than 10 locations	9.5%	3.8%	123
	Total Responses			40.2%

What is your gender?



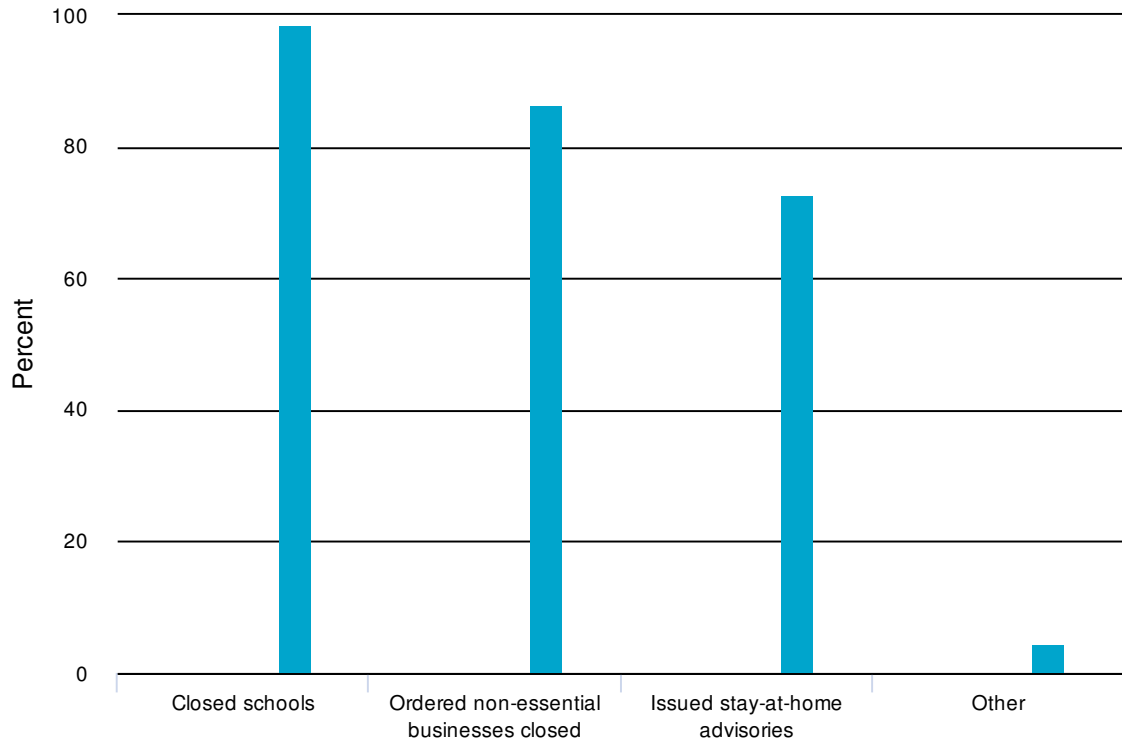
Segment	Value	Percent	% of Total	Responses
Mar13-17	Male	0%	0%	0
	Female	0%	0%	0
	Total Responses		0%	0
Mar 18-19	Male	40.7%	20.7%	540
	Female	59.3%	30.1%	786
	Total Responses		50.8%	1,326
Mar 23-24	Male	43.1%	21.2%	552
	Female	56.9%	28%	730
	Total Responses		49.2%	1,282

Are you an owner or decision-maker in terms of closing offices/access?



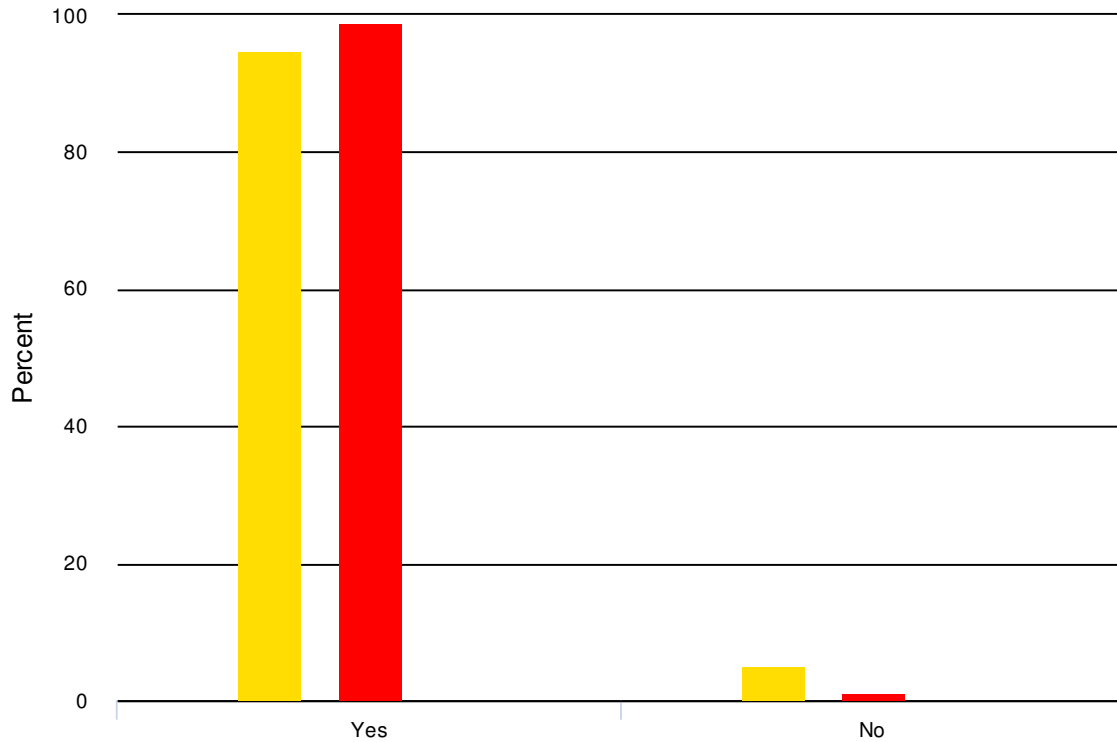
Segment	Value	Percent	% of Total	Responses
Mar13-17	Yes	0%	0%	0
	No	0%	0%	0
	Total Responses		0%	0
Mar 18-19	Yes	0%	0%	0
	No	0%	0%	0
	Total Responses		0%	0
Mar 23-24	Yes	56.8%	56.8%	735
	No	43.2%	43.2%	558
	Total Responses		100%	1,293

Has your state/locality taken any of the following actions due to the Coronavirus outbreak? Check all that apply.



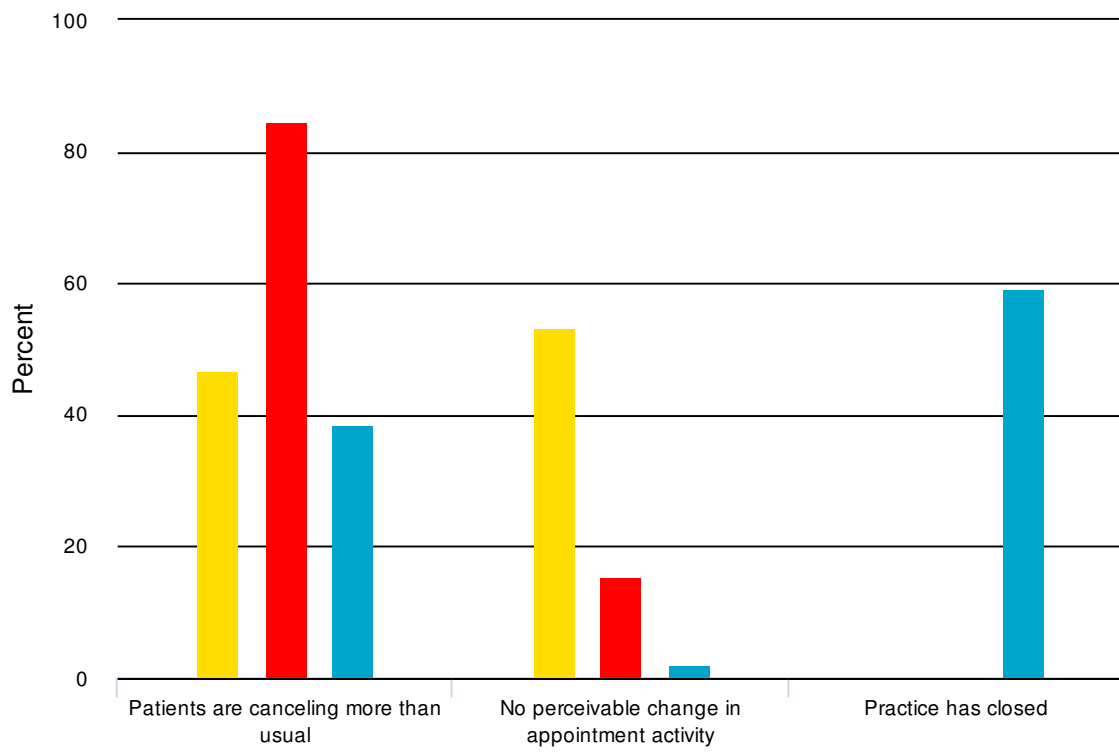
Segment	Value	Percent	% of Total	Responses
■ Mar13-17	Closed schools	0%	0%	0
	Ordered non-essential businesses closed	0%	0%	0
	Issued stay-at-home advisories	0%	0%	0
	Other	0%	0%	0
	Total Responses		0%	0
■ Mar 18-19	Closed schools	0%	0%	0
	Ordered non-essential businesses closed	0%	0%	0
	Issued stay-at-home advisories	0%	0%	0
	Other	0%	0%	0
	Total Responses		0%	0
■ Mar 23-24	Closed schools	98.5%	98.5%	1,274
	Ordered non-essential businesses closed	86.4%	86.4%	1,117
	Issued stay-at-home advisories	72.9%	72.9%	942
	Other	4.5%	4.5%	58
	Total Responses		262.3%	1,293

