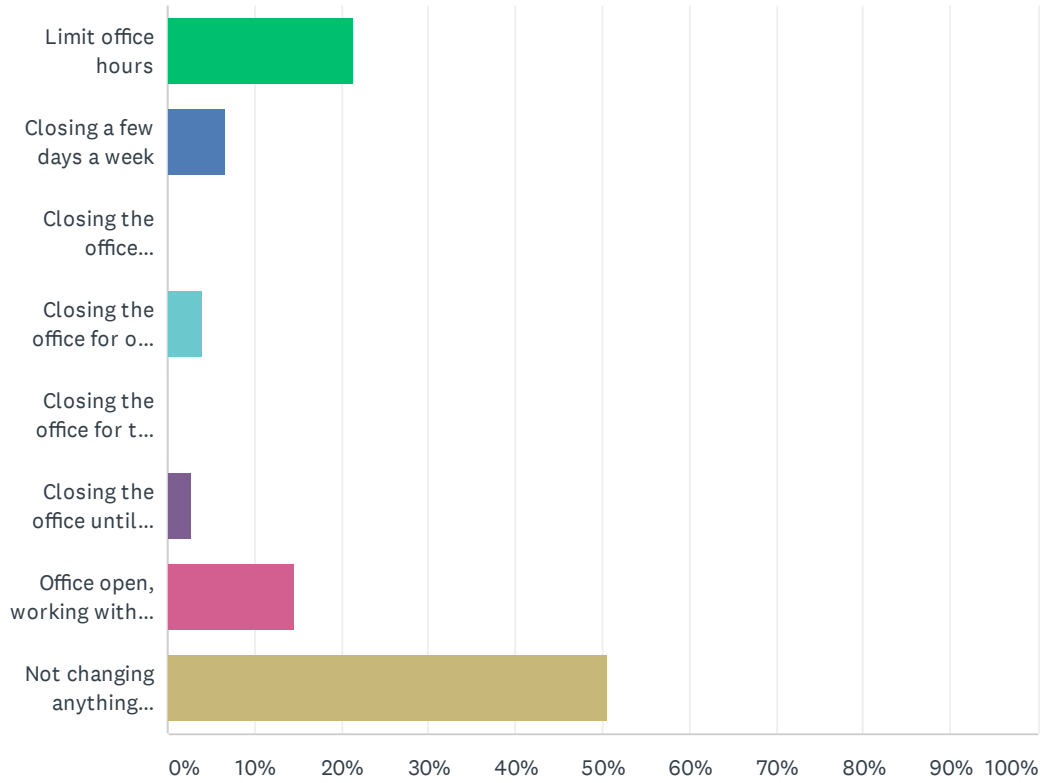


Q1 Which of the following are you currently or planning to do:

