

Coronavirus ECP Survey - Wave 4

Response Counts

■ Mar 13-17



Totals: 583

■ Mar 18-19



Totals: 1,340

■ Mar 23-24



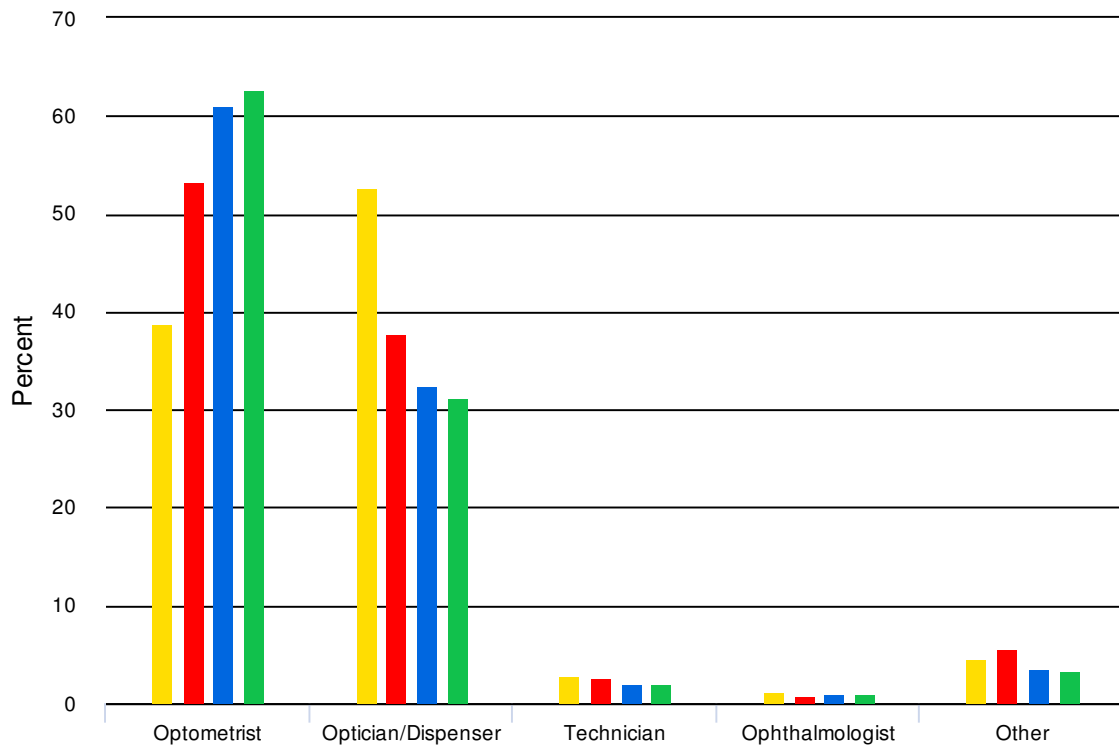
Totals: 1,293

■ Mar 28-30



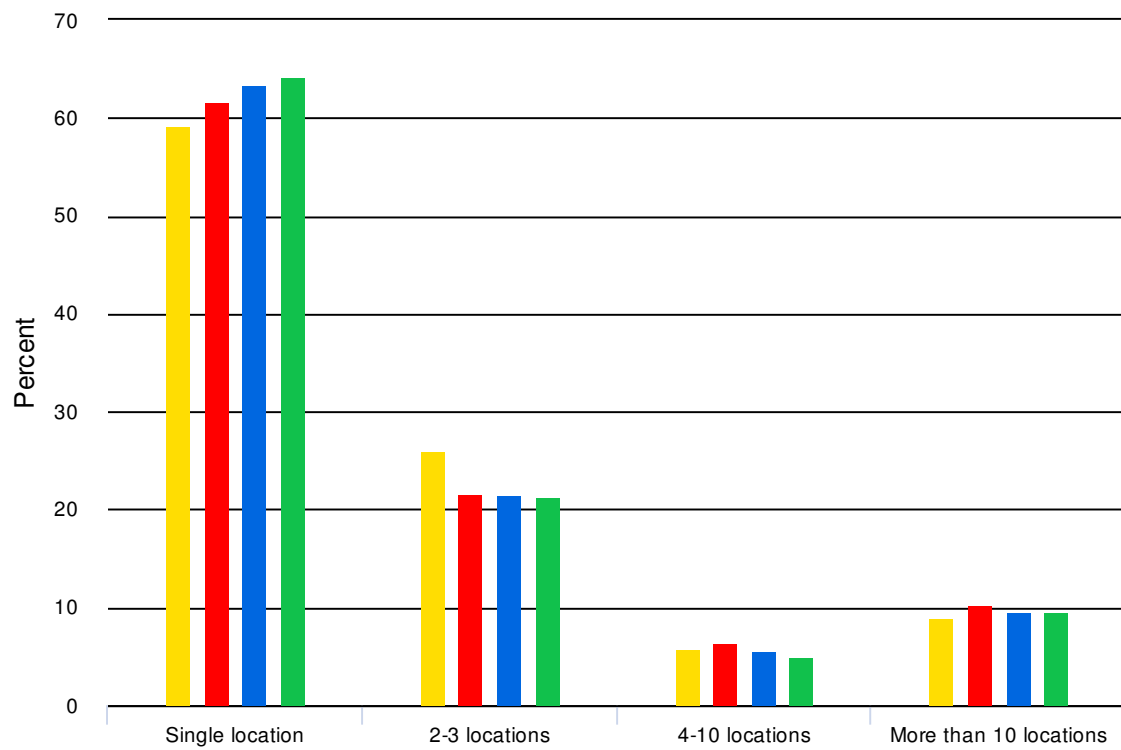
Totals: 1,769

1. What is your profession?



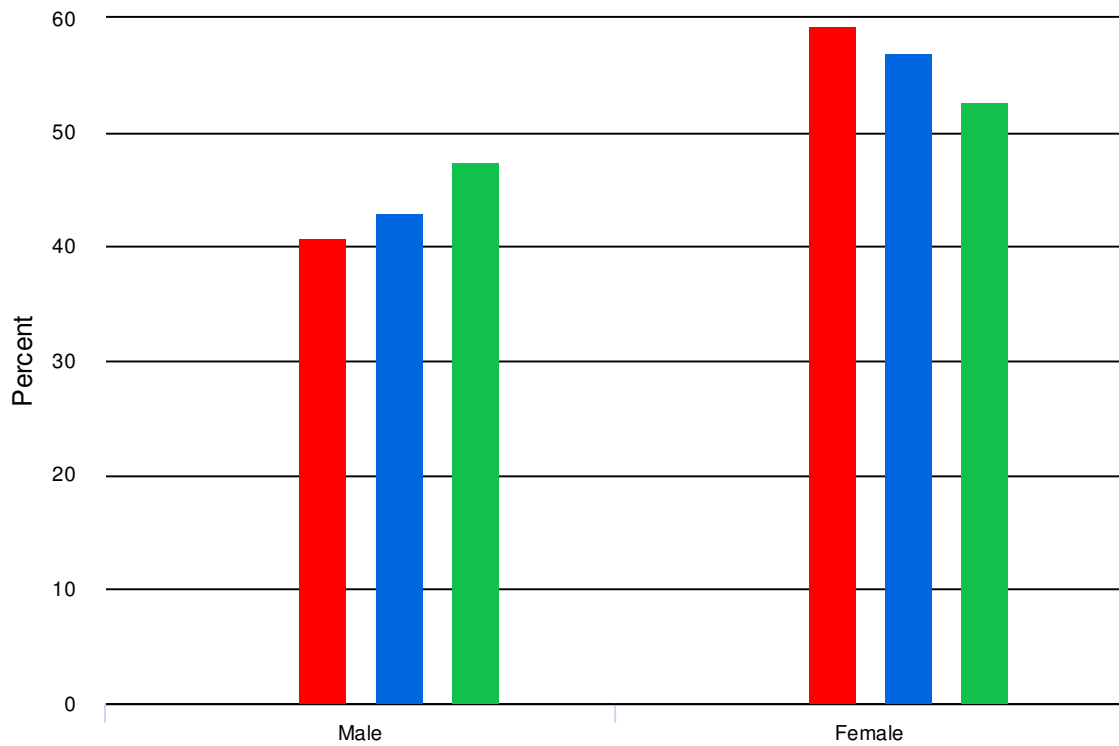
Segment	Value	Percent	% of Total	Responses
Mar 13-17	Optometrist	38.8%	4.7%	226
	Optician/Dispenser	52.7%	6.4%	307
	Technician	2.7%	0.3%	16
	Ophthalmologist	1.2%	0.1%	7
	Other	4.6%	0.6%	27
	Total Responses			12.1%
Mar 18-19	Optometrist	53.2%	14.8%	710
	Optician/Dispenser	37.8%	10.5%	504
	Technician	2.6%	0.7%	35
	Ophthalmologist	0.8%	0.2%	11
	Other	5.5%	1.5%	74
	Total Responses			27.7%
Mar 23-24	Optometrist	61%	16.4%	785
	Optician/Dispenser	32.5%	8.7%	418
	Technician	1.9%	0.5%	25
	Ophthalmologist	1%	0.3%	13
	Other	3.6%	1%	46
	Total Responses			26.9%
Mar 28-30	Optometrist	62.6%	23.1%	1,104
	Optician/Dispenser	31.2%	11.5%	550
	Technician	1.9%	0.7%	33
	Ophthalmologist	1%	0.4%	18
	Other	3.3%	1.2%	58
	Total Responses			36.9%

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



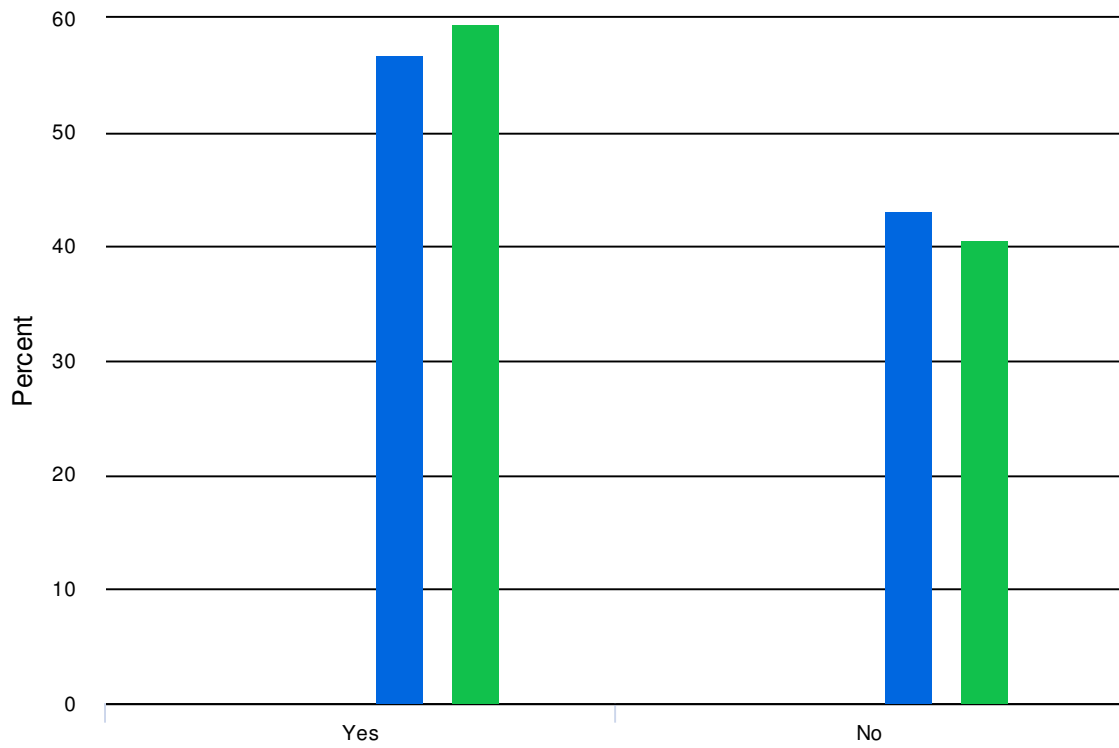
Segment	Value	Percent	% of Total	Responses
Mar 13-17	Single location	59.3%	7%	346
	2-3 locations	26.1%	3.1%	152
	4-10 locations	5.7%	0.7%	33
	More than 10 locations	8.9%	1%	52
	Total Responses			11.8%
Mar 18-19	Single location	61.6%	16.5%	819
	2-3 locations	21.7%	5.8%	289
	4-10 locations	6.4%	1.7%	85
	More than 10 locations	10.3%	2.8%	137
	Total Responses			26.8%
Mar 23-24	Single location	63.4%	16.5%	817
	2-3 locations	21.5%	5.6%	277
	4-10 locations	5.6%	1.5%	72
	More than 10 locations	9.5%	2.5%	123
	Total Responses			26.1%
Mar 28-30	Single location	64.3%	22.8%	1,133
	2-3 locations	21.2%	7.5%	374
	4-10 locations	5%	1.8%	88
	More than 10 locations	9.5%	3.4%	167
	Total Responses			35.5%