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



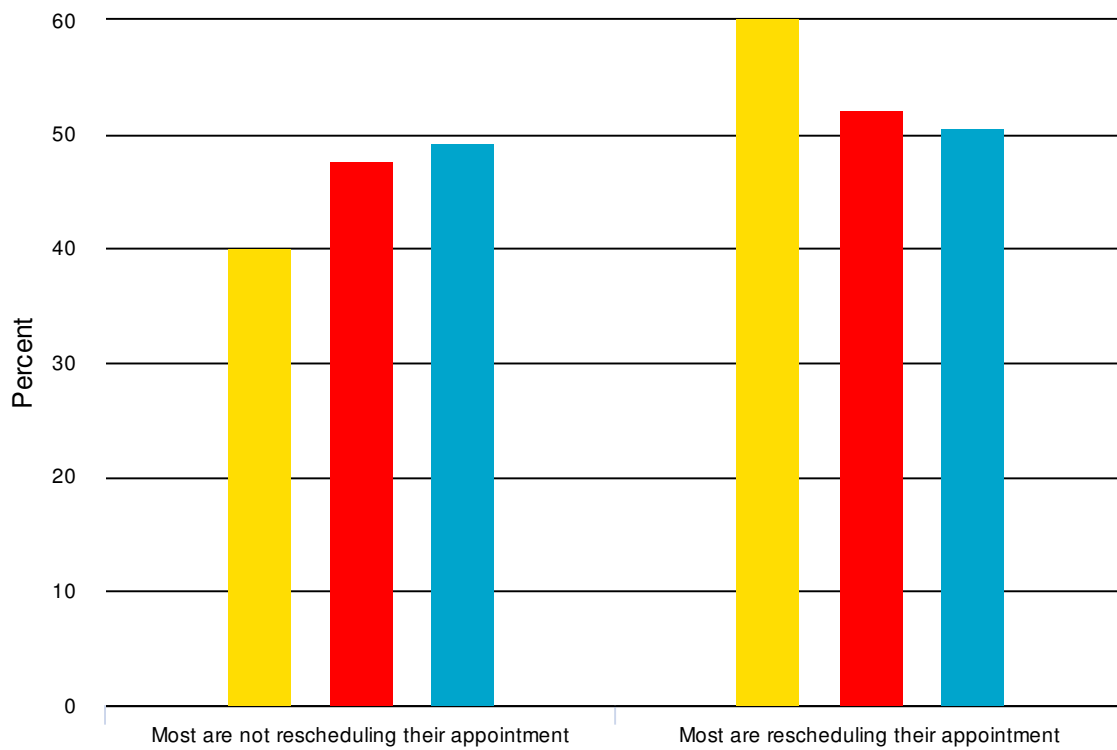
Segment	Value	Percent	% of Total	Responses
Mar 13-17	Yes	94.8%	28.8%	550
	No	5.2%	1.6%	30
	Total Responses			30.4%
Mar 18-19	Yes	98.8%	68.8%	1,312
	No	1.2%	0.8%	16
	Total Responses			69.6%
Mar 23-24	Yes	0%	0%	0
	No	0%	0%	0
	Total Responses			0%

Has your patient care schedule been impacted by Coronavirus concerns?



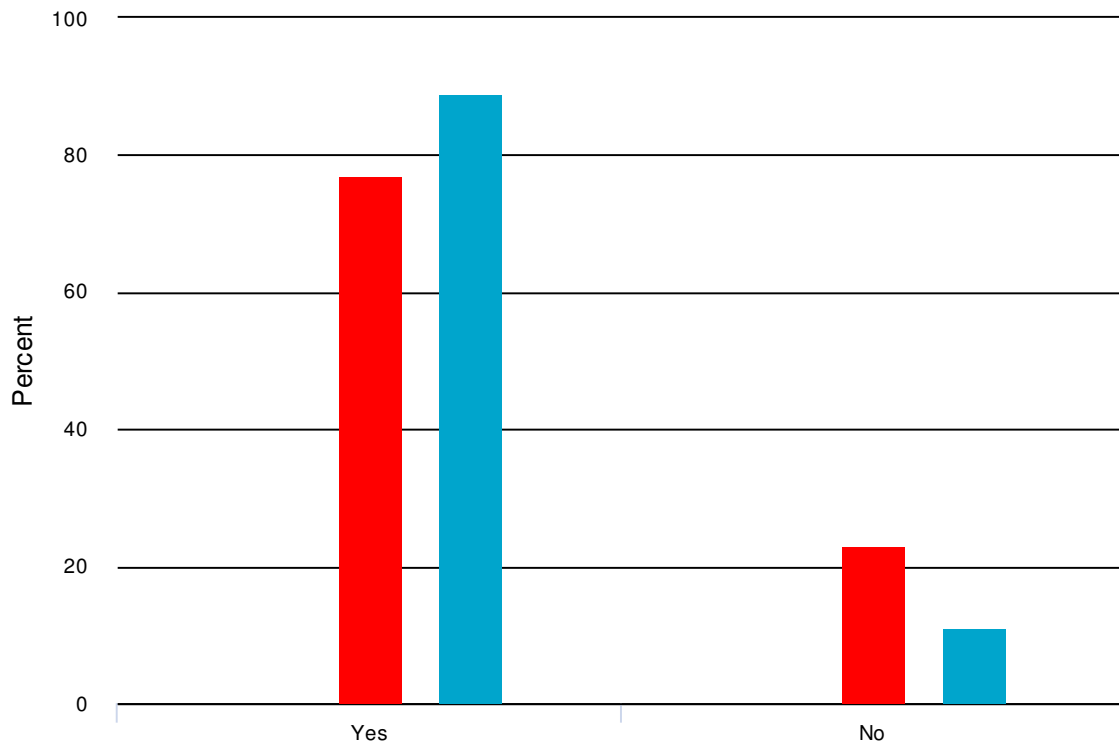
Segment	Value	Percent	% of Total	Responses
Mar13-17	Patients are canceling more than usual	46.8%	8.5%	270
	No perceivable change in appointment activity	53.2%	9.7%	307
	Practice has closed	0%	0%	0
	Total Responses		18.2%	577
Mar 18-19	Patients are canceling more than usual	84.7%	34.9%	1,110
	No perceivable change in appointment activity	15.3%	6.3%	201
	Practice has closed	0%	0%	0
	Total Responses		41.2%	1,311
Mar 23-24	Patients are canceling more than usual	38.6%	15.7%	498
	No perceivable change in appointment activity	2.2%	0.9%	28
	Practice has closed	59.2%	24%	763
	Total Responses		40.6%	1,289

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



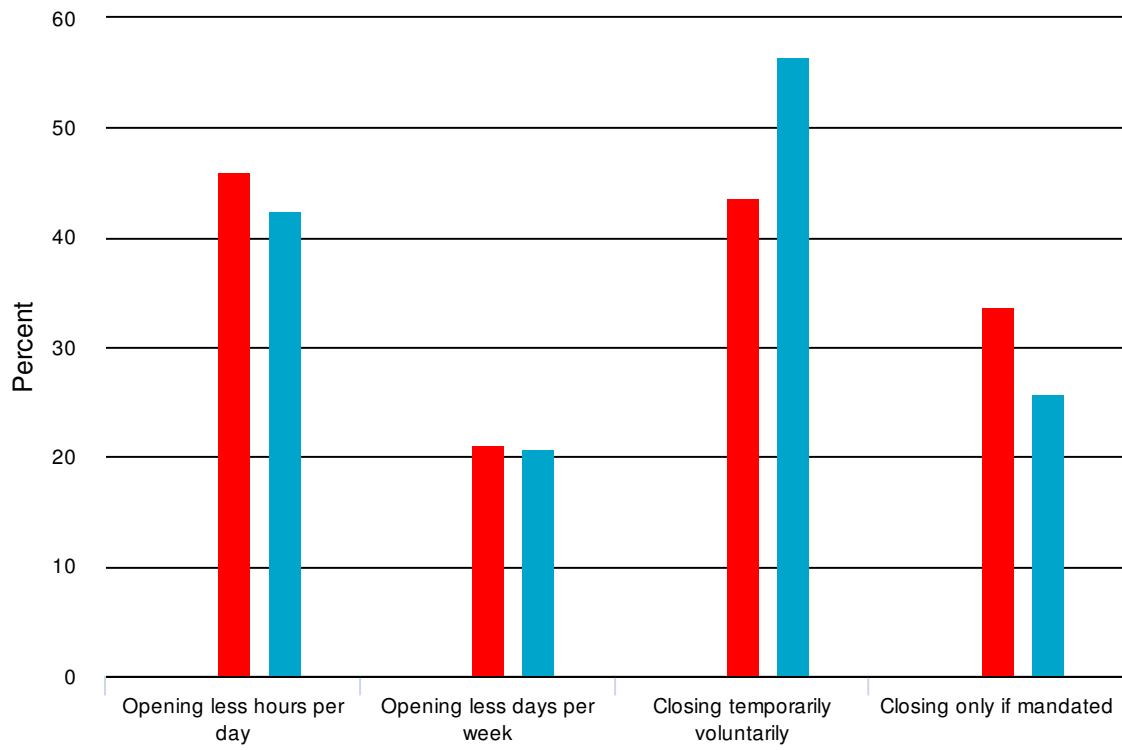
Segment	Value	Percent	% of Total	Responses
Mar13-17	Most are not rescheduling their appointment	40%	9.3%	220
	Most are rescheduling their appointment	60%	14%	330
	Total Responses		23.3%	550
Mar 18-19	Most are not rescheduling their appointment	47.8%	26.2%	618
	Most are rescheduling their appointment	52.2%	28.5%	674
	Total Responses		54.7%	1,292
Mar 23-24	Most are not rescheduling their appointment	49.3%	10.8%	256
	Most are rescheduling their appointment	50.7%	11.1%	263
	Total Responses		21.9%	519