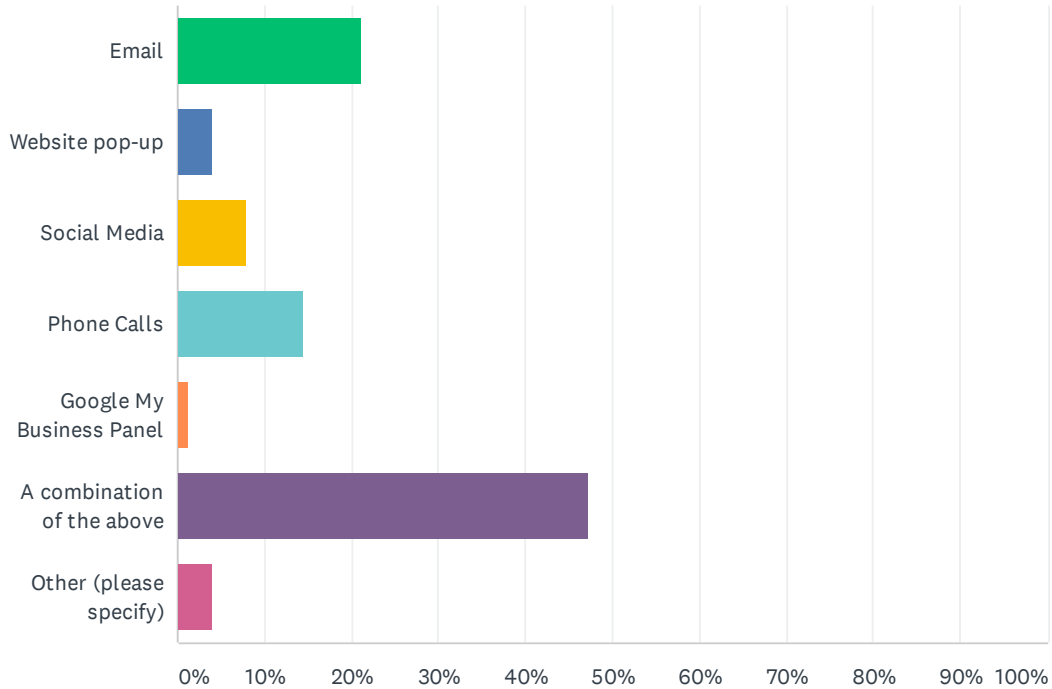
Answered: 75 Skipped: 1



ANSWER CHOICES	RESPONSES	
Limit office hours	21.33%	16
Closing a few days a week	6.67%	5
Closing the office completely	0.00%	0
Closing the office for one week	4.00%	3
Closing the office for two weeks	0.00%	0
Closing the office until further notice	2.67%	2
Office open, working with a smaller staff, sending some home	14.67%	11
Not changing anything continuing to operate as usual	50.67%	38
TOTAL		75

Q2 How have you communicated with your patients during this time?

Answered: 76 Skipped: 0



ANSWER CHOICES	RESPONSES
Email	21.05% 16
Website pop-up	3.95% 3
Social Media	7.89% 6
Phone Calls	14.47% 11
Google My Business Panel	1.32% 1
A combination of the above	47.37% 36
Other (please specify)	3.95% 3
TOTAL	76

#	OTHER (PLEASE SPECIFY)	DATE
1	no	3/19/2020 1:22 PM
2	solutionreach	3/18/2020 2:50 PM
3	All the above	3/17/2020 9:14 PM

Q3 What new procedures are you doing due to concerns about the Corona Virus? (Example: Curbside pick-up for patients, separating elderly patient appointments from young family appointments, or seating patients directly in exam lanes.)

Answered: 69 Skipped: 7

ANSWER CHOICES	RESPONSES	
1.	100.00%	69
2.	84.06%	58
3.	68.12%	47
4.	50.72%	35
5.	34.78%	24
6.	24.64%	17
7.	18.84%	13
8.	8.70%	6

COVID 19- Office Operations Survey

#	1.	DATE
1	increased disinfection	3/20/2020 5:55 AM
2	Few and spaced out appointments	3/19/2020 7:38 PM
3	Age limitation	3/19/2020 6:51 PM
4	Separating elderly	3/19/2020 6:49 PM
5	Increase sanitizing protocol	3/19/2020 6:18 PM
6	Scheduling 1 patient per hour	3/19/2020 5:01 PM
7	Not taking elderly patient at the moment	3/19/2020 3:15 PM
8	Curbside pickup	3/19/2020 3:13 PM
9	Curbside contact lens picked	3/19/2020 2:15 PM
10	we aren't changing a thing in spite of media hysteria	3/19/2020 1:22 PM
11	Curbside pick ups	3/19/2020 12:20 PM
12	Clorox surface between every patient	3/19/2020 12:17 PM
13	Frequent exam room, reception area, and children's area disinfection	3/19/2020 11:18 AM
14	disinfecting surfaces more frequently	3/19/2020 10:25 AM
15	emergency only visits	3/19/2020 10:22 AM
16	clean every surfaces in the office every hour	3/19/2020 10:13 AM
17	wiping down the credit card machine after every use	3/19/2020 9:21 AM
18	scheduling only patients ages 20-60	3/19/2020 9:07 AM
19	Curbside pick up, no adjustments at this time	3/19/2020 8:53 AM
20	Telemedicine	3/19/2020 8:31 AM
21	6 ft minimum seating arrangement	3/19/2020 8:09 AM
22	Limit exams to medical or emergency	3/18/2020 6:35 PM
23	Cleaning thoroughly	3/18/2020 6:20 PM
24	curbside pick-up to limited max 10	3/18/2020 6:17 PM
25	Asking if they have had any risk of being exposed to C Virus	3/18/2020 5:11 PM
26	Curbside pick-ups	3/18/2020 4:58 PM
27	scheduled cleaning and disinfecting office morning & afternoon	3/18/2020 4:18 PM
28	Keep office clean	3/18/2020 2:50 PM
29	reduced seating in waiting area, all reading material has been removed	3/18/2020 2:50 PM
30	Free Clinic (Coronavirus) Screening	3/18/2020 2:43 PM
31	scheduling patients 1 hour apart per doctor	3/18/2020 2:22 PM
32	Emergency visits only	3/18/2020 2:19 PM
33	Curb-side pickup of eyewear	3/18/2020 1:36 PM
34	Option to wait in car	3/18/2020 11:50 AM
35	Refusing care for patients with symptoms that may be related to the coronavirus	3/18/2020 11:45 AM
36	staggering appt times	3/18/2020 11:26 AM
37	limiting patient appointments in the morning and afternoon	3/18/2020 11:16 AM