3. What is your gender?



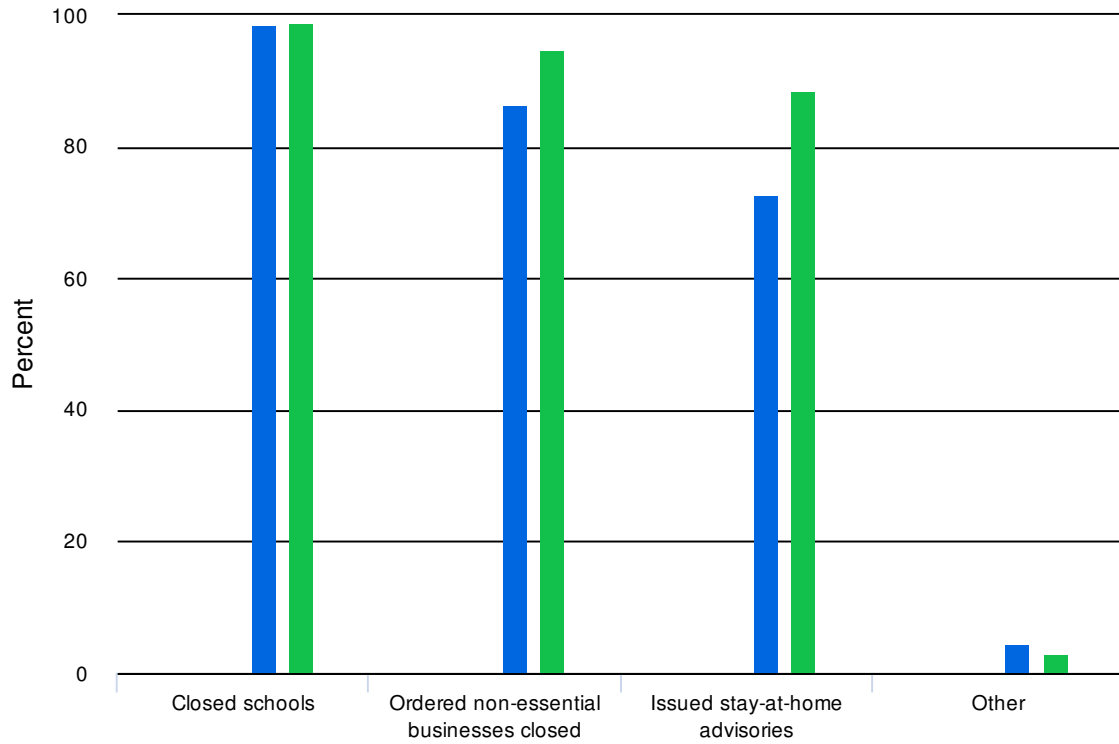
Segment	Value	Percent	% of Total	Responses
Mar 13-17	Male	0%	0%	0
	Female	0%	0%	0
	Total Responses			0%
Mar 18-19	Male	40.7%	12.4%	539
	Female	59.3%	18%	786
	Total Responses			30.4%
Mar 23-24	Male	43%	12.6%	551
	Female	57%	16.7%	729
	Total Responses			29.3%
Mar 28-30	Male	47.4%	19.1%	833
	Female	52.6%	21.2%	925
	Total Responses			40.3%

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



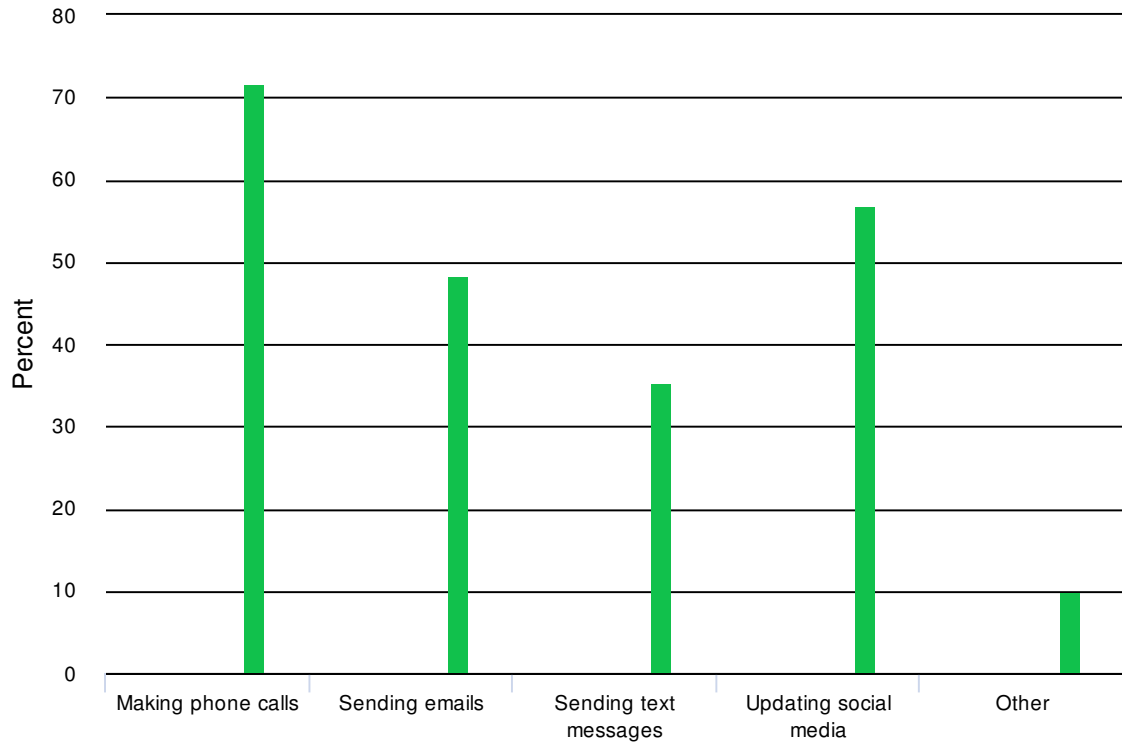
Segment	Value	Percent	% of Total	Responses
Mar 13-17	Yes	0%	0%	0
	No	0%	0%	0
	Total Responses		0%	0
Mar 18-19	Yes	0%	0%	0
	No	0%	0%	0
	Total Responses		0%	0
Mar 23-24	Yes	56.8%	24%	733
	No	43.2%	18.3%	558
	Total Responses		42.3%	1,291
Mar 28-30	Yes	59.5%	34.3%	1,048
	No	40.5%	23.4%	713
	Total Responses		57.7%	1,761

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



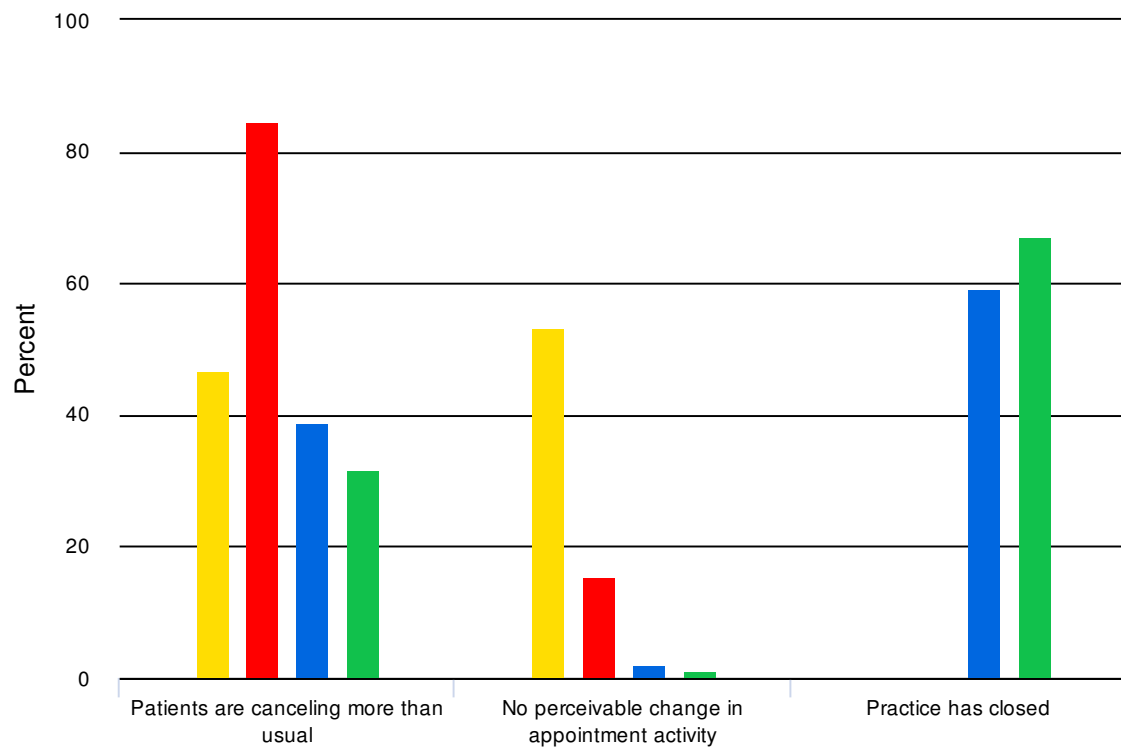
Segment	Value	Percent	% of Total	Responses
Mar 13-17	Closed schools	0%	0%	0
	Ordered non-essential businesses closed	0%	0%	0
	Issued stay-at-home advisories	0%	0%	0
	Other	0%	0%	0
	Total Responses		0%	0
Mar 18-19	Closed schools	0%	0%	0
	Ordered non-essential businesses closed	0%	0%	0
	Issued stay-at-home advisories	0%	0%	0
	Other	0%	0%	0
	Total Responses		0%	0
Mar 23-24	Closed schools	98.5%	41.7%	1,272
	Ordered non-essential businesses closed	86.4%	36.5%	1,115
	Issued stay-at-home advisories	72.9%	30.8%	941
	Other	4.5%	1.9%	58
	Total Responses		110.9%	1,291
Mar 28-30	Closed schools	98.8%	57%	1,738
	Ordered non-essential businesses closed	94.8%	54.7%	1,669
	Issued stay-at-home advisories	88.5%	51.1%	1,558
	Other	3.1%	1.8%	54
	Total Responses		164.6%	1,760