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



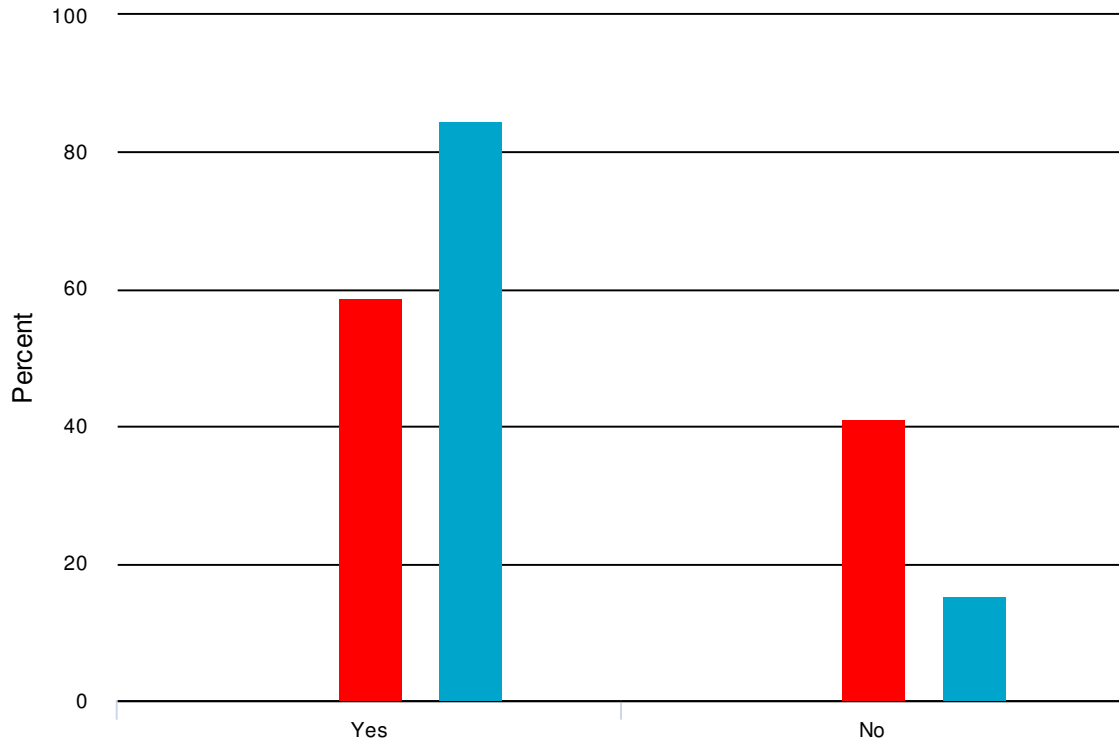
Segment	Value	Percent	% of Total	Responses
Mar13-17	Yes	0%	0%	0
	No	0%	0%	0
	Total Responses		0%	0
Mar 18-19	Yes	77.1%	39.3%	1,020
	No	22.9%	11.7%	303
	Total Responses		51%	1,323
Mar 23-24	Yes	88.9%	43.6%	1,132
	No	11.1%	5.4%	141
	Total Responses		49%	1,273

How so? Check all that apply.



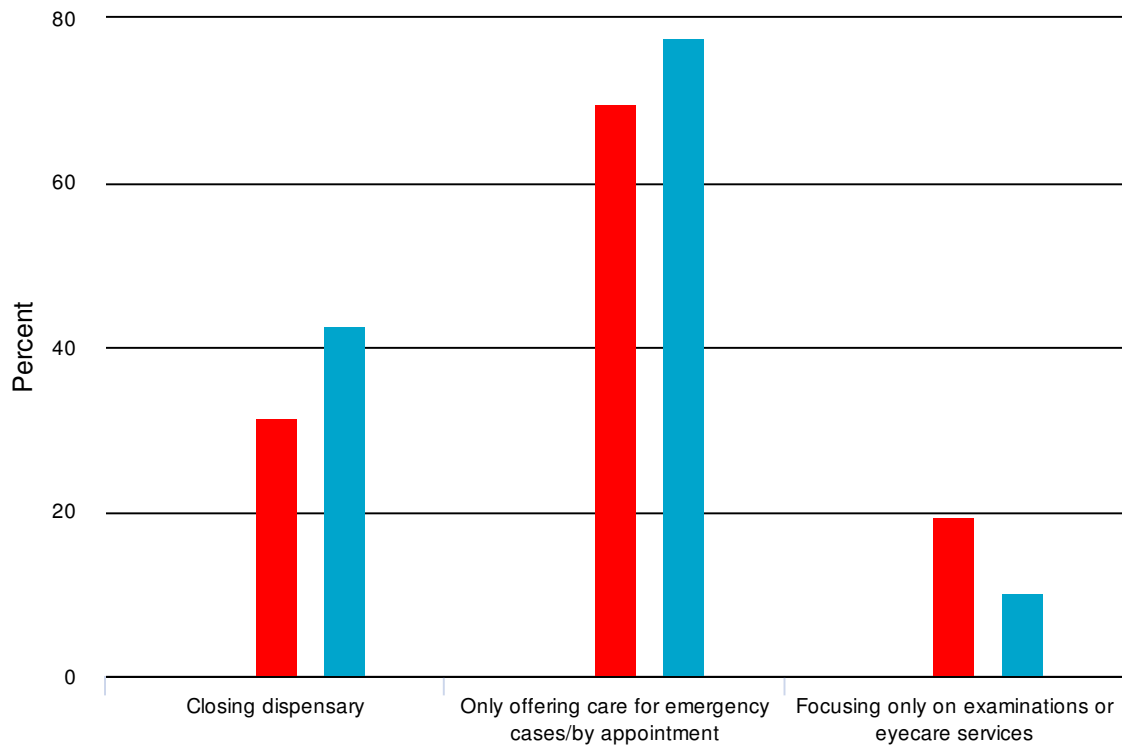
Segment	Value	Percent	% of Total	Responses
Mar13-17	Opening less hours per day	0%	0%	0
	Opening less days per week	0%	0%	0
	Closing temporarily voluntarily	0%	0%	0
	Closing only if mandated	0%	0%	0
	Total Responses			0%
Mar 18-19	Opening less hours per day	45.9%	21.8%	465
	Opening less days per week	21.2%	10.1%	215
	Closing temporarily voluntarily	43.6%	20.7%	442
	Closing only if mandated	33.8%	16%	342
	Total Responses			68.6%
Mar 23-24	Opening less hours per day	42.5%	22.4%	478
	Opening less days per week	20.8%	10.9%	234
	Closing temporarily voluntarily	56.5%	29.7%	635
	Closing only if mandated	25.7%	13.5%	289
	Total Responses			76.5%