COVID 19- Office Operations Survey

38	No magazines in the waiting area.	3/18/2020 10:16 AM
39	screening at the front door. We ask if they have had a cough or fever lately. If so they do not enter.	3/18/2020 10:14 AM
40	Limiting numbers of patients	3/18/2020 10:12 AM
41	Screening when entering (check temperature and symptoms)	3/18/2020 9:58 AM
42	Curbside pickup	3/17/2020 9:48 PM
43	Scheduling each patient for a longer block of time & disinfecting thorough after	3/17/2020 9:29 PM
44	Market specific changes b/c everything is different	3/17/2020 9:14 PM
45	Urgent eyecare triage	3/17/2020 8:56 PM
46	enhanced cleaning procedures	3/17/2020 8:27 PM
47	Curbside pick up	3/17/2020 7:20 PM
48	Checking every person's temperature	3/17/2020 5:42 PM
49	Curbside pick up	3/17/2020 4:48 PM
50	Following CDC and AOA guidelines.	3/17/2020 4:20 PM
51	curbside	3/17/2020 4:15 PM
52	Nothing different at this time	3/17/2020 4:15 PM
53	lot of extra cleaning	3/17/2020 3:58 PM
54	no change	3/17/2020 3:44 PM
55	Limited in elderly patients	3/17/2020 3:30 PM
56	Keeping front door propped open	3/17/2020 3:29 PM
57	Social Distancing is taking care of itself	3/17/2020 3:28 PM
58	Screening patients for fever, etc.	3/17/2020 3:24 PM
59	Enhanced cleaning before/after and during patient encounter	3/17/2020 3:24 PM
60	Thoroughly disinfecting multiple times daily	3/17/2020 3:24 PM
61	One exam every 30 minutes	3/17/2020 3:23 PM
62	Extra cleaning	3/17/2020 3:18 PM
63	Curbside Pick up	3/17/2020 3:07 PM
64	rescheduling patients over the age of 65	3/17/2020 3:06 PM
65	dont see patients with cough	3/17/2020 3:06 PM
66	Cleaning and sanitizing entire office twice daily	3/17/2020 3:04 PM
67	Taking temperatures and asking about recent travel.	3/17/2020 3:04 PM
68	cleaning more aggressively	3/17/2020 2:59 PM
69	No handshakes	3/17/2020 2:57 PM