6. Are you making any efforts to stay in touch with your patients? Check all that you are doing.



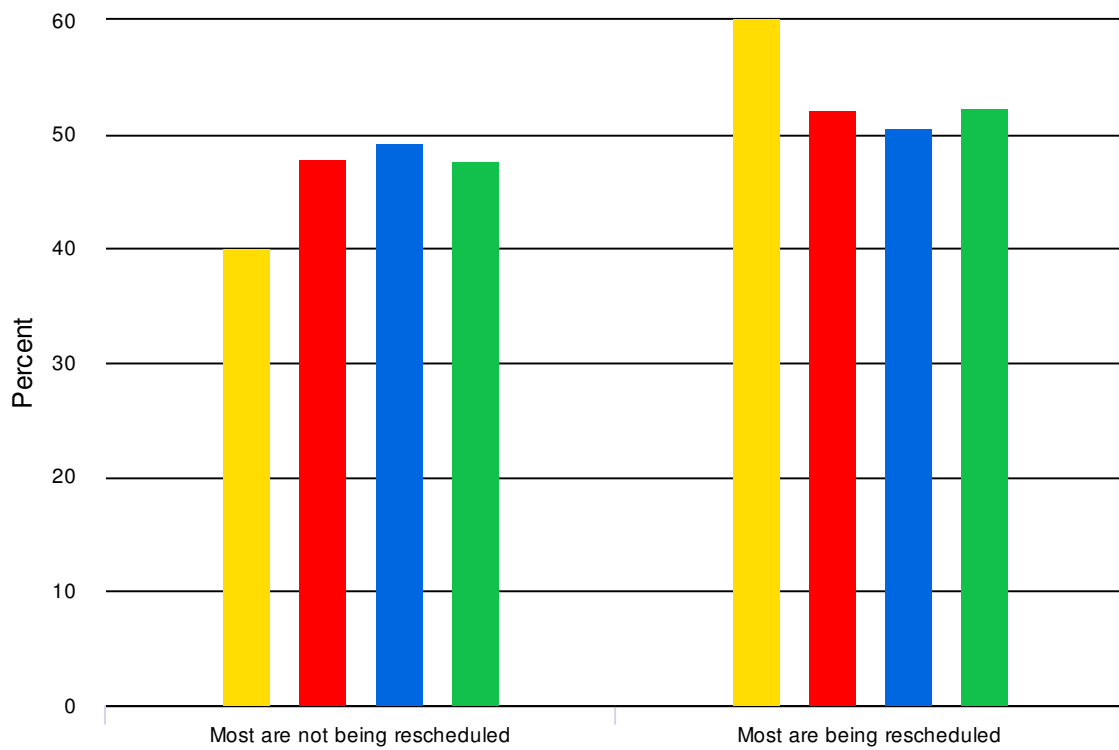
Segment	Value	Percent	% of Total	Responses
Mar 13-17	Making phone calls	0%	0%	0
	Sending emails	0%	0%	0
	Sending text messages	0%	0%	0
	Updating social media	0%	0%	0
	Other	0%	0%	0
	Total Responses		0%	0
Mar 18-19	Making phone calls	0%	0%	0
	Sending emails	0%	0%	0
	Sending text messages	0%	0%	0
	Updating social media	0%	0%	0
	Other	0%	0%	0
	Total Responses		0%	0
Mar 23-24	Making phone calls	0%	0%	0
	Sending emails	0%	0%	0
	Sending text messages	0%	0%	0
	Updating social media	0%	0%	0
	Other	0%	0%	0
	Total Responses		0%	0
Mar 28-30	Making phone calls	71.6%	71.6%	1,168
	Sending emails	48.3%	48.3%	788
	Sending text messages	35.3%	35.3%	576
	Updating social media	56.8%	56.8%	926
	Other	9.9%	9.9%	162
	Total Responses		221.9%	1,631

7. Has your patient care schedule been impacted by Coronavirus concerns?



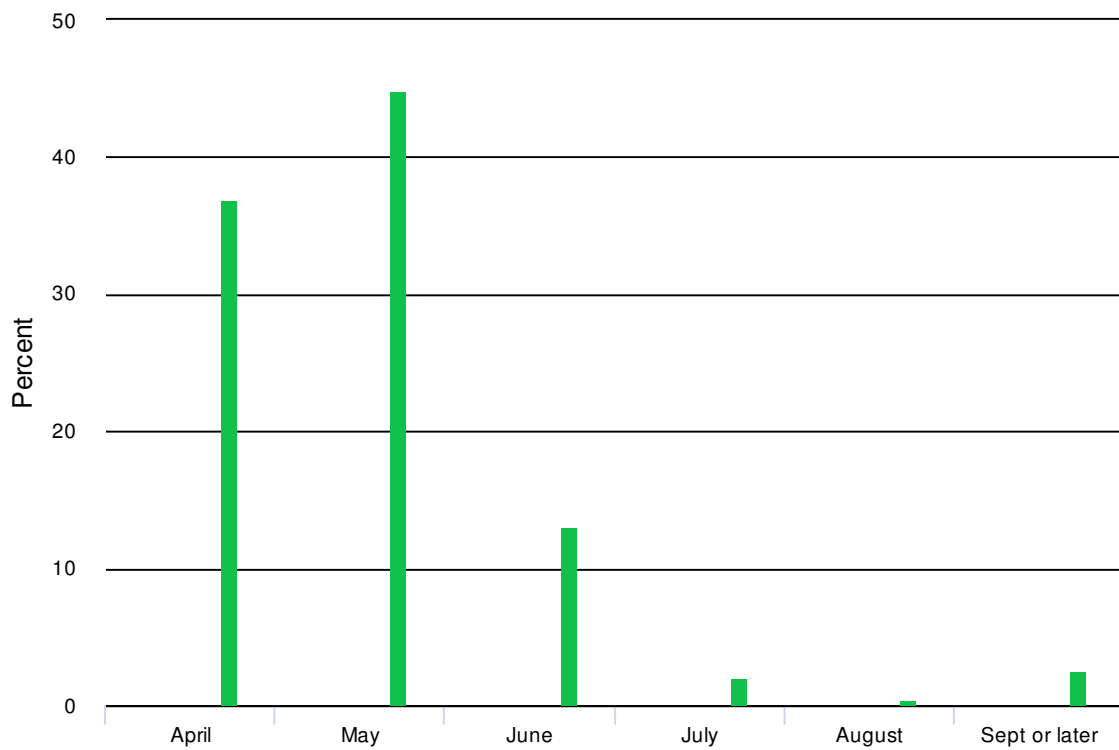
Segment	Value	Percent	% of Total	Responses
■ Mar 13-17	Patients are canceling more than usual	46.8%	5.5%	270
	No perceivable change in appointment activity	53.2%	6.2%	307
	Practice has closed	0%	0%	0
	Total Responses		11.7%	577
■ Mar 18-19	Patients are canceling more than usual	84.7%	22.5%	1,109
	No perceivable change in appointment activity	15.3%	4.1%	201
	Practice has closed	0%	0%	0
	Total Responses		26.6%	1,310
■ Mar 23-24	Patients are canceling more than usual	38.7%	10.1%	498
	No perceivable change in appointment activity	2.2%	0.6%	28
	Practice has closed	59.1%	15.5%	761
	Total Responses		26.2%	1,287
■ Mar 28-30	Patients are canceling more than usual	31.7%	11.3%	554
	No perceivable change in appointment activity	1.3%	0.4%	22
	Practice has closed	67.1%	23.8%	1,173
	Total Responses		35.5%	1,749

8. Are most canceled appointments being rescheduled or not being rescheduled?



Segment	Value	Percent	% of Total	Responses
Mar 13-17	Most are not being rescheduled	40%	5.4%	220
	Most are being rescheduled	60%	8.1%	330
	Total Responses		13.5%	550
Mar 18-19	Most are not being rescheduled	47.9%	15.1%	618
	Most are being rescheduled	52.1%	16.5%	673
	Total Responses		31.6%	1,291
Mar 23-24	Most are not being rescheduled	49.3%	6.3%	256
	Most are being rescheduled	50.7%	6.4%	263
	Total Responses		12.7%	519
Mar 28-30	Most are not being rescheduled	47.7%	20.2%	824
	Most are being rescheduled	52.3%	22.1%	905
	Total Responses		42.3%	1,729

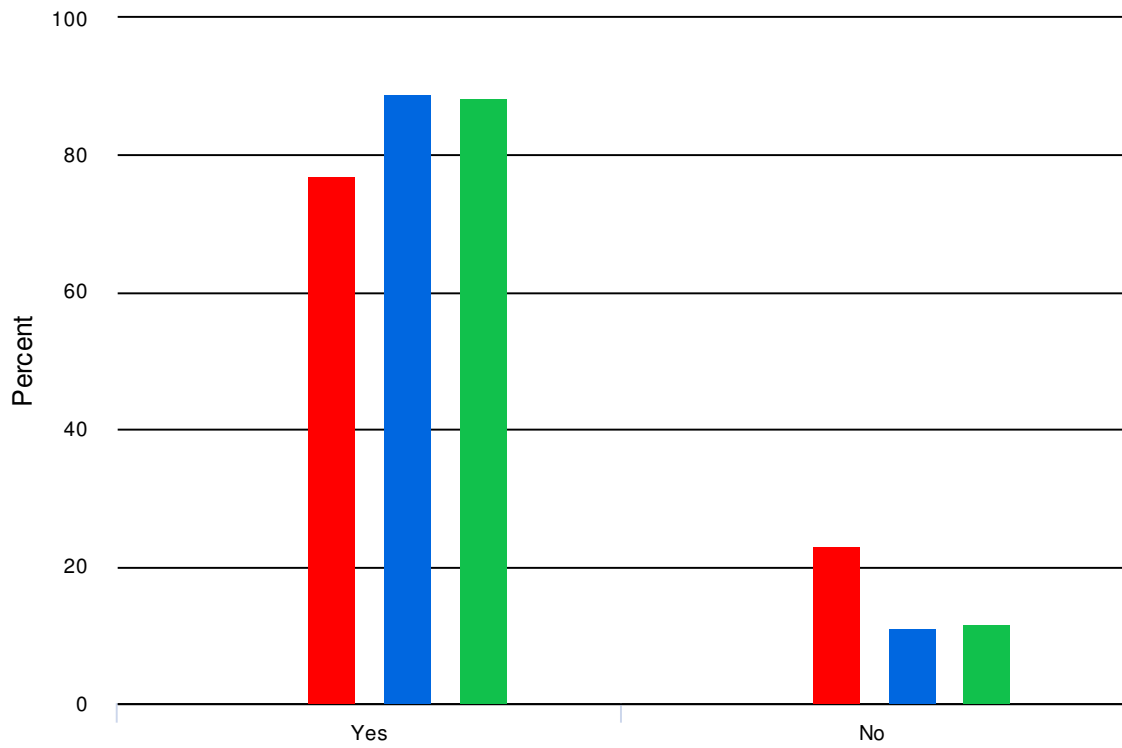
9. When are you starting to reschedule appointments for?



Segment	Value	Percent	% of Total	Responses
Mar 13-17	April	0%	0%	0
	May	0%	0%	0
	June	0%	0%	0
	July	0%	0%	0
	August	0%	0%	0
	Sept or later	0%	0%	0
	Total Responses			0%
Mar 18-19	April	0%	0%	0
	May	0%	0%	0
	June	0%	0%	0
	July	0%	0%	0
	August	0%	0%	0
	Sept or later	0%	0%	0

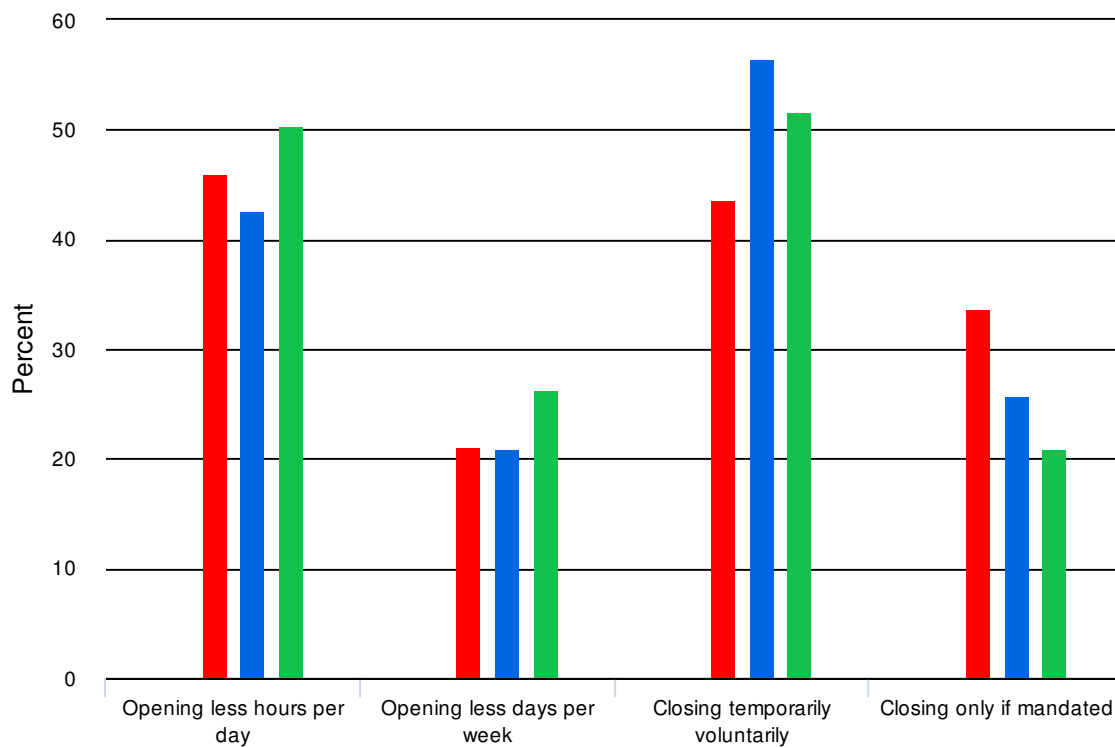
Segment	Value	Percent	% of Total	Responses
		Total Responses	0%	0
■ Mar 23-24	April	0%	0%	0
	May	0%	0%	0
	June	0%	0%	0
	July	0%	0%	0
	August	0%	0%	0
	Sept or later	0%	0%	0
		Total Responses	0%	0
■ Mar 28-30	April	37%	37%	602
	May	44.9%	44.9%	730
	June	13.1%	13.1%	213
	July	2%	2%	32
	August	0.4%	0.4%	6
	Sept or later	2.6%	2.6%	43
		Total Responses	100%	1,626

