



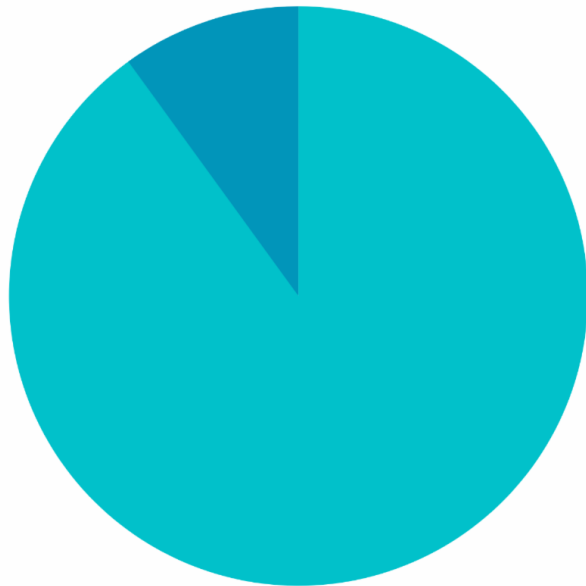
Massachusetts Veterinary Medical Association

2020 Curbside During COVID Survey Results

Is your practice currently offering curbside care?

Yes, we offer BOTH curbside and in-office

10%



Yes, we are ONLY offering curbside

90%

Do you anticipate moving to in-office appointments in the near future?