COVID 19- Office Operations Survey

#	2.	DATE
1	making at-risk employees stay home	3/20/2020 5:55 AM
2	Spreading appointment apart	3/19/2020 6:51 PM
3	Curbside	3/19/2020 6:49 PM
4	Postpone routine care and seeing urgent care visits only	3/19/2020 6:18 PM
5	Phone triage before patient scheduled	3/19/2020 5:01 PM
6	Disinfecting after each patient	3/19/2020 3:15 PM
7	Emergency Only patient care	3/19/2020 3:13 PM
8	Reduced appointments to one per hour	3/19/2020 2:15 PM
9	Separately elderly and families	3/19/2020 12:20 PM
10	Any eyewear try on keep in tray until clean before put back on board.	3/19/2020 12:17 PM
11	Staff training regarding contagion control.	3/19/2020 11:18 AM
12	spreading out schedule	3/19/2020 10:25 AM
13	n95 masks for all employees	3/19/2020 10:22 AM
14	limit exam to once an hour.	3/19/2020 10:13 AM
15	cleaning every frame after a patient tries it on	3/19/2020 9:21 AM
16	disinfecting frames after pt try them on	3/19/2020 9:07 AM
17	Hand sanitizer and temperatures checked on staff and pts	3/19/2020 8:53 AM
18	Additional Office deep cleaning Mid morning and mid afternoon	3/19/2020 8:09 AM
19	Ship classes in contact lens to patient free of charge	3/18/2020 6:35 PM
20	wear mask and glasses or plano glasses for protection	3/18/2020 6:17 PM
21	Taking temps of patients	3/18/2020 5:11 PM
22	Employee handling of doors and eyewear only	3/18/2020 4:58 PM
23	signing in patient verbally	3/18/2020 4:18 PM
24	keep office clean	3/18/2020 2:50 PM
25	limiting bodies allowed in waiting area to no more than 10	3/18/2020 2:50 PM
26	Clinic Sanitization	3/18/2020 2:43 PM
27	Curbside pick-up	3/18/2020 2:19 PM
28	screening all patients who schedule exams for recent fever/cough/international travel	3/18/2020 1:36 PM
29	mail ALL contacts to home-no option	3/18/2020 11:50 AM
30	Refusing care for patients that have or anyone in the family that may have traveled outside of the country within the last 30days	3/18/2020 11:45 AM
31	fewer patients per day	3/18/2020 11:26 AM
32	advising patients to come by themselves	3/18/2020 11:16 AM
33	Only one patient per family allowed in exam room.	3/18/2020 10:16 AM
34	keep all frames a patient tries on at the optician desk and wipe them down afterwards	3/18/2020 10:14 AM
35	screening all appointments for urgency routine or medical rescheduling out	3/18/2020 10:12 AM
36	eliminated paperwork, removed magazines and pens	3/18/2020 9:58 AM
37	Decreasing wait times/getting pt to exam room quickly	3/17/2020 9:48 PM

COVID 19- Office Operations Survey

38	No handshaking or hugging	3/17/2020 9:29 PM
39	Not seeing older patients	3/17/2020 8:56 PM
40	curbside pick up	3/17/2020 8:27 PM
41	Cleaning a lot	3/17/2020 7:20 PM
42	Asking about any recent travel	3/17/2020 5:42 PM
43	Excessive cleaning surfaces, frames, pens, iPads	3/17/2020 4:48 PM
44	Deep cleaning all surfaces	3/17/2020 4:20 PM
45	taking temperature	3/17/2020 4:15 PM
46	masks for close contact	3/17/2020 3:58 PM
47	taking pt direct to exam room so no waiting	3/17/2020 3:29 PM
48	Seating patients directly in exam lanes	3/17/2020 3:24 PM
49	Will consider taking temperature before service	3/17/2020 3:24 PM
50	Temperature taken when entering office	3/17/2020 3:23 PM
51	Scheduling lighter, one or an hour	3/17/2020 3:18 PM
52	Fist bump vs. hand shake	3/17/2020 3:07 PM
53	Not taking walk-in patients	3/17/2020 3:06 PM
54	wash as usual	3/17/2020 3:06 PM
55	Anyone that is sick is being turned away including employees.	3/17/2020 3:04 PM
56	Spacing out appts to avoid crowding in the office.	3/17/2020 3:04 PM
57	moved toys from play area	3/17/2020 2:59 PM
58	Letting patients see us sterilizing everything, even pens	3/17/2020 2:57 PM