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



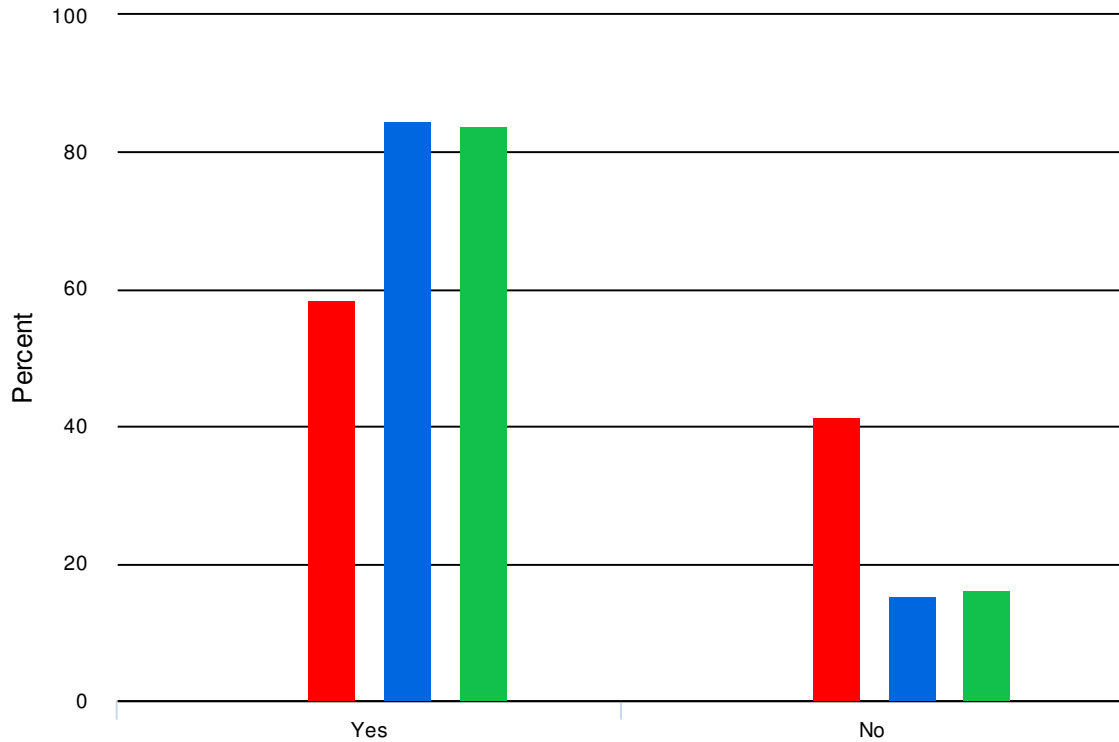
Segment	Value	Percent	% of Total	Responses
Mar 13-17	Yes	0%	0%	0
	No	0%	0%	0
	Total Responses		0%	0
Mar 18-19	Yes	77.1%	23.6%	1,019
	No	22.9%	7%	303
	Total Responses		30.6%	1,322
Mar 23-24	Yes	88.9%	26.2%	1,130
	No	11.1%	3.3%	141
	Total Responses		29.5%	1,271
Mar 28-30	Yes	88.4%	35.3%	1,525
	No	11.6%	4.7%	201
	Total Responses		40%	1,726

11. How so? Check all that apply.



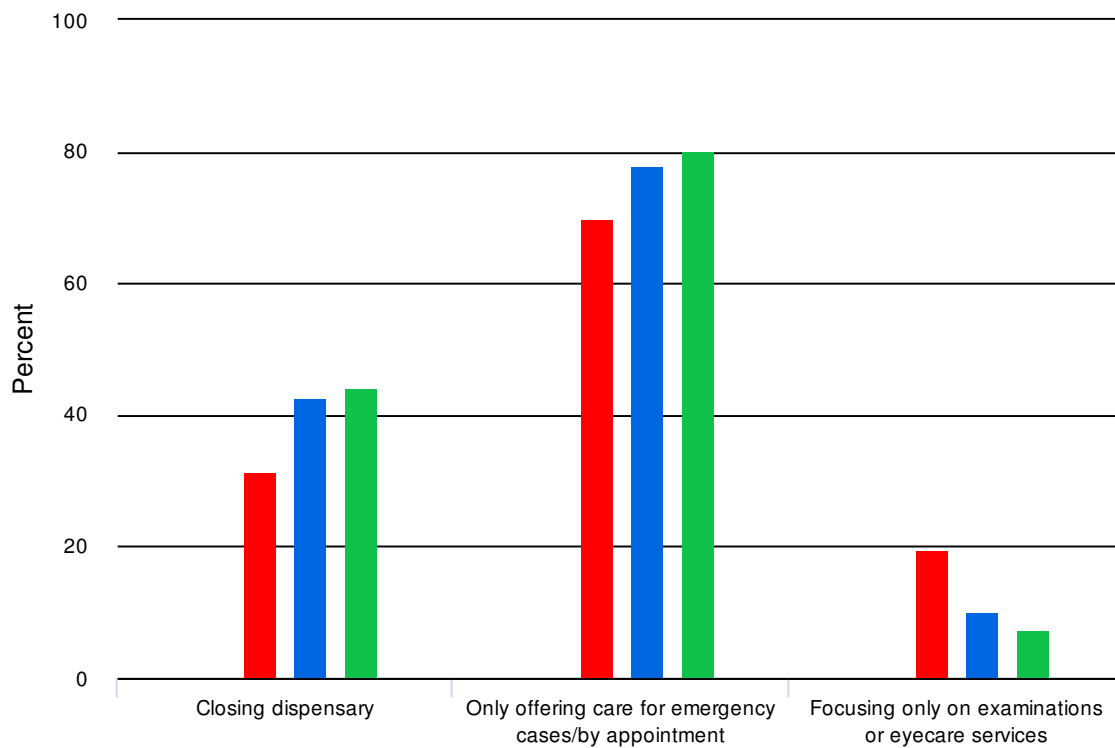
Segment	Value	Percent	% of Total	Responses
Mar 13-17	Opening less hours per day	0%	0%	0
	Opening less days per week	0%	0%	0
	Closing temporarily voluntarily	0%	0%	0
	Closing only if mandated	0%	0%	0
	Total Responses			0%
Mar 18-19	Opening less hours per day	45.9%	12.8%	465
	Opening less days per week	21.2%	5.9%	215
	Closing temporarily voluntarily	43.6%	12.1%	441
	Closing only if mandated	33.8%	9.4%	342
	Total Responses			40.2%
Mar 23-24	Opening less hours per day	42.6%	13.1%	478
	Opening less days per week	20.9%	6.4%	234
	Closing temporarily voluntarily	56.4%	17.4%	633
	Closing only if mandated	25.8%	7.9%	289
	Total Responses			44.8%
Mar 28-30	Opening less hours per day	50.4%	20.9%	763
	Opening less days per week	26.2%	10.9%	396
	Closing temporarily voluntarily	51.6%	21.4%	780
	Closing only if mandated	21%	8.7%	317
	Total Responses			61.9%

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



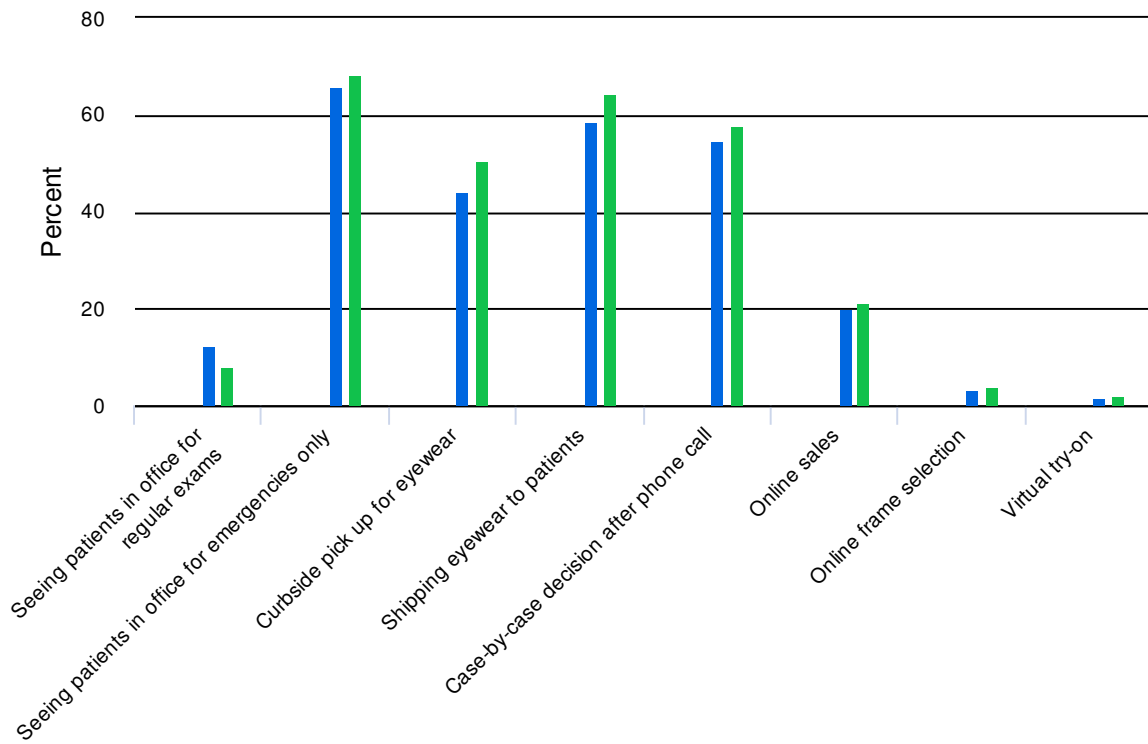
Segment	Value	Percent	% of Total	Responses
Mar 13-17	Yes	0%	0%	0
	No	0%	0%	0
	Total Responses		0%	0
Mar 18-19	Yes	58.6%	18%	774
	No	41.4%	12.7%	546
	Total Responses		30.7%	1,320
Mar 23-24	Yes	84.8%	24.9%	1,073
	No	15.2%	4.5%	193
	Total Responses		29.4%	1,266
Mar 28-30	Yes	83.9%	33.5%	1,443
	No	16.1%	6.4%	277
	Total Responses		39.9%	1,720

13. How so? Check all that apply.



Segment	Value	Percent	% of Total	Responses
■ Mar 13-17	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	31.4%	7.3%	234
	Only offering care for emergency cases/by appointment	69.8%	16.2%	521
	Focusing only on examinations or eyecare services	19.4%	4.5%	145
	Total Responses		28%	746
■ Mar 23-24	Closing dispensary	42.7%	14%	450
	Only offering care for emergency cases/by appointment	77.7%	25.4%	818
	Focusing only on examinations or eyecare services	10.1%	3.3%	106
	Total Responses		42.7%	1,053
■ Mar 28-30	Closing dispensary	44.2%	19.5%	628
	Only offering care for emergency cases/by appointment	80.2%	35.4%	1,140
	Focusing only on examinations or eyecare services	7.5%	3.3%	107
	Total Responses		58.2%	1,422