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



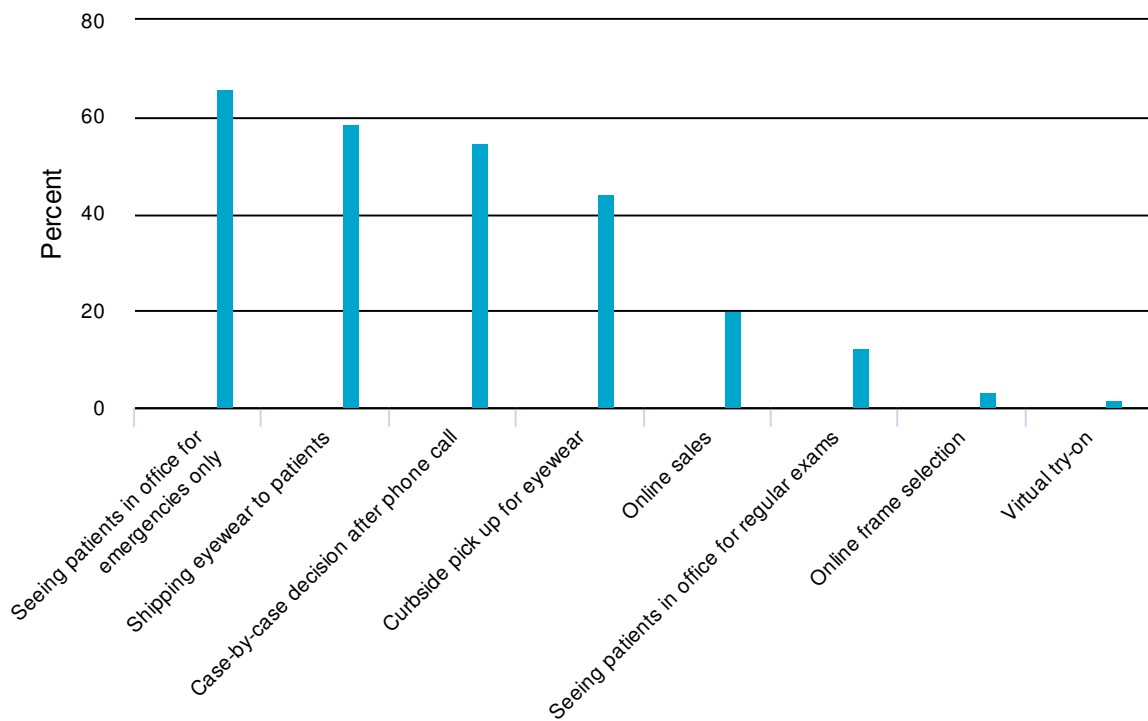
Segment	Value	Percent	% of Total	Responses
Mar13-17	Yes	0%	0%	0
	No	0%	0%	0
	Total Responses			0%
Mar 18-19	Yes	58.7%	29.9%	775
	No	41.3%	21.1%	546
	Total Responses			51%
Mar 23-24	Yes	84.7%	41.5%	1,074
	No	15.3%	7.5%	194
	Total Responses			49%

How so? Check all that apply.



Segment	Value	Percent	% of Total	Responses
■ Mar13-17	Closing dispensary	0%	0%	0
	Only offering care for emergency cases/by appointment	0%	0%	0
	Focusing only on examinations or eyecare services	0%	0%	0
	Total Responses		0%	0
■ Mar 18-19	Closing dispensary	31.5%	13%	235
	Only offering care for emergency cases/by appointment	69.7%	28.9%	521
	Focusing only on examinations or eyecare services	19.4%	8.1%	145
	Total Responses		50%	747
■ Mar 23-24	Closing dispensary	42.7%	25%	450
	Only offering care for emergency cases/by appointment	77.7%	45.5%	819
	Focusing only on examinations or eyecare services	10.1%	5.9%	106
	Total Responses		76.4%	1,054

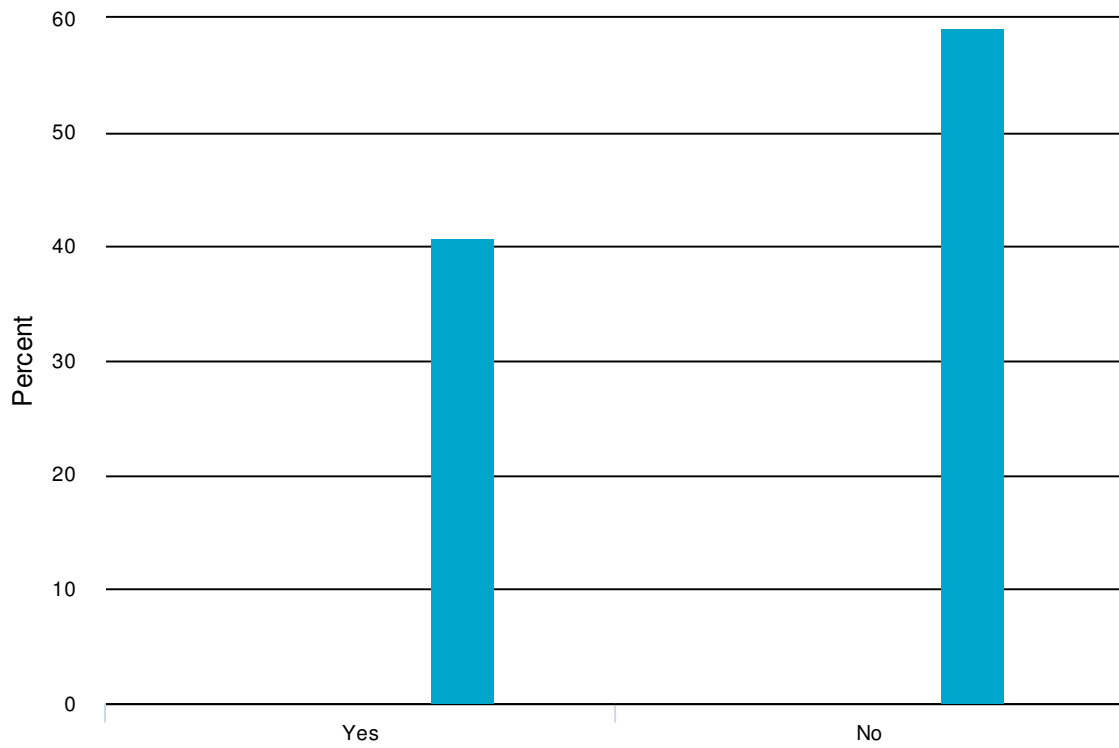
What services are you currently offering? Check all that apply.



Segment	Value	Percent	% of Total Responses	Responses
Mar13-17	Seeing patients in office for emergencies only	0%	0%	0
	Shipping eyewear to patients	0%	0%	0
	Case-by-case decision after phone call	0%	0%	0
	Curbside pick up for eyewear	0%	0%	0
	Online sales	0%	0%	0
	Seeing patients in office for regular exams	0%	0%	0
	Online frame selection	0%	0%	0
	Virtual try-on	0%	0%	0
	Total Responses			0%
Mar 18-19	Seeing patients in office for emergencies only	0%	0%	0
	Shipping eyewear to patients	0%	0%	0
	Case-by-case decision after phone call	0%	0%	0
	Curbside pick up for eyewear	0%	0%	0

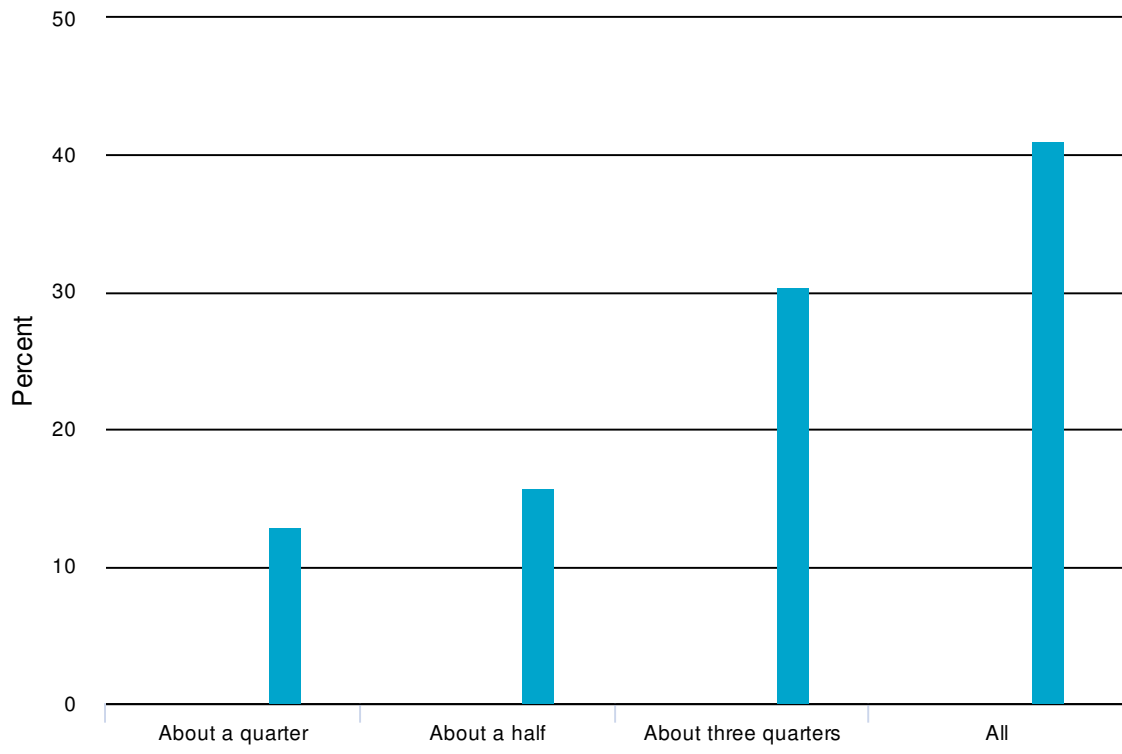
Segment	Value	Percent	% of Total	Responses
	Online sales	0%	0%	0
	Seeing patients in office for regular exams	0%	0%	0
	Online frame selection	0%	0%	0
	Virtual try-on	0%	0%	0
	Total Responses		0%	0
■ Mar 23-24	Seeing patients in office for emergencies only	65.9%	65.9%	786
	Shipping eyewear to patients	58.6%	58.6%	699
	Case-by-case decision after phone call	54.6%	54.6%	651
	Curbside pick up for eyewear	44.3%	44.3%	528
	Online sales	20.2%	20.2%	241
	Seeing patients in office for regular exams	12.3%	12.3%	147
	Online frame selection	3.1%	3.1%	37
	Virtual try-on	1.5%	1.5%	18
	Total Responses		260.5%	1,192

Have any staff at your location been let go/laid off?