COVID 19- Office Operations Survey

#	3.	DATE
1	distancing arranged throughout office	3/20/2020 5:55 AM
2	Decreased hours	3/19/2020 6:51 PM
3	Decreasing number of people in office	3/19/2020 6:49 PM
4	Allowing extensions of CL Rx	3/19/2020 6:18 PM
5	CL expiration extension with free direct shipping	3/19/2020 5:01 PM
6	Skeleton staff to answer phones	3/19/2020 3:13 PM
7	Staff approved to stay home if feels needs to	3/19/2020 2:15 PM
8	Extended Rx for 6 months when we can	3/19/2020 12:17 PM
9	offering curbside pickup	3/19/2020 10:25 AM
10	not allowing patients to browse frames. handled by employee only with gloves	3/19/2020 10:22 AM
11	having patients wash their hands before each work up	3/19/2020 9:21 AM
12	disinfecting pens and clipboards after each use	3/19/2020 9:07 AM
13	Only seeing emergency exams	3/19/2020 8:53 AM
14	Slit lamp breath gaurds in all exam rooms	3/19/2020 8:09 AM
15	Increased visibility of sanitary precautions in office	3/18/2020 6:35 PM
16	cleaning with approved C Virus cleaners	3/18/2020 5:11 PM
17	Separating elderly	3/18/2020 4:58 PM
18	hand sanitizer avail at wk stations for staff & patients	3/18/2020 4:18 PM
19	will bring glasses out to car if requested	3/18/2020 2:50 PM
20	asking patients to come to the office alone if at all possible	3/18/2020 2:50 PM
21	Daily wipe downs of all seating/desk/equipment	3/18/2020 1:36 PM
22	call patients to not come if sick	3/18/2020 11:50 AM
23	sanitize work areas all day	3/18/2020 11:45 AM
24	limiting number of patients in office at a time	3/18/2020 11:26 AM
25	advising patients if they are sick/or around anybody that was sick, to reschedule appointment	3/18/2020 11:16 AM
26	Disinfect display frames after handled by patients.	3/18/2020 10:16 AM
27	I am not touching the patient. I ask if they have lid problems and if not I do not look at the lids. We optos everyone and look instead of dilating	3/18/2020 10:14 AM
28	monitoring closely all agencies for recommendations	3/18/2020 10:12 AM
29	scheduled every 30 min	3/18/2020 9:58 AM
30	Increase frequency of disinfection	3/17/2020 9:48 PM
31	Collecting frames patients have tried on and disinfecting prior to returning to frame board	3/17/2020 9:29 PM
32	Not seeing anyone with symptoms	3/17/2020 8:56 PM
33	limiting appointments	3/17/2020 8:27 PM
34	Spreading out the schedule so there are not as many patients booked at one time	3/17/2020 5:42 PM
35	Limiting patients in waiting area	3/17/2020 4:48 PM
36	Limiting appointment to patient only if over 18	3/17/2020 4:20 PM
37	no handshakes or contact	3/17/2020 3:58 PM

COVID 19- Office Operations Survey

38	offering "curb side" dispensing of eyewear and Contacts	3/17/2020 3:29 PM
39	Spacing out patient appointments approx. every 30-45 minutes to limit patients in clinic	3/17/2020 3:24 PM
40	Will consider a quick questionnaire form at check in	3/17/2020 3:24 PM
41	Patients wash hands when entering office	3/17/2020 3:23 PM
42	Screening patients for COVID symptoms outside of office and not allowing inside of positive	3/17/2020 3:06 PM
43	have a breath sheield on slitlamp	3/17/2020 3:06 PM
44	Staff wearing gloves.	3/17/2020 3:04 PM
45	No physical contact unless absolutely necessary.	3/17/2020 3:04 PM
46	cleaning tried on frames with alcohol	3/17/2020 2:59 PM
47	Remove all magazines, candies, 'clutter'	3/17/2020 2:57 PM