Indoors with vaccine

17.2%

Maybe Hybrid

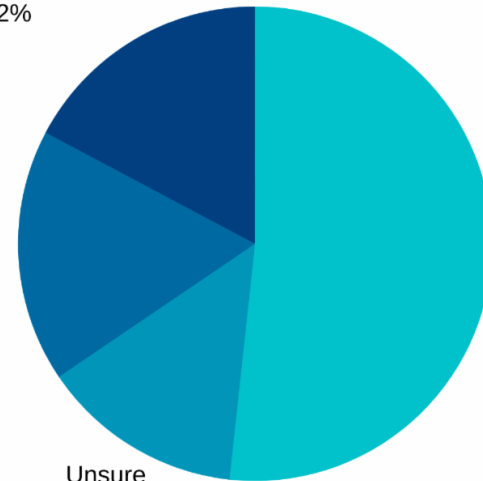
17.2%

Unsure

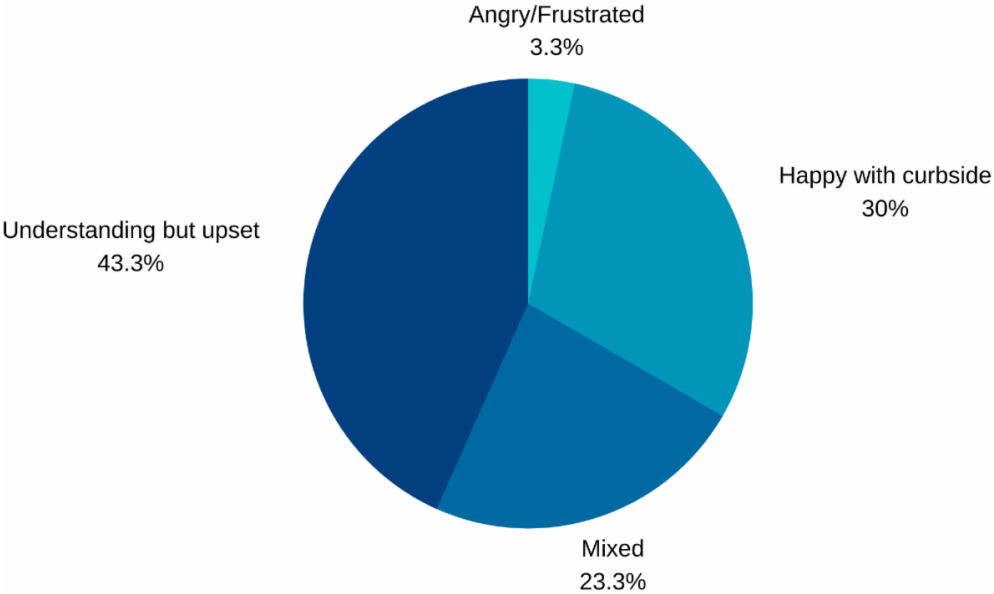
13.8%

Curbside Indefinitely

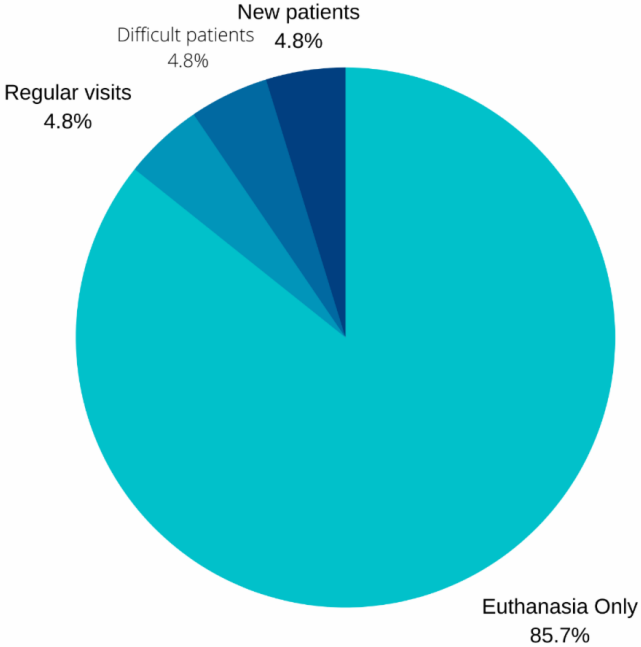
51.7%



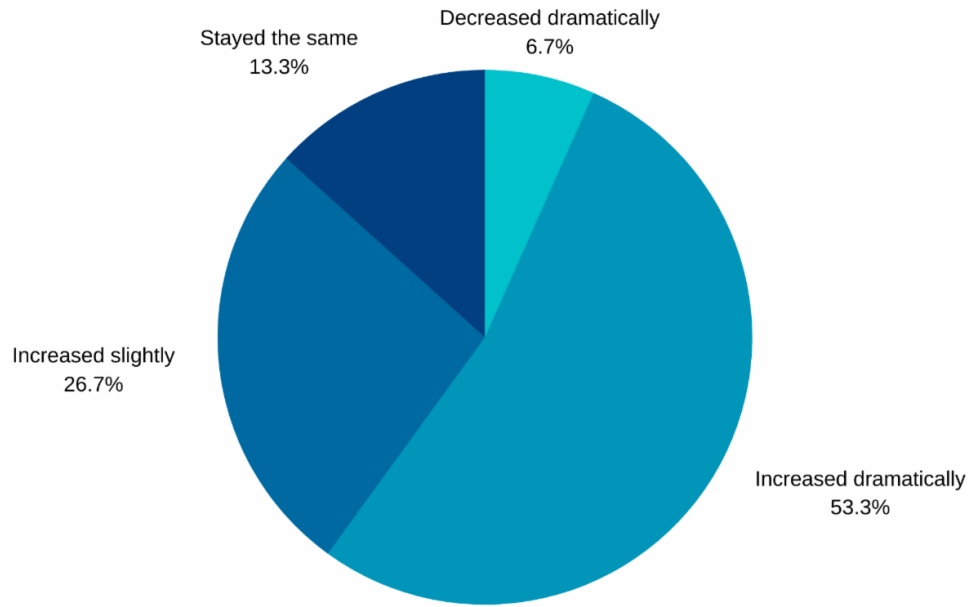
Are the majority of your clients:



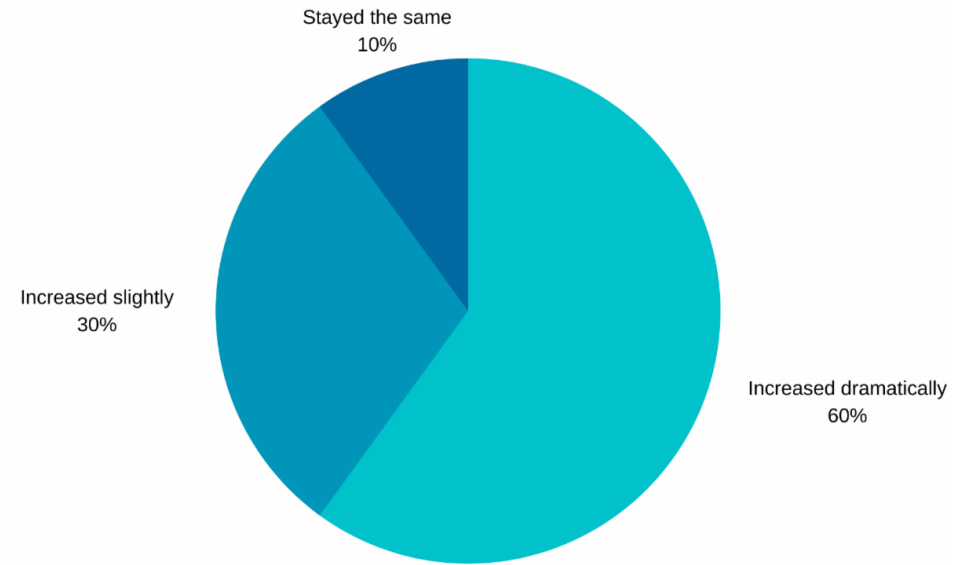
For which types of appointments do you allow clients into your practice?



Do you feel your caseload has:



Do you feel your stress level has:



Biggest challenges related to COVID:

New protocols:

- Inefficient use of time
- Increase in phone activity
- Safety moving pets into clinic
- Inclement weather

Difficulty with clients:

- People don't answer phones
- Hard to build relationships
- Rude and frustrated clients
- Challenging to communicate

Staffing issues:

- Increased stress
- Staffing shortages

Additional thoughts:

- Animals are much better behaved away from their owners - I think the dogs love it!
- I miss my clients!
- Our doctors go outside after every appointment instead of calling on the phone. This helps tremendously to keep up with a great client experience during their visit.
- Owners are becoming more and more frustrated and impatient with this
- Increasing use of intake forms and handouts
- Hard to raise fees for the additional time this is all taking

How can the MVMA help?

- Public service announcements/PR campaigns for clients to be more tolerant and patient
- Recommendations and guidelines for owning and operating clinic during COVID
- Clarity on telemedicine regulations
- Help with staffing shortages
- Work to delay minimum wage increase coming again in 2021 (hurting small business)
- Petition Board of Registration to waive CE requirements (at least interactive)
- Hard to do nice things for staff
- Create system to find specialists
- More guidelines on testing and what to do if staff tests positive

