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%
- Curbside Indefinitely: 51.7%
- Unsure: 13.8%
Are the majority of your clients:

- Understanding but upset: 43.3%
- Happy with curbside: 30%
- Mixed: 23.3%
- Angry/Frustrated: 3.3%

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

- Euthanasia Only: 85.7%
- New patients: 4.8%
- Regular visits: 4.8%
- Difficult patients: 4.8%
Do you feel your caseload has:

- Stayed the same: 13.3%
- Decreased dramatically: 6.7%
- Increased slightly: 26.7%
- Increased dramatically: 53.3%

Do you feel your stress level has:

- Stayed the same: 10%
- Increased slightly: 30%
- Increased dramatically: 60%
Biggest challenges related to COVID:

New protocols:  Difficulty with clients:  Staffing issues:
- Inefficient use of time  - People don’t answer phones  - Increased stress
- Increase in phone activity  - Hard to build relationships  - Staffing shortages
- Safety moving pets into clinic  - Rude and frustrated clients
- Inclement weather  - Challenging to communicate

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