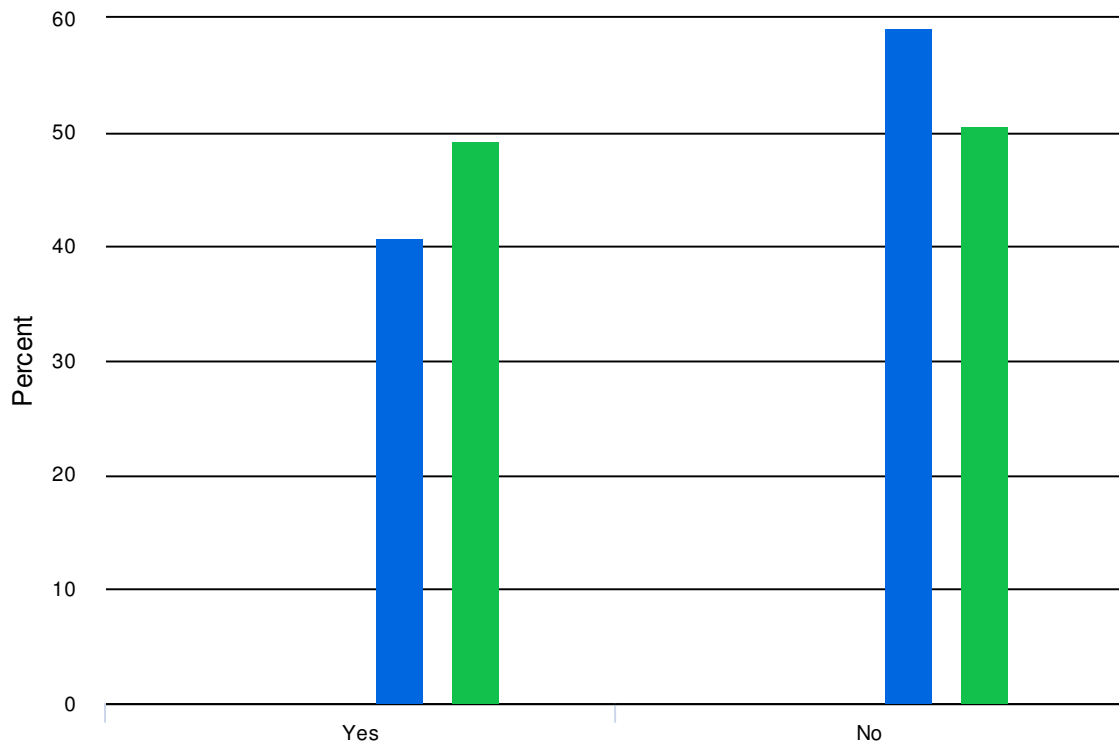
14. What services are you currently offering? Check all that apply.



Segment	Value	Percent	% of Total Responses	Responses
Mar 13-17	Seeing patients in office for regular exams	0%	0%	0
	Seeing patients in office for emergencies only	0%	0%	0
	Curbside pick up for eyewear	0%	0%	0
	Shipping eyewear to patients	0%	0%	0
	Case-by-case decision after phone call	0%	0%	0
	Online sales	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 regular exams	0%	0%	0
	Seeing patients in office for emergencies only	0%	0%	0
	Curbside pick up for eyewear	0%	0%	0
	Shipping eyewear to patients	0%	0%	0

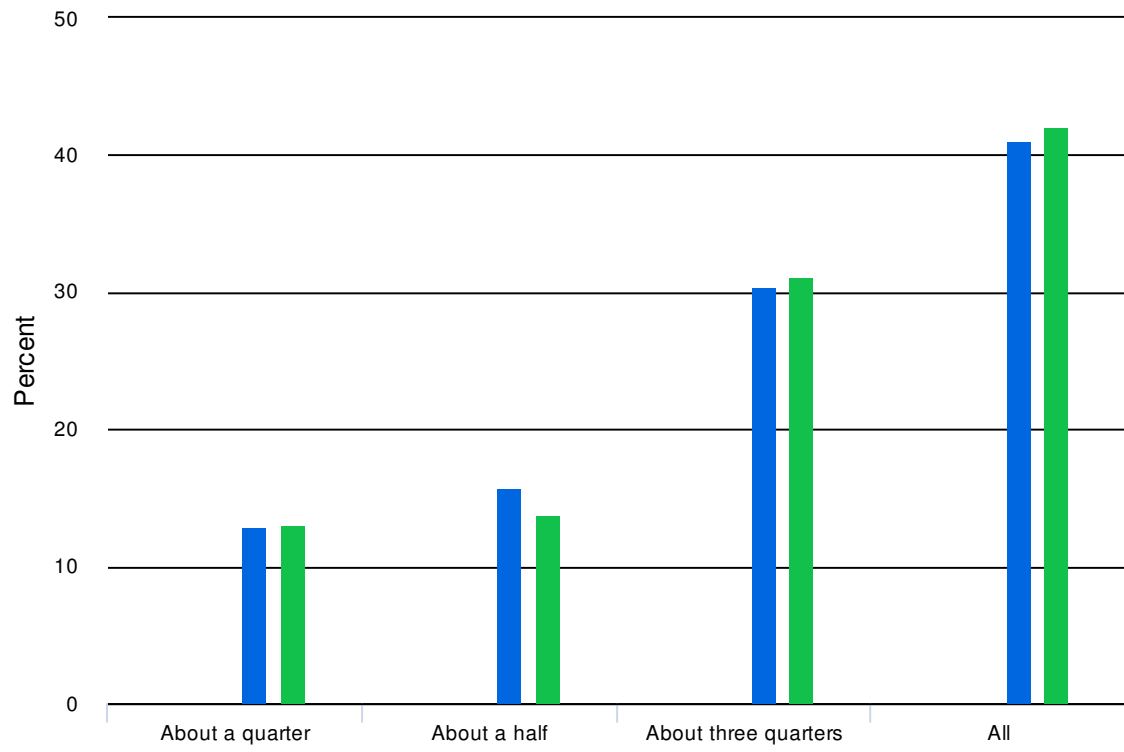
Segment	Value	Percent	% of Total	Responses
	Case-by-case decision after phone call	0%	0%	0
	Online sales	0%	0%	0
	Online frame selection	0%	0%	0
	Virtual try-on	0%	0%	0
	Total Responses		0%	0
■ Mar 23-24	Seeing patients in office for regular exams	12.3%	5.1%	146
	Seeing patients in office for emergencies only	66.1%	27.7%	786
	Curbside pick up for eyewear	44.3%	18.5%	527
	Shipping eyewear to patients	58.7%	24.6%	699
	Case-by-case decision after phone call	54.5%	22.8%	649
	Online sales	20.3%	8.5%	241
	Online frame selection	3.1%	1.3%	37
	Virtual try-on	1.5%	0.6%	18
	Total Responses		109.1%	1,190
■ Mar 28-30	Seeing patients in office for regular exams	8.1%	4.7%	134
	Seeing patients in office for emergencies only	68.3%	39.7%	1,128
	Curbside pick up for eyewear	50.6%	29.4%	836
	Shipping eyewear to patients	64.4%	37.4%	1,063
	Case-by-case decision after phone call	58%	33.7%	958
	Online sales	21.3%	12.4%	351
	Online frame selection	4.2%	2.4%	69
	Virtual try-on	2.2%	1.3%	37
	Total Responses		161%	1,651

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



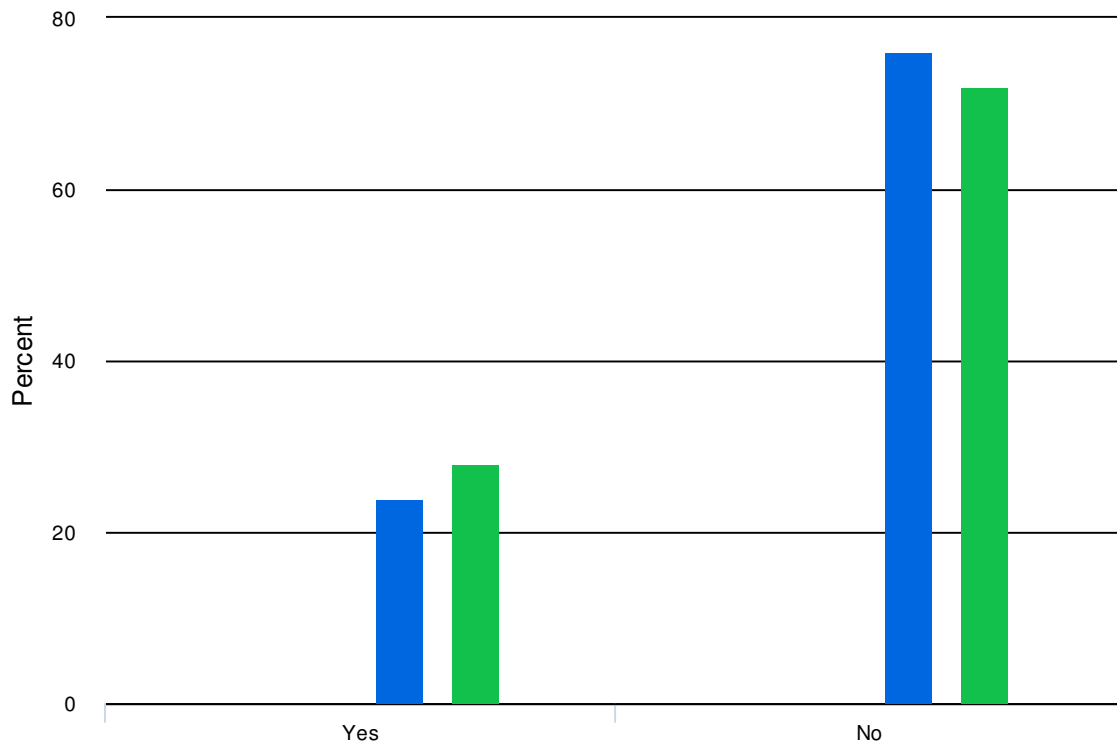
Segment	Value	Percent	% of Total	Responses
Mar 13-17	Yes	0%	0%	0
	No	0%	0%	0
	Total Responses			0%
Mar 18-19	Yes	0%	0%	0
	No	0%	0%	0
	Total Responses			0%
Mar 23-24	Yes	40.8%	17.3%	525
	No	59.2%	25%	761
	Total Responses			42.3%
Mar 28-30	Yes	49.3%	28.4%	865
	No	50.7%	29.3%	891
	Total Responses			57.7%

16. How much of the staff?



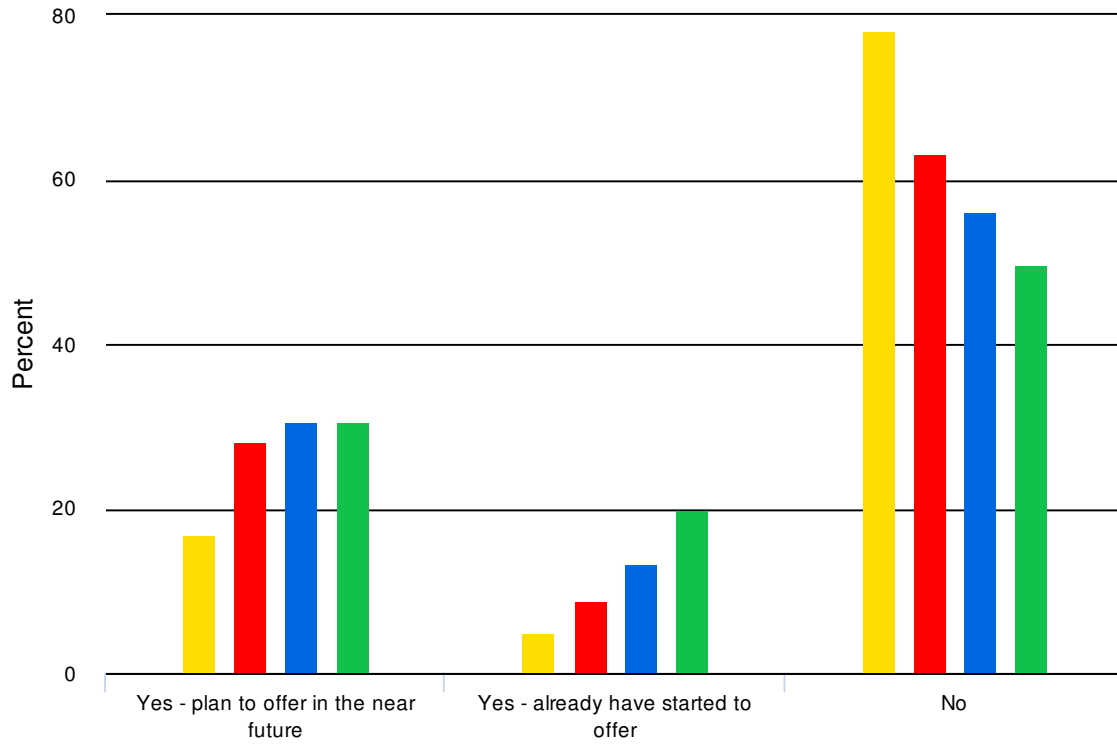
Segment	Value	Percent	% of Total	Responses
Mar 13-17	About a quarter	0%	0%	0
	About a half	0%	0%	0
	About three quarters	0%	0%	0
	All	0%	0%	0
	Total Responses			0%
Mar 18-19	About a quarter	0%	0%	0
	About a half	0%	0%	0
	About three quarters	0%	0%	0
	All	0%	0%	0
	Total Responses			0%
Mar 23-24	About a quarter	12.9%	4.9%	67
	About a half	15.8%	5.9%	82
	About three quarters	30.4%	11.4%	158
	All	41%	15.4%	213
	Total Responses			37.6%
Mar 28-30	About a quarter	13%	8.1%	112
	About a half	13.8%	8.6%	119
	About three quarters	31.1%	19.4%	268
	All	42%	26.2%	362
	Total Responses			62.3%