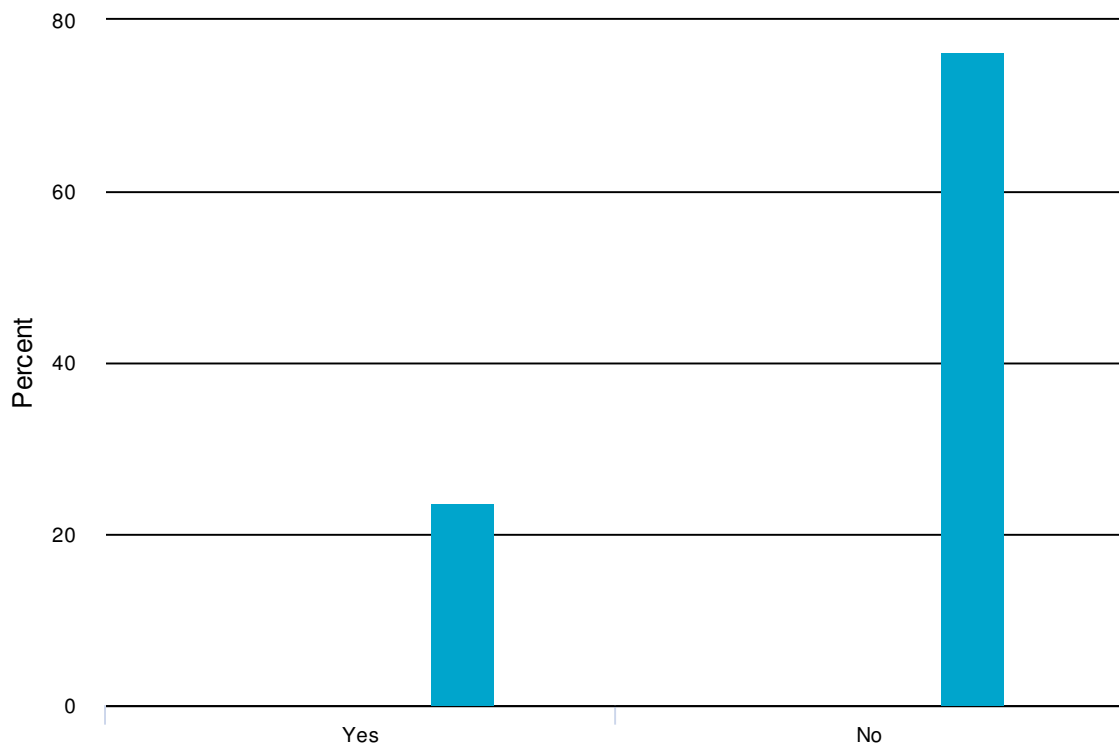
Segment	Value	Percent	% of Total	Responses
Mar13-17	Yes	0%	0%	0
	No	0%	0%	0
	Total Responses		0%	0
Mar 18-19	Yes	0%	0%	0
	No	0%	0%	0
	Total Responses		0%	0
Mar 23-24	Yes	40.8%	40.8%	525
	No	59.2%	59.2%	763
	Total Responses		100%	1,288

How much of the staff?



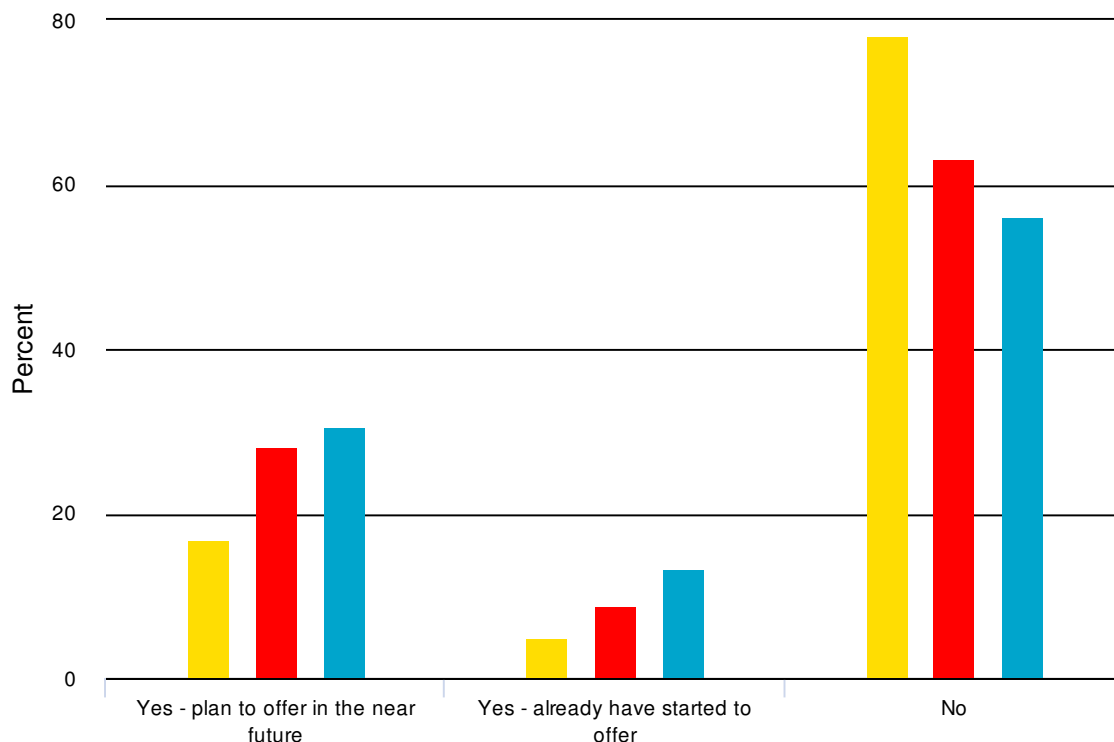
Segment	Value	Percent	% of Total	Responses
■ Mar13-17	About a quarter	0%	0%	0
	About a half	0%	0%	0
	About three quarters	0%	0%	0
	All	0%	0%	0
	Total Responses			0%
■ Mar 18-19	About a quarter	0%	0%	0
	About a half	0%	0%	0
	About three quarters	0%	0%	0
	All	0%	0%	0
	Total Responses			0%
■ Mar 23-24	About a quarter	12.9%	12.9%	67
	About a half	15.8%	15.8%	82
	About three quarters	30.4%	30.4%	158
	All	41%	41%	213
	Total Responses			100.1%

Can any staff work from home?



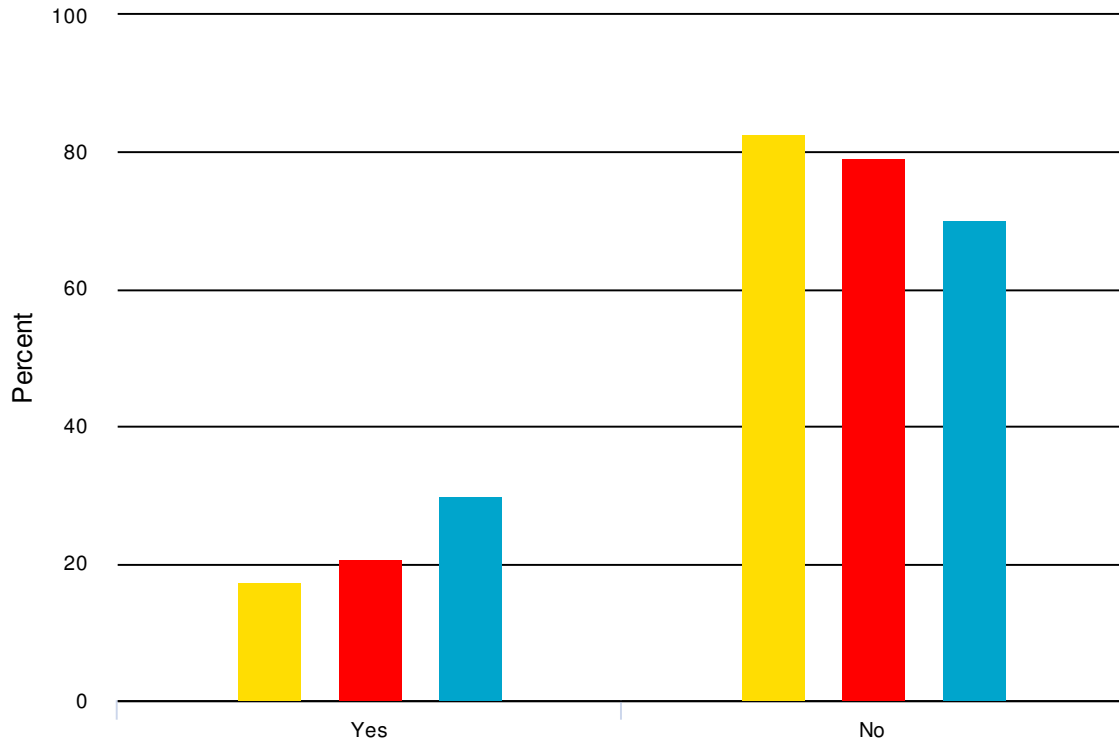
Segment	Value	Percent	% of Total	Responses
Mar13-17	Yes	0%	0%	0
	No	0%	0%	0
	Total Responses		0%	0
Mar 18-19	Yes	0%	0%	0
	No	0%	0%	0
	Total Responses		0%	0
Mar 23-24	Yes	23.7%	23.7%	305
	No	76.3%	76.3%	980
	Total Responses		100%	1,285