COVID 19- Office Operations Survey

#	4.	DATE
1	open only for emergencies by appointment	3/20/2020 5:55 AM
2	Making patients wash or use hand Sanitizer before serving them	3/19/2020 6:51 PM
3	Wearing PPE	3/19/2020 6:49 PM
4	Shipping all contact lens orders	3/19/2020 6:18 PM
5	Emailing office intake forms to patients to streamline check-in process	3/19/2020 5:01 PM
6	We are doing phone health screening	3/19/2020 2:15 PM
7	Direct ship CL to patient	3/19/2020 12:17 PM
8	washing hands more frequently	3/19/2020 10:25 AM
9	wiping all surfaces down with clavix wipes	3/19/2020 10:22 AM
10	wiping down every surface with antibacterial wipes/alcohol	3/19/2020 9:21 AM
11	Automatically shipping all contact lens orders to pts homes	3/19/2020 8:53 AM
12	Front desk questionnaire	3/19/2020 8:09 AM
13	Stagger patient arrival time	3/18/2020 6:35 PM
14	Using disposable glasses cleaner instaed of cloths	3/18/2020 5:11 PM
15	separate patients into 2 waiting areas	3/18/2020 4:58 PM
16	Make sure we take care of patients in the same great manner we always have	3/18/2020 2:50 PM
17	unattended browsing of frame boards is not allowed	3/18/2020 2:50 PM
18	limiting maximum number of people in the clinic to 10	3/18/2020 1:36 PM
19	have patients reschedule if they come in sick	3/18/2020 11:50 AM
20	hand cover to check VA's	3/18/2020 11:45 AM
21	disinfecting the exam rooms/pretesting room between each patient	3/18/2020 11:16 AM
22	making entire staff aware of changes	3/18/2020 10:12 AM
23	rescheduled elderly over age of 65 or at risk patients	3/18/2020 9:58 AM
24	Mailing out contact lens orders	3/17/2020 9:29 PM
25	Not seeing anyone who has travelled in past 2 week	3/17/2020 8:56 PM
26	limiting recalls for now	3/17/2020 8:27 PM
27	Sanitizing patients hands before they select their glasses	3/17/2020 5:42 PM
28	Separating out patient scheduling	3/17/2020 4:48 PM
29	Warning patients with posts of pertinent information.	3/17/2020 4:20 PM
30	removed magazines and coffee maker	3/17/2020 3:58 PM
31	Hand sanitizer in every work station, encouraging hand washing	3/17/2020 3:24 PM
32	Waiting in car until appointment	3/17/2020 3:23 PM
33	Allowing in only a few patients at a time to minimize overcrowding inside the office	3/17/2020 3:06 PM
34	Educated staff about washing hands more often and not touching face	3/17/2020 3:04 PM
35	Not allowing pts to pull frames off the board, optician gathers all frames they are interested in on a tray and disinfect after.	3/17/2020 3:04 PM

COVID 19- Office Operations Survey

#	5.	DATE
1	Staff continuously washing Wiping and hand sautizing	3/19/2020 6:51 PM
2	Washing hands	3/19/2020 6:49 PM
3	Reinforced cleaning/disinfection protocols	3/19/2020 5:01 PM
4	Limiting # of people in the office	3/19/2020 2:15 PM
5	Only let patient in when it their appointment time	3/19/2020 12:17 PM
6	delaying routine exams if possible	3/19/2020 10:25 AM
7	we have hand sanitizer in every room of the office	3/19/2020 9:21 AM
8	Email blast	3/19/2020 8:09 AM
9	Taking temp of employees	3/18/2020 5:11 PM
10	sanitizing pens and sign in boards, CC machines frequently	3/18/2020 4:58 PM
11	clean instruments infront of patients	3/18/2020 2:50 PM
12	all frames are sterilized after one touch	3/18/2020 2:50 PM
13	Monitoring the need to decrease hours or close	3/18/2020 11:50 AM
14	sanitize tried on frames - bucket in optical to put tried on frames	3/18/2020 11:45 AM
15	leaving hand sanitizer out for patient use	3/18/2020 11:16 AM
16	trying to keep social distancing as much as possible	3/18/2020 10:12 AM
17	scheduling new exams after April 6th	3/18/2020 9:58 AM
18	Seeing less patients	3/17/2020 8:56 PM
19	screening staff temperatures	3/17/2020 8:27 PM
20	Using gloves and qtips to touch patients with	3/17/2020 5:42 PM
21	Monitoring CDC, AOA, and TSO communications.	3/17/2020 4:20 PM
22	Weekly/daily meetings on updates on coronavirus	3/17/2020 3:24 PM
23	Reschedule anyone who is sick	3/17/2020 3:23 PM
24	Wiping down all surfaces, keyboards, writing utensils, etc between each patient.	3/17/2020 3:04 PM