17. Can any staff work from home?



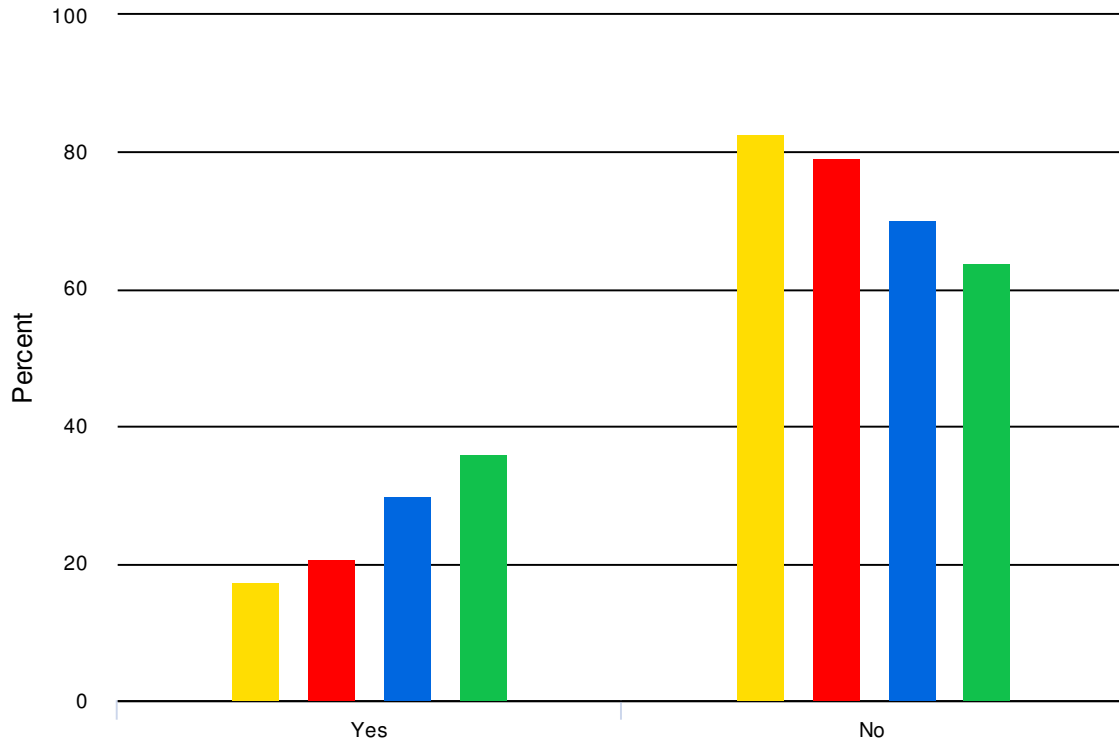
Segment	Value	Percent	% of Total	Responses
Mar 13-17	Yes	0%	0%	0
	No	0%	0%	0
	Total Responses		0%	0
Mar 18-19	Yes	0%	0%	0
	No	0%	0%	0
	Total Responses		0%	0
Mar 23-24	Yes	23.8%	10%	305
	No	76.2%	32.2%	978
	Total Responses		42.2%	1,283
Mar 28-30	Yes	27.9%	16.1%	491
	No	72.1%	41.7%	1,267
	Total Responses		57.8%	1,758

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



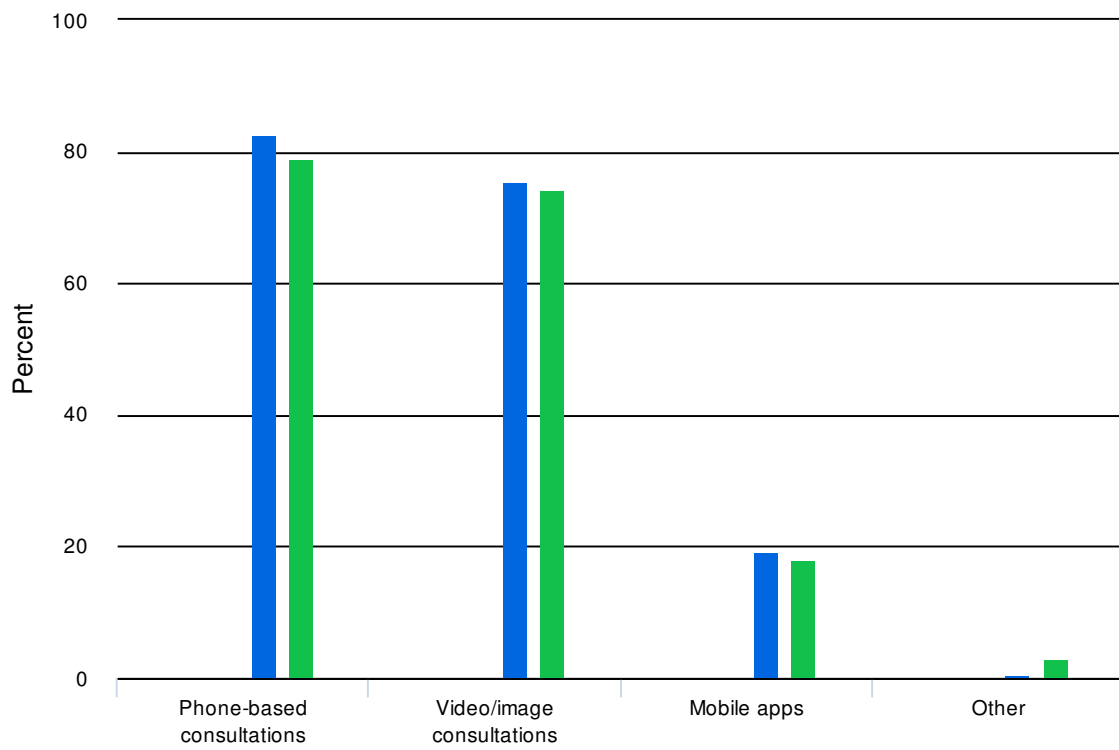
Segment	Value	Percent	% of Total	Responses
Mar 13-17	Yes - plan to offer in the near future	16.9%	2%	98
	Yes - already have started to offer	5%	0.6%	29
	No	78.1%	9.2%	453
	Total Responses		11.8%	580
Mar 18-19	Yes - plan to offer in the near future	28.1%	7.5%	370
	Yes - already have started to offer	8.7%	2.3%	114
	No	63.2%	16.9%	831
	Total Responses		26.7%	1,315
Mar 23-24	Yes - plan to offer in the near future	30.5%	7.9%	389
	Yes - already have started to offer	13.3%	3.5%	170
	No	56.1%	14.6%	715
	Total Responses		26%	1,274
Mar 28-30	Yes - plan to offer in the near future	30.5%	10.8%	532
	Yes - already have started to offer	19.8%	7%	345
	No	49.7%	17.6%	865
	Total Responses		35.4%	1,742

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



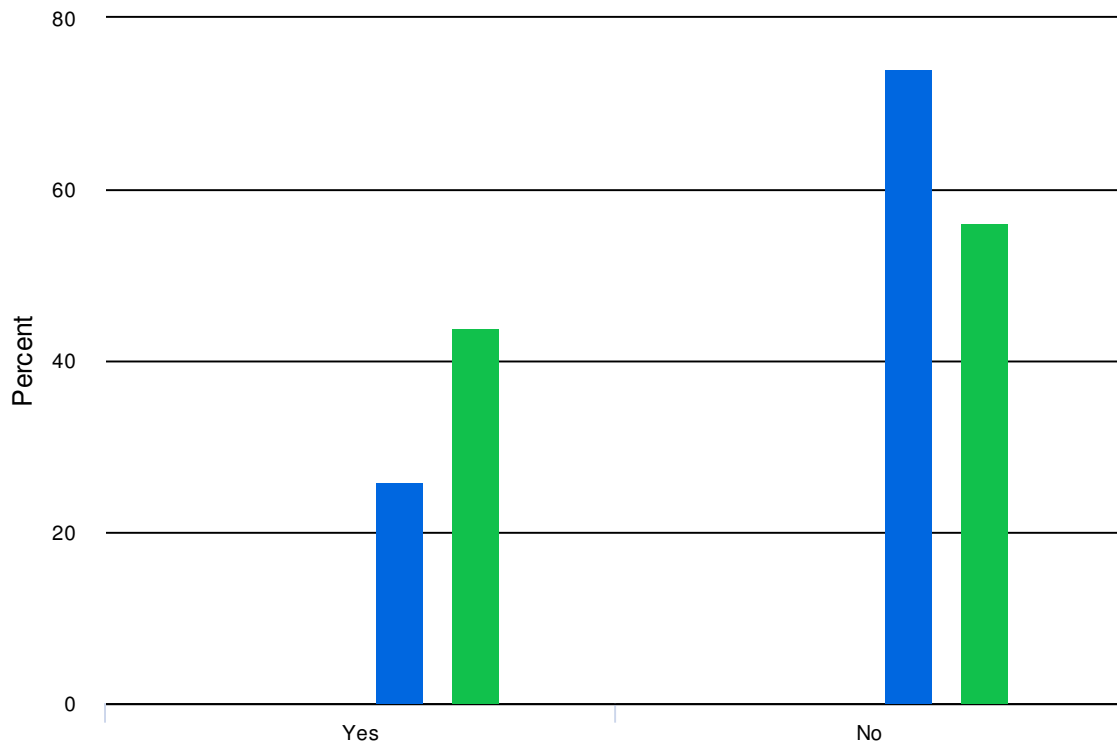
Segment	Value	Percent	% of Total	Responses
Mar 13-17	Yes	17.3%	2.1%	100
	No	82.7%	9.9%	477
	Total Responses			12%
Mar 18-19	Yes	20.8%	5.6%	269
	No	79.2%	21.2%	1,024
	Total Responses			26.8%
Mar 23-24	Yes	29.8%	7.7%	374
	No	70.2%	18.2%	882
	Total Responses			25.9%
Mar 28-30	Yes	36.2%	12.8%	621
	No	63.8%	22.6%	1,094
	Total Responses			35.4%

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



Segment	Value	Percent	% of Total	Responses
Mar 13-17	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%	27%	137
	Video/image consultations	75.3%	24.6%	125
	Mobile apps	19.3%	6.3%	32
	Other	0.6%	0.2%	1
	Total Responses			58.1%
Mar 28-30	Phone-based consultations	78.9%	53.1%	270
	Video/image consultations	74.3%	50%	254
	Mobile apps	18.1%	12.2%	62
	Other	2.9%	2%	10
	Total Responses			117.3%

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



Segment	Value	Percent	% of Total	Responses
Mar 13-17	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%	8.6%	44
	No	74%	24.6%	125
	Total Responses		33.2%	169
Mar 28-30	Yes	43.8%	29.3%	149
	No	56.2%	37.5%	191
	Total Responses		66.8%	340

22. What do you use?

■ Mar 13-17

No data: No responses found for this question.

■ Mar 18-19

No data: No responses found for this question.