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



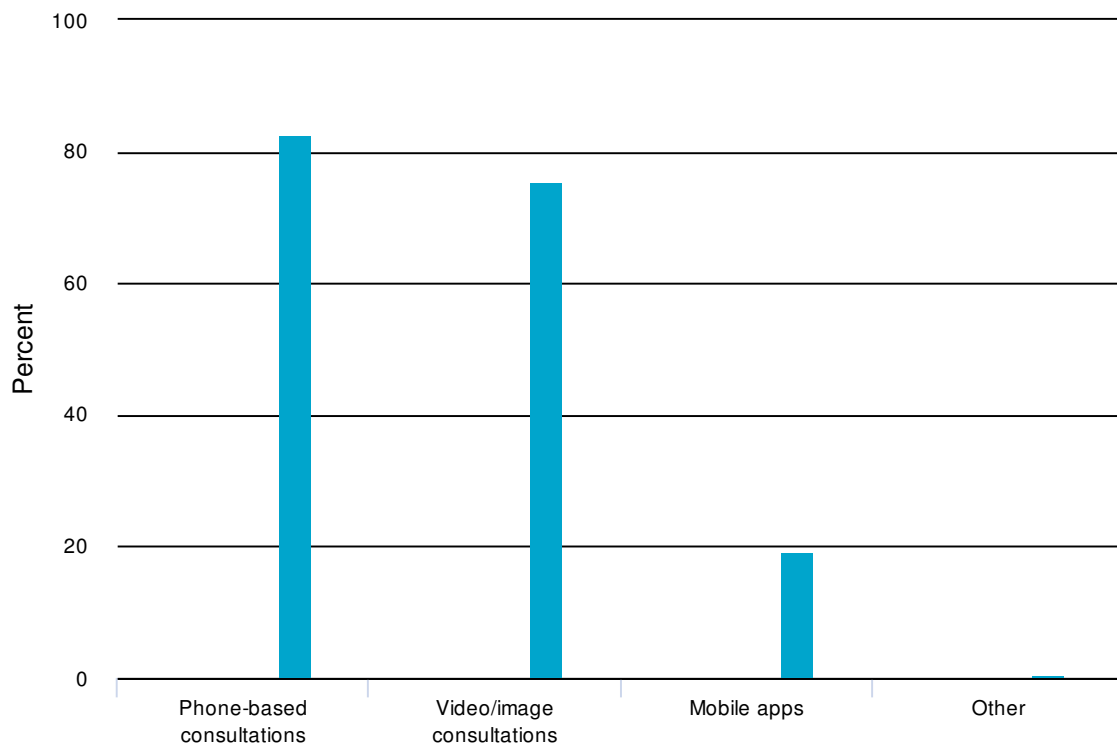
Segment	Value	Percent	% of Total	Responses
Mar 13-17	Yes - plan to offer in the near future	16.9%	3.1%	98
	Yes - already have started to offer	5%	0.9%	29
	No	78.1%	14.3%	453
Total Responses			18.3%	580
Mar 18-19	Yes - plan to offer in the near future	28.1%	11.7%	370
	Yes - already have started to offer	8.7%	3.6%	114
	No	63.2%	26.2%	832
Total Responses			41.5%	1,316
Mar 23-24	Yes - plan to offer in the near future	30.5%	12.3%	389
	Yes - already have started to offer	13.3%	5.4%	170
	No	56.2%	22.6%	717
Total Responses			40.3%	1,276

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



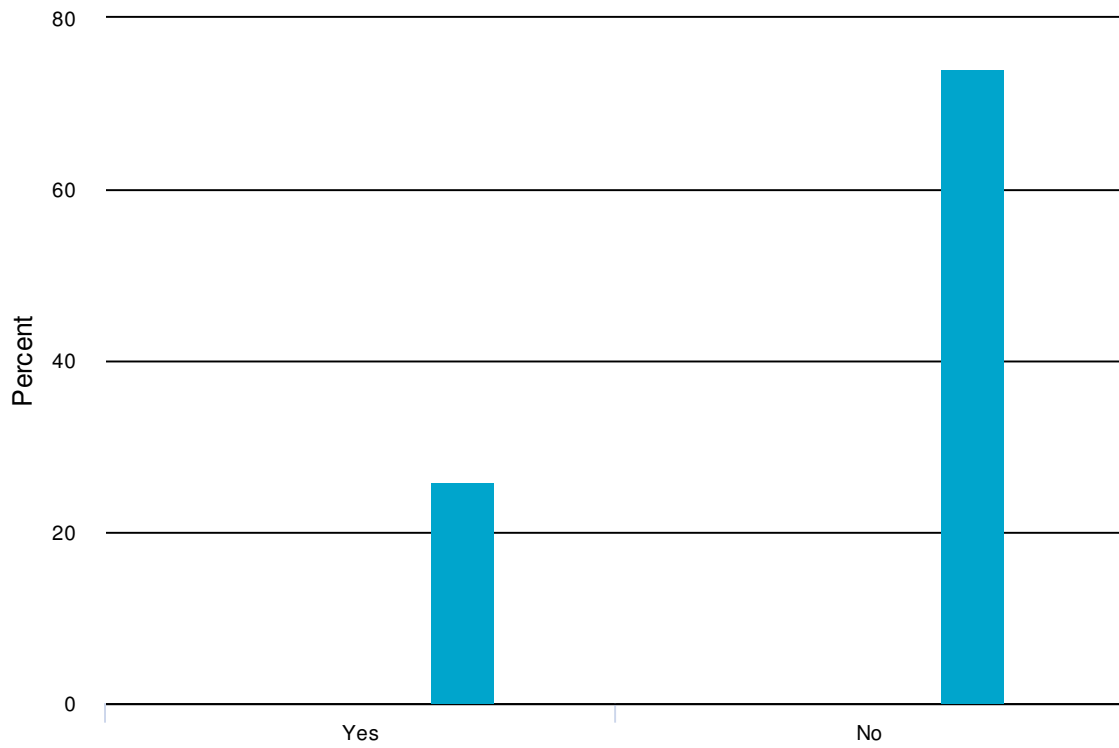
Segment	Value	Percent	% of Total	Responses
Mar13-17	Yes	17.3%	3.2%	100
	No	82.7%	15.2%	477
	Total Responses		18.4%	577
Mar 18-19	Yes	20.8%	8.6%	269
	No	79.2%	32.8%	1,025
	Total Responses		41.4%	1,294
Mar 23-24	Yes	29.7%	12%	374
	No	70.3%	28.3%	884
	Total Responses		40.3%	1,258

What telehealth services are you offering/using? Check all that apply.



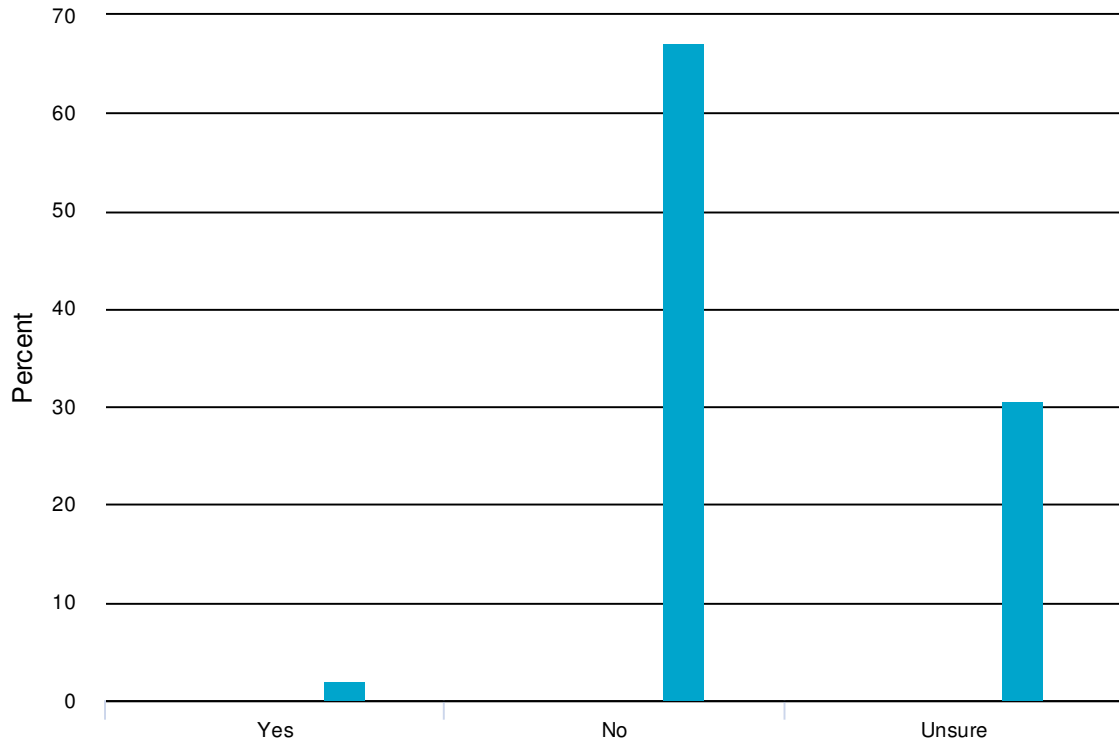
Segment	Value	Percent	% of Total	Responses
Mar13-17	Phone-based consultations	0%	0%	0
	Video/image consultations	0%	0%	0
	Mobile apps	0%	0%	0
	Other	0%	0%	0
	Total Responses			0%
Mar 18-19	Phone-based consultations	0%	0%	0
	Video/image consultations	0%	0%	0
	Mobile apps	0%	0%	0
	Other	0%	0%	0
	Total Responses			0%
Mar 23-24	Phone-based consultations	82.5%	82.5%	137
	Video/image consultations	75.3%	75.3%	125
	Mobile apps	19.3%	19.3%	32
	Other	0.6%	0.6%	1
	Total Responses			177.7%