COVID 19- Office Operations Survey

#	6.	DATE
1	Disinfecting everything many times per day	3/19/2020 6:49 PM
2	Rescheduling patients with COVID-19 symptoms from triage	3/19/2020 5:01 PM
3	Restricting to patient only + a parent in office	3/19/2020 2:15 PM
4	we are taking temperatures when patients arrive via forehead	3/19/2020 9:21 AM
5	Website pop up (in process)	3/19/2020 8:09 AM
6	Mask are available for employees and patients	3/18/2020 5:11 PM
7	taking less appointments and extending time in between	3/18/2020 4:58 PM
8	cleaning all hard and soft surfaces after one touch	3/18/2020 2:50 PM
9	running the air conditioner on a lower temp	3/18/2020 11:16 AM
10	encouraging hand washing or hand sanitizer for patients as soon as they walk in	3/18/2020 9:58 AM
11	Cleaning and disinfect optical	3/17/2020 8:56 PM
12	requesting only appointed person shows up for appt	3/17/2020 8:27 PM
13	Removed all the magazines out of the waiting area as well as water & coffee	3/17/2020 5:42 PM
14	No hand shaking or hugs.	3/17/2020 4:20 PM
15	Not shaking hands/hugs	3/17/2020 3:24 PM
16	Reschedule anyone who has traveled by airplane in the last 3 weeks	3/17/2020 3:23 PM
17	Removed all magazines, kids toys, pens, etc from patient areas.	3/17/2020 3:04 PM
#	7.	DATE
1	Extending contact lens expiration dates	3/19/2020 2:15 PM
2	we are asking patients who think they are sick to stay home	3/19/2020 9:21 AM
3	Limiting high staff staff	3/19/2020 8:09 AM
4	asking patients to wash hands before being seen	3/18/2020 4:58 PM
5	one non staff person in exam room at one time	3/18/2020 2:50 PM
6	scheduling less elderly patient appointments	3/18/2020 11:16 AM
7	curbside delivery of glasses/contact lenses at their request	3/18/2020 9:58 AM
8	No sick staff	3/17/2020 8:56 PM
9	questioning about fever, cough or trouble breathing	3/17/2020 8:27 PM
10	Advising patients they can do curbside glasses pick up or contacts	3/17/2020 5:42 PM
11	Disinfecting all touched items (including ink pens)	3/17/2020 4:20 PM
12	Encouraging rescheduling of patients that are not in immediate need of glasses/contacts	3/17/2020 3:24 PM
13	Ask patients not to bring other family members who are not getting exams into the office.	3/17/2020 3:04 PM

COVID 19- Office Operations Survey

#	8.	DATE
1	Extensive cleaning, optional wearing of masks & gloves	3/19/2020 2:15 PM
2	all employees are continuously washing hands with anit-bacterial soap	3/19/2020 9:21 AM
3	walk-in evaluations (if patient coughing or sneezing, reschedule right then)	3/18/2020 4:58 PM
4	seating in waiting area has been separated and patients are asked not to sit next to eachother	3/18/2020 2:50 PM
5	wiping surfaces hourly (doorknobs, countertops, keyboards, etc)	3/18/2020 9:58 AM
6	Screening all patients upon intake.	3/17/2020 4:20 PM

Q4 How can TSO, Inc. best support you and your office during this time?