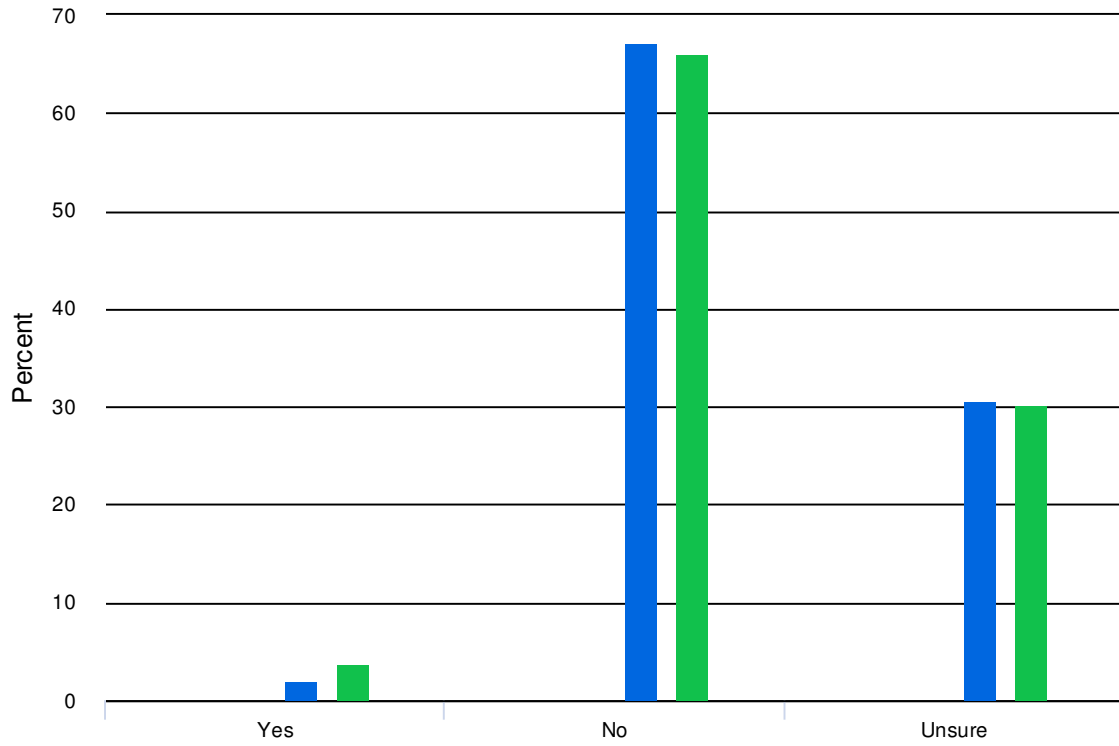
■ Mar 23-24



■ Mar 28-30

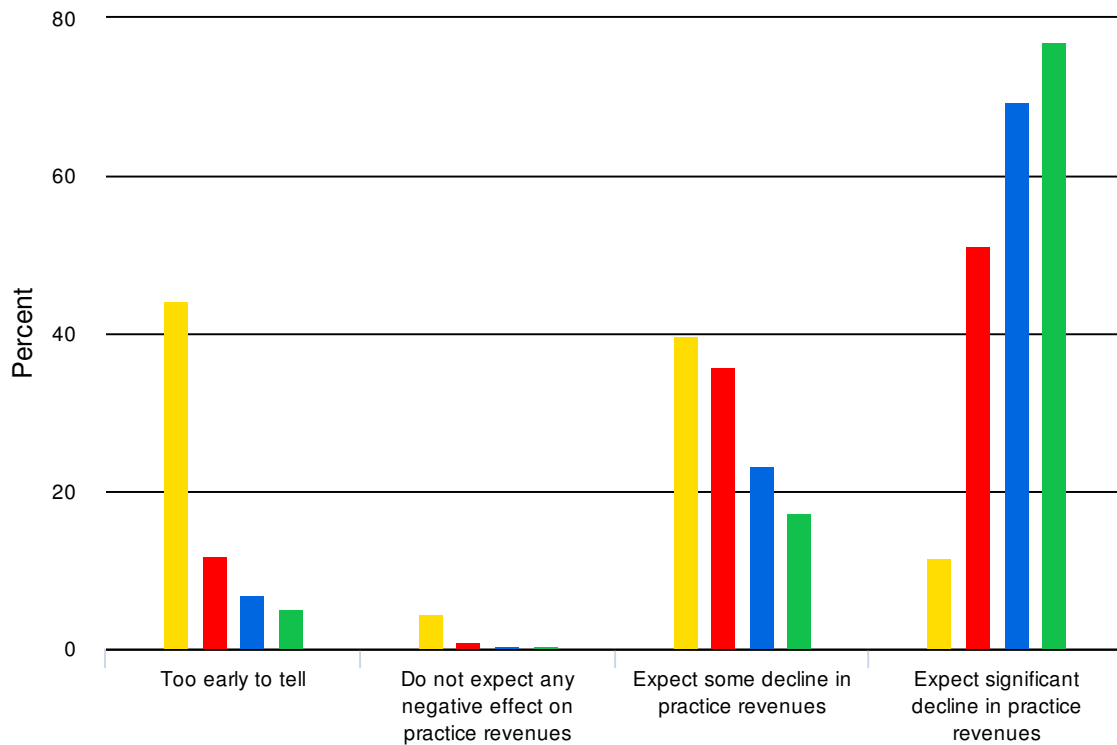
availitybilling
videoduo skype text face
time google³ zoom⁶
phone¹ eyefinity
facetime⁴
doxy.me² doxy
unknown revolution⁵ computer

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



Segment	Value	Percent	% of Total	Responses
Mar 13-17	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%	0.9%	26
	No	67.3%	28.4%	866
	Unsure	30.7%	13%	395
	Total Responses		42.3%	1,287
Mar 28-30	Yes	3.8%	2.2%	67
	No	66%	38.1%	1,161
	Unsure	30.2%	17.5%	532
	Total Responses		57.8%	1,760





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







Segment	Value	Percent	% of Total Responses	Responses
Mar 13-17	Too early to tell	44.1%	5.2%	256
	Do not expect any negative effect on practice revenues	4.5%	0.5%	26
	Expect some decline in practice revenues	39.7%	4.7%	230
	Expect significant decline in practice revenues	11.7%	1.4%	68
	Total Responses			11.8%
Mar 18-19	Too early to tell	11.9%	3.2%	157
	Do not expect any negative effect on practice revenues	1%	0.3%	13
	Expect some decline in practice revenues	35.9%	9.6%	475
	Expect significant decline in practice revenues	51.2%	13.7%	678
	Total Responses			26.8%

Segment	Value	Percent	% of Total	Responses
■ Mar 23-24	Too early to tell	6.8%	1.8%	87
	Do not expect any negative effect on practice revenues	0.4%	0.1%	5
	Expect some decline in practice revenues	23.3%	6.1%	299
	Expect significant decline in practice revenues	69.5%	18.1%	893
	Total Responses		26.1%	1,284
■ Mar 28-30	Too early to tell	5.2%	1.8%	91
	Do not expect any negative effect on practice revenues	0.6%	0.2%	10
	Expect some decline in practice revenues	17.3%	6.1%	303
	Expect significant decline in practice revenues	77%	27.3%	1,350
	Total Responses		35.4%	1,754

25. Do you anticipate the following?

	Yes	No	Unsure	Responses
Expecting production delays				
 Mar 13-17				
Count	299	112	169	580
Row %	51.6%	19.3%	29.1%	
 Mar 18-19				
Count	871	144	307	1,322
Row %	65.9%	10.9%	23.2%	
 Mar 23-24				
Count	889	122	270	1,281
Row %	69.4%	9.5%	21.1%	
 Mar 28-30				
Count	1,176	189	381	1,746
Row %	67.4%	10.8%	21.8%	
Totals				
Total Responses				

Expecting inventory shortages from any of your suppliers or outside labs

 Mar 13-17				
Count	282	115	184	581
Row %	48.5%	19.8%	31.7%	
 Mar 18-19				
Count	730	206	385	1,321
Row %	55.3%	15.6%	29.1%	
 Mar 23-24				
Count	652	216	407	1,275
Row %	51.1%	16.9%	31.9%	
 Mar 28-30				
Count	885	343	518	1,746
Row %	50.7%	19.6%	29.7%	
Totals				
Total Responses				

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

■ Mar 13-17

Percent

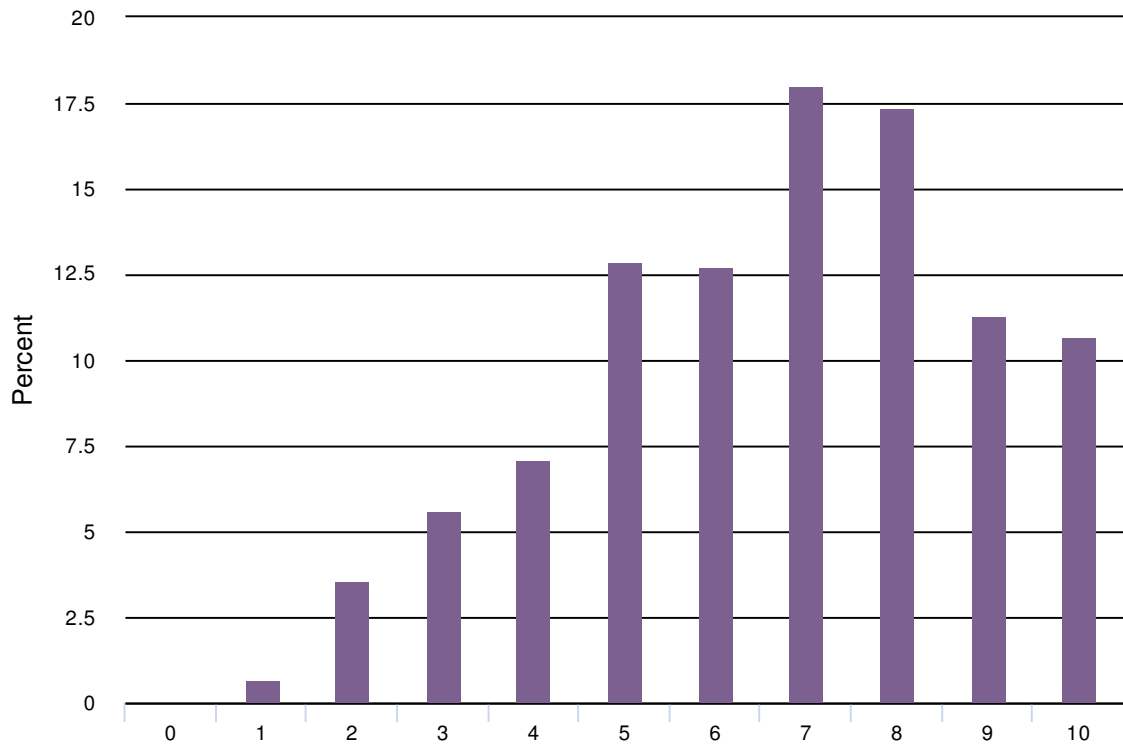
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■ Mar 18-19