Have you billed for telehealth services in the last two weeks?



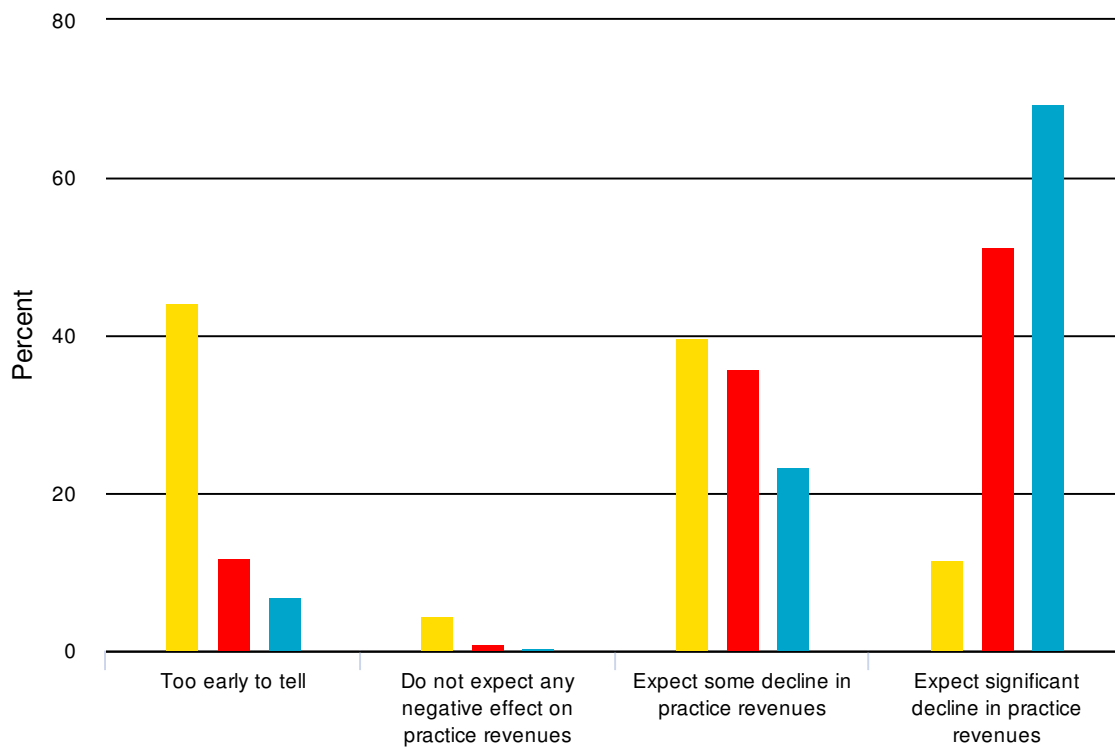
Segment	Value	Percent	% of Total	Responses
Mar13-17	Yes	0%	0%	0
	No	0%	0%	0
	Total Responses		0%	0
Mar 18-19	Yes	0%	0%	0
	No	0%	0%	0
	Total Responses		0%	0
Mar 23-24	Yes	26%	26%	44
	No	74%	74%	125
	Total Responses		100%	169

Have you been in contact with anyone who has been tested positive for Coronavirus?



Segment	Value	Percent	% of Total	Responses
Mar13-17	Yes	0%	0%	0
	No	0%	0%	0
	Unsure	0%	0%	0
	Total Responses		0%	0
Mar 18-19	Yes	0%	0%	0
	No	0%	0%	0
	Unsure	0%	0%	0
	Total Responses		0%	0
Mar 23-24	Yes	2%	2%	26
	No	67.3%	67.3%	868
	Unsure	30.6%	30.6%	395
	Total Responses		99.9%	1,289

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



Segment	Value	Percent	% of Total Responses	
Mar13-17	Too early to tell	44.1%	8%	256
	Do not expect any negative effect on practice revenues	4.5%	0.8%	26
	Expect some decline in practice revenues	39.7%	7.2%	230
	Expect significant decline in practice revenues	11.7%	2.1%	68
	Total Responses		18.1%	580
Mar 18-19	Too early to tell	11.9%	4.9%	157
	Do not expect any negative effect on practice revenues	1%	0.4%	13
	Expect some decline in practice revenues	35.9%	14.9%	475
	Expect significant decline in practice revenues	51.3%	21.3%	679
	Total Responses		41.5%	1,324
Mar 23-24	Too early to tell	6.8%	2.7%	87
	Do not expect any negative effect on practice revenues	0.4%	0.2%	5
	Expect some decline in practice revenues	23.4%	9.4%	301
	Expect significant decline in practice revenues	69.4%	28%	893
	Total Responses		40.3%	1,286

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%	
Mar 18-19				
Count	872	144	307	1,323
Row %	65.9%	10.9%	23.2%	
Mar 23-24				
Count	889	123	271	1,283
Row %	69.3%	9.6%	21.1%	
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%	
Mar 18-19				
Count	731	206	385	1,322
Row %	55.3%	15.6%	29.1%	
Mar 23-24				
Count	652	217	408	1,277
Row %	51.1%	17.0%	31.9%	
Totals				
Total Responses				

How do you rate your personal stress level? Slide bar from 1 to 10.

■ Mar13-17

Percent

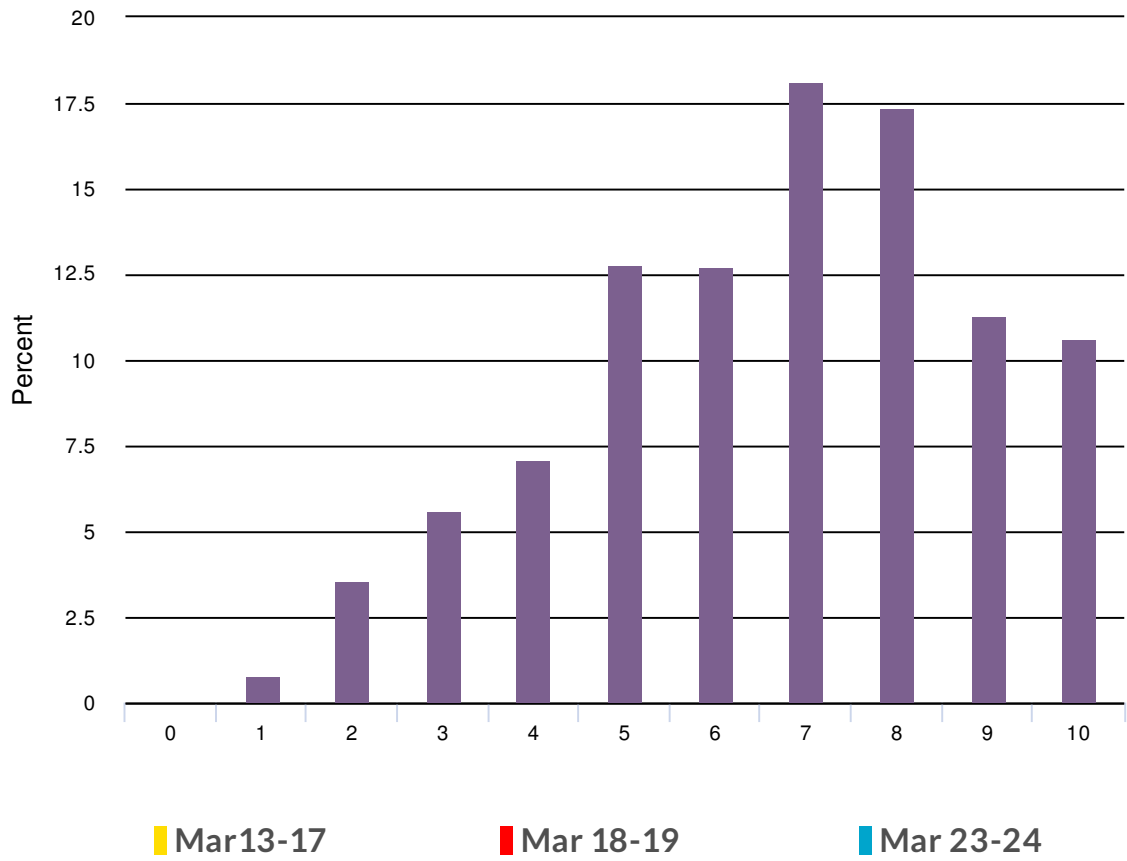
No data to display

■ Mar 18-19

Percent

No data to display

■ Mar 23-24



Average

-

-

6.7

How do you rate your stress level about your business? Slide bar from 1 to 10.

