2021 Reopening Survey Results

Now that mask guidelines are lifting and vaccines are available, how is your practice utilizing curbside care?

- BOTH curbside and in-office: 38%
- Curbside ONLY: 58%
- No longer offering curbside: 4%

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

- Hybrid: 41.7%
- Indios soon: 33.3%
- Already indoors: 4.2%
- Curbside indefinitely: 2%
- Unsure: 18.8%
Are the majority of your clients:

- Understanding but upset: 47.9%
- Happy with curbside: 20.8%
- Mixed: 29.2%
- Angry with curbside: 2.1%

Biggest challenges related to curbside care:

- Inefficiency: 63.4%
- Client Communication: 24.4%
- Clients (rules, rude, etc.): 9.8%
- Staff learning curve: 2.4%
For which types of appointments do you allow clients into your practice?

- Serious cases: 11.9%
- Euthanasia: 30.2%
- All appointments: 16.7%
- NONE: 3.2%
- New patients: 10.3%
- Specialty cases: 15.1%
- Difficult patients: 12.7%

What is practice doing about mandating vaccines for staff and clients coming into the building?

- Required to show proof: 4.4%
- No requirements: 71.1%
- Required: 10.2%
- Unsure: 4.1%
- Encouraged: 71.4%

Clients

Staff

Massachusetts Veterinary Medical Association
Do you feel your caseload has:

- Increased slightly: 29.2%
- Increased dramatically: 58.3%
- Stayed the same: 10.4%
- Decreased: 2.3%

Do you feel your stress level has:

- Increased dramatically: 50%
- Increased slightly: 34%
- Stayed the same: 10%
- Decreased: 6%