Answered: 57 Skipped: 19

COVID 19- Office Operations Survey

#	RESPONSES	DATE
1	please keep us informed of network wide info	3/20/2020 5:55 AM
2	Ask Zeiss lab and other vendors to give us deferred or extended billing Brand licensing fee be deferred Eyecare pro billing be deferred Constant updates on how to help retain staff.. and help them be able to pay their bills.	3/19/2020 6:51 PM
3	1. Guidance for employee support 2. Finance strategies for loss of business 3. Sharing all optometry related resources as it pertains to COVID-19	3/19/2020 6:18 PM
4	Leveraging our preferred financial vendor/lenders for support by way of short term loans or lines of credit.	3/19/2020 5:01 PM
5	Keep with up to date info from CDC	3/19/2020 3:15 PM
6	Thank you for sending out generic verbage that We can utilize as a guide of what to send out to patients about potential closure.	3/19/2020 3:13 PM
7	Sharing the responses from other locations	3/19/2020 2:15 PM
8	good question, don't know	3/19/2020 1:22 PM
9	Waive our fees for this month	3/19/2020 12:20 PM
10	We don't need any support at this time. We are stock up in cleaning and Clorox supplies. The situation is constantly changing. So as off now we are open with extra caution.	3/19/2020 12:17 PM
11	Make sure territory managers are available if I need them.	3/19/2020 11:18 AM
12	keeping us informed of new guidelines and mandates	3/19/2020 10:25 AM
13	all tso need to be on the same playbook following the same guidelines	3/19/2020 10:22 AM
14	Not much else.	3/19/2020 10:13 AM
15	Assistance with social media concerning the current circumstances	3/19/2020 9:21 AM
16	I wish I knew! Prayer?	3/19/2020 9:07 AM
17	We are following the CDC's recommendation and only seeing emergency exams. That wasn't an option on the first question. Don't charge us the month fees and dues. We are going to be struggling just to keep our doors open after all this.	3/19/2020 8:53 AM
18	Assistance with lease	3/19/2020 8:31 AM
19	Proactive support.	3/19/2020 8:09 AM
20	Waive or defer collection of dues and licensing fees	3/18/2020 6:35 PM
21	Dont need help	3/18/2020 6:20 PM
22	keep post up info necessary to do if store remain open	3/18/2020 6:17 PM
23	Continuing to update us on CDC , AOA, and local guidlines	3/18/2020 5:11 PM
24	Updates. Trying to help to get information out to the public .	3/18/2020 4:58 PM
25	Keep us posted on any News Letters or Announcements re: insurance early use of benefits just in case of any shut downs	3/18/2020 4:18 PM
26	no assistance is needed at this time	3/18/2020 2:50 PM
27	Help us get information about the need to close	3/18/2020 11:50 AM
28	continue to keep informed on new limitations or restrictions if implemented	3/18/2020 11:26 AM
29	Nothing comes to mind	3/18/2020 11:16 AM
30	Advise on how other offices are handling business right now is helpful.	3/18/2020 10:16 AM
31	share info as you are doing	3/18/2020 10:14 AM
32	Send out any updates in regard to any CDC or other agencies recommendations including	3/18/2020 10:12 AM

COVID 19- Office Operations Survey

	other healthcare businesses	
33	Financial support is the only support needed, especially for practices that are new and recently relocated and don't have emergency funds available. Information on unemployment benefits for staff, information about loan payments, how to help out financially.	3/18/2020 9:58 AM
34	Advise whether to close or limit hours etc.	3/18/2020 8:30 AM
35	Keep us updated with news from reliable sources	3/17/2020 9:48 PM
36	Waive or prorate monthly dues	3/17/2020 9:29 PM
37	Share any best practices to give patients comfort	3/17/2020 9:14 PM
38	Make a short video to be able to share with our patients.	3/17/2020 8:56 PM
39	Alerting us if it is recommended that we close.	3/17/2020 8:27 PM
40	Just keep us updated	3/17/2020 5:42 PM
41	Send cleaning supplies	3/17/2020 4:48 PM
42	Pertinent, factual, credible decimated relevant information. Sharing best practices. Sharing information regarding known resources for cleaning, disinfectants, masks, gloves, etc.	3/17/2020 4:20 PM
43	send me more info about government aide	3/17/2020 4:15 PM
44	Not sure what you guys can do right now	3/17/2020 3:58 PM
45	i would like to see what other tso offices are doing	3/17/2020 3:44 PM
46	Waive the brand license fee for the month of March and subsequent months if needed	3/17/2020 3:30 PM
47	We believe, we should close early to help the office staff in this time as well as our patients to stop the spread. Hays county has already had 3 cases. It is not safe for us to have big groups in the office.	3/17/2020 3:24 PM
48	Offer advice/tips on what other offices are doing, sending our staff appreciation and support for continuing to work despite hard times.	3/17/2020 3:24 PM
49	I think this is the first step to gather info on how other doctors are handling this situation. I would like to know how to handle it with staffing and hours. It would be great to provide some type of verbiage that we