■ Mar13-17

Percent

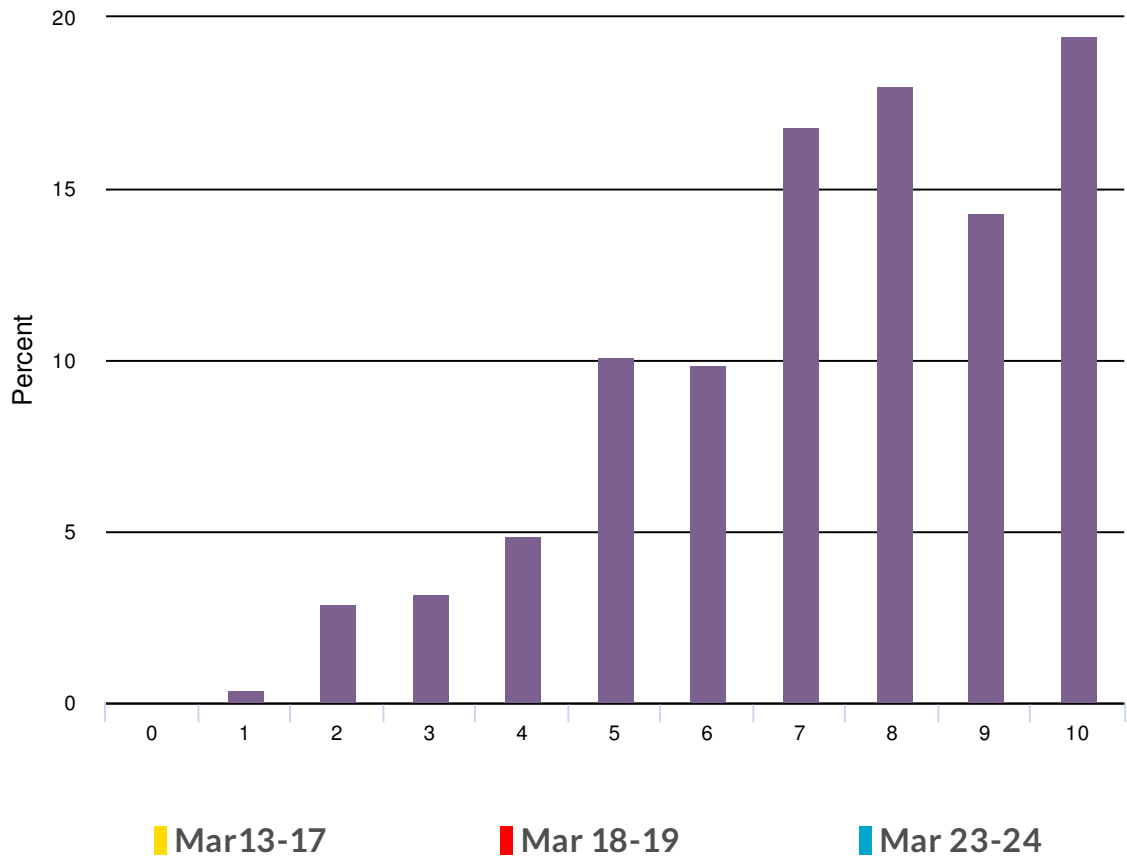
No data to display

■ Mar 18-19

Percent

No data to display

■ Mar 23-24



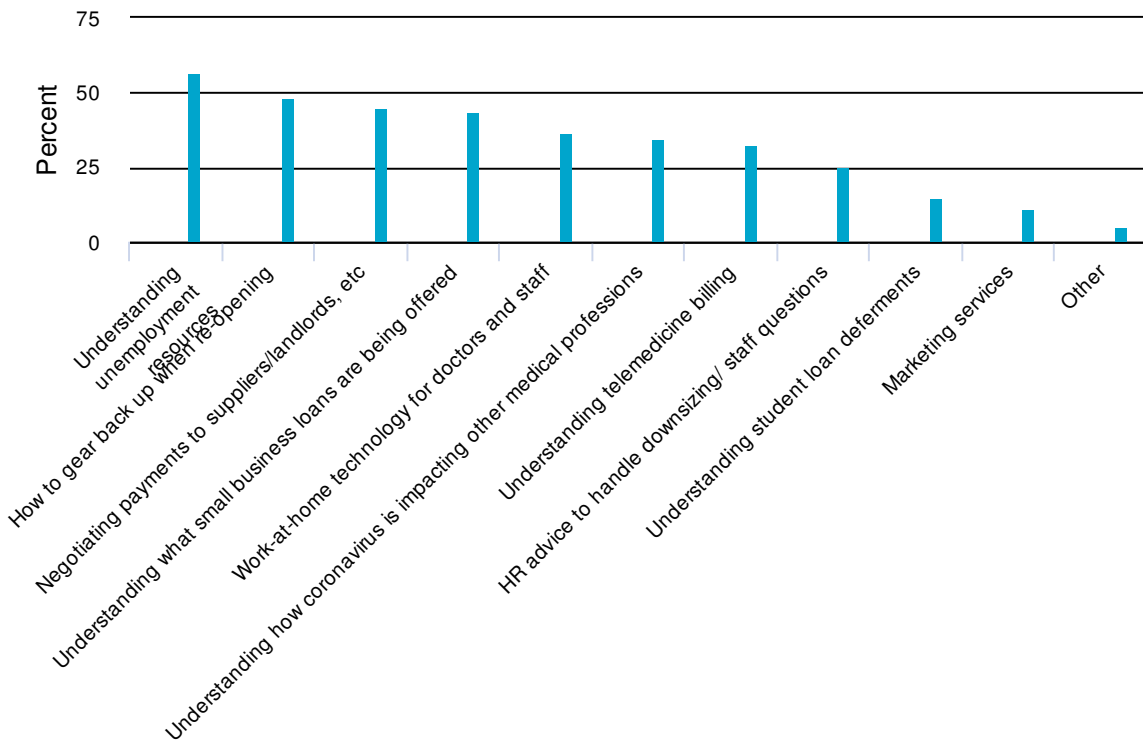
Average

-

-

7.3

What would help you now? Check all that apply.



Segment	Value	Percent	% of Total Responses
Mar13-17	Understanding unemployment resources	0%	0%
	How to gear back up when re-opening	0%	0%
	Negotiating payments to suppliers/landlords, etc	0%	0%
	Understanding what small business loans are being offered	0%	0%
	Work-at-home technology for doctors and staff	0%	0%
	Understanding how coronavirus is impacting other medical professions	0%	0%
	Understanding telemedicine billing	0%	0%
	HR advice to handle downsizing/ staff questions	0%	0%
	Understanding student loan deferments	0%	0%
	Marketing services	0%	0%
	Other	0%	0%

Segment	Value	Percent	% of Total Responses	
		Total Responses	0%	0
■ Mar 18-19	Understanding unemployment resources	0%	0%	0
	How to gear back up when re-opening	0%	0%	0
	Negotiating payments to suppliers/landlords, etc	0%	0%	0
	Understanding what small business loans are being offered	0%	0%	0
	Work-at-home technology for doctors and staff	0%	0%	0
	Understanding how coronavirus is impacting other medical professions	0%	0%	0
	Understanding telemedicine billing	0%	0%	0
	HR advice to handle downsizing/ staff questions	0%	0%	0
	Understanding student loan deferments	0%	0%	0
	Marketing services	0%	0%	0
	Other	0%	0%	0
		Total Responses	0%	0
■ Mar 23-24	Understanding unemployment resources	56.7%	56.7%	699
	How to gear back up when re-opening	48.1%	48.1%	593
	Negotiating payments to suppliers/landlords, etc	45.1%	45.1%	556
	Understanding what small business loans are being offered	43.6%	43.6%	537
	Work-at-home technology for doctors and staff	36.2%	36.2%	446
	Understanding how coronavirus is impacting other medical professions	34.8%	34.8%	429
	Understanding telemedicine billing	32.4%	32.4%	399

Segment	Value	Percent	% of Total	Responses
	HR advice to handle downsizing/ staff questions	25.6%	25.6%	316
	Understanding student loan deferments	15%	15%	185
	Marketing services	11%	11%	136
	Other	5.2%	5.2%	64
	Total Responses		353.7%	1,233