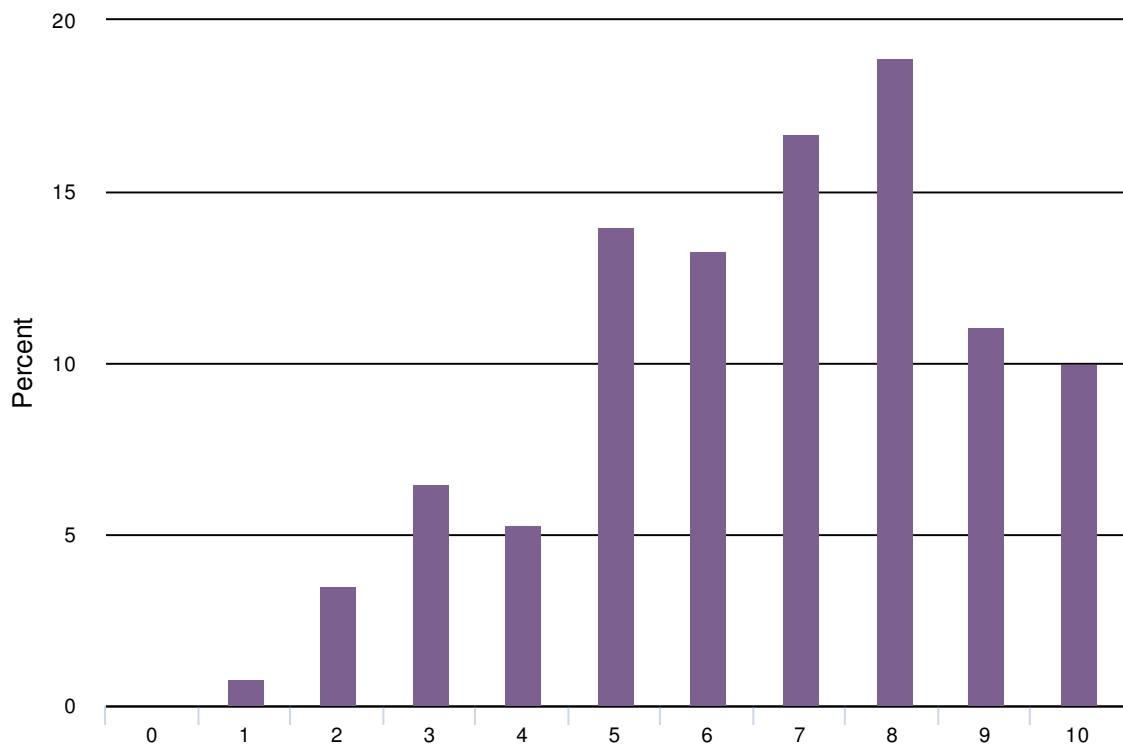
Percent

No data to display

■ Mar 23-24



■ Mar 28-30



■ Mar 13-17

■ Mar 18-19

■ Mar 23-24

■ Mar 28-30

Average

-

-

6.7

6.7

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

■ Mar 13-17

Percent

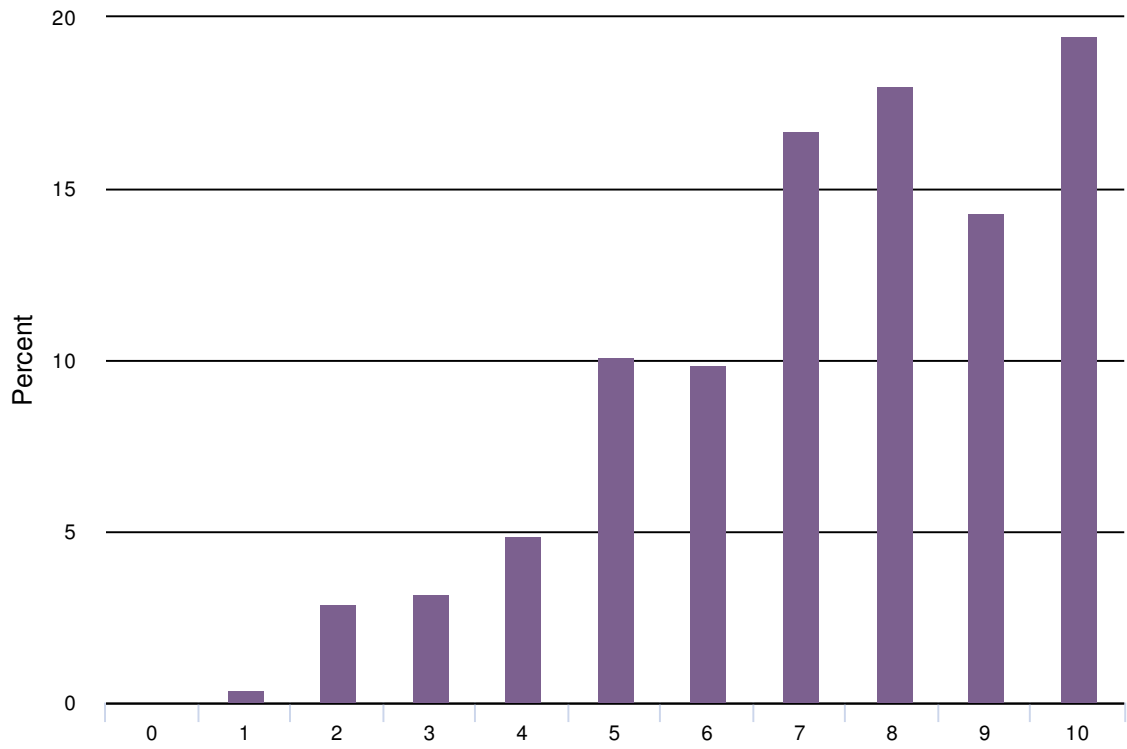
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■ Mar 18-19

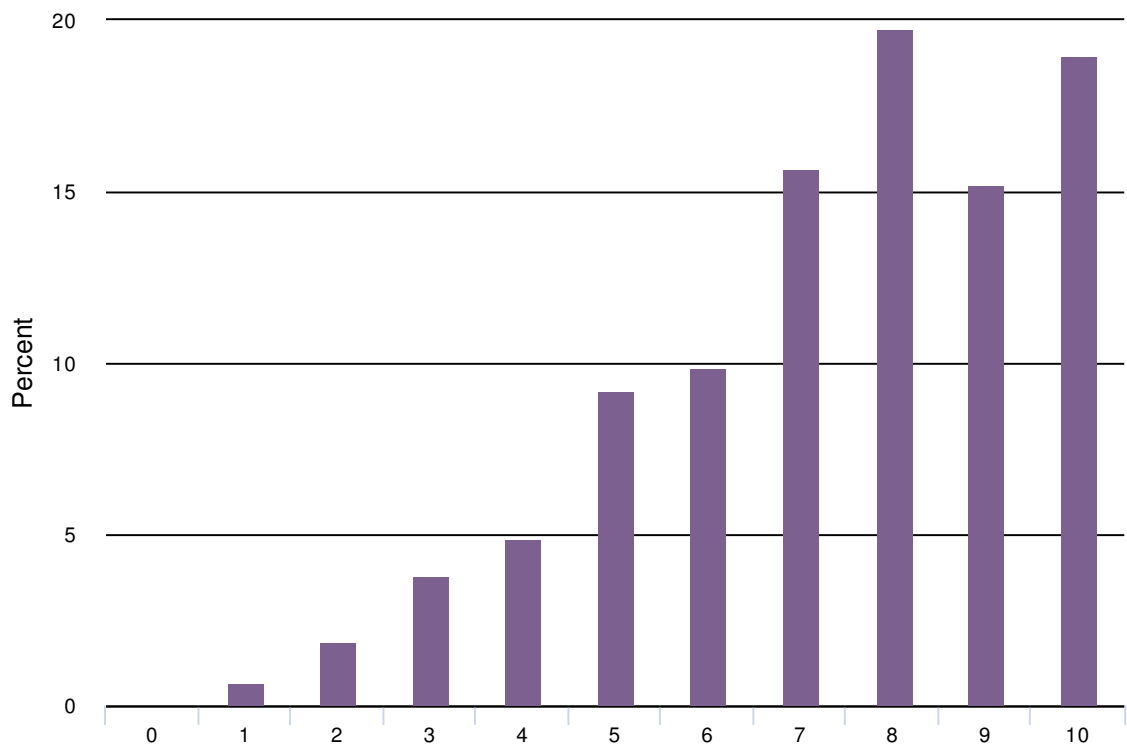
Percent

No data to display

■ Mar 23-24



■ Mar 28-30



■ Mar 13-17

■ Mar 18-19

■ Mar 23-24

■ Mar 28-30

Average

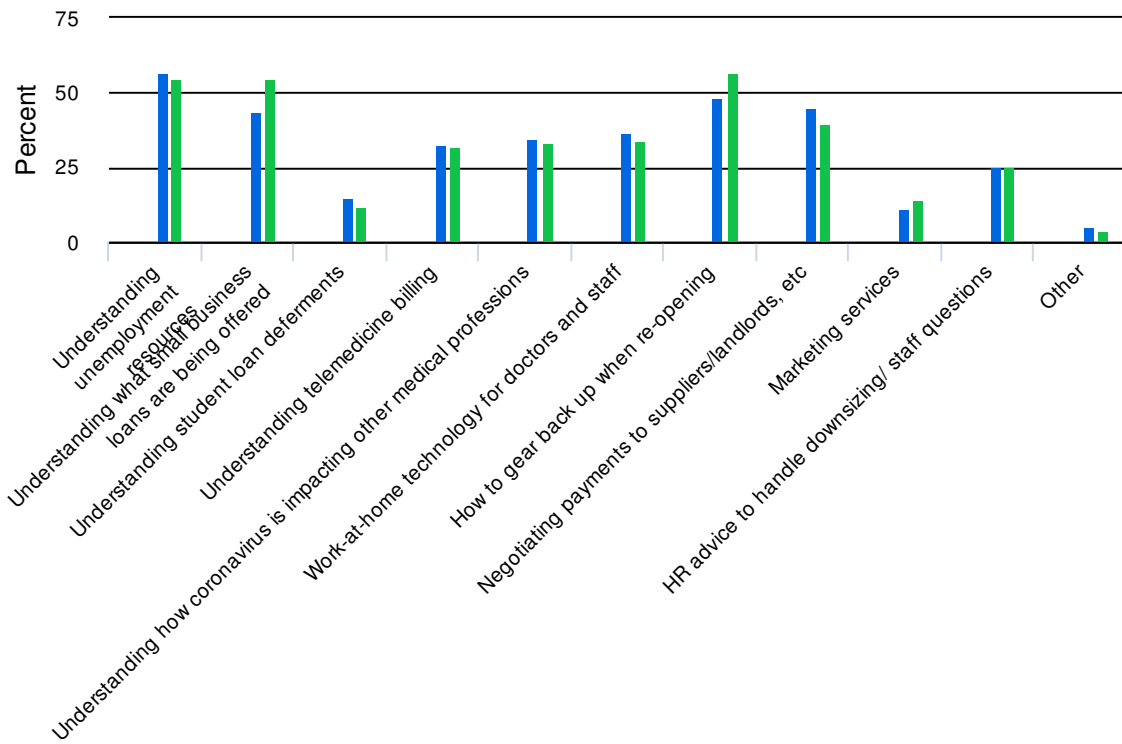
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7.3

7.4

28. What would help you now? Check all that apply.



Segment	Value	Percent	% of Total Responses
Mar 13-17	Understanding unemployment resources	0%	0%
	Understanding what small business loans are being offered	0%	0%
	Understanding student loan deferments	0%	0%
	Understanding telemedicine billing	0%	0%
	Understanding how coronavirus is impacting other medical professions	0%	0%
	Work-at-home technology for doctors and staff	0%	0%
	How to gear back up when re-opening	0%	0%
	Negotiating payments to suppliers/landlords, etc	0%	0%
	Marketing services	0%	0%
	HR advice to handle downsizing/ staff questions	0%	0%
	Other	0%	0%

Segment	Value	Percent	% of Total Responses	Responses
		Total Responses	0%	0
■ Mar 18-19	Understanding unemployment resources	0%	0%	0
	Understanding what small business loans are being offered	0%	0%	0
	Understanding student loan deferments	0%	0%	0
	Understanding telemedicine billing	0%	0%	0
	Understanding how coronavirus is impacting other medical professions	0%	0%	0
	Work-at-home technology for doctors and staff	0%	0%	0
	How to gear back up when re-opening	0%	0%	0
	Negotiating payments to suppliers/landlords, etc	0%	0%	0
	Marketing services	0%	0%	0
	HR advice to handle downsizing/ staff questions	0%	0%	0
	Other	0%	0%	0
		Total Responses	0%	0
■ Mar 23-24	Understanding unemployment resources	56.8%	23.9%	699
	Understanding what small business loans are being offered	43.5%	18.3%	536
	Understanding student loan deferments	15%	6.3%	185
	Understanding telemedicine billing	32.4%	13.7%	399
	Understanding how coronavirus is impacting other medical professions	34.8%	14.7%	428
	Work-at-home technology for doctors and staff	36.2%	15.3%	446
	How to gear back up when re-opening	48.2%	20.3%	593

Segment	Value	Percent	% of Total	Responses
	Negotiating payments to suppliers/landlords, etc	45.1%	19%	555
	Marketing services	11%	4.7%	136
	HR advice to handle downsizing/ staff questions	25.7%	10.8%	316
	Other	5.2%	2.2%	64
	Total Responses		149.2%	1,231
■ Mar 28-30	Understanding unemployment resources	54.9%	31.7%	927
	Understanding what small business loans are being offered	54.6%	31.6%	922
	Understanding student loan deferments	11.6%	6.7%	196
	Understanding telemedicine billing	32.1%	18.6%	543
	Understanding how coronavirus is impacting other medical professions	33.1%	19.1%	559
	Work-at-home technology for doctors and staff	33.8%	19.6%	572
	How to gear back up when re-opening	56.9%	32.9%	961
	Negotiating payments to suppliers/landlords, etc	40.1%	23.2%	678
	Marketing services	14.2%	8.2%	240
	HR advice to handle downsizing/ staff questions	25.4%	14.7%	430
	Other	3.7%	2.2%	63
	Total Responses		208.5%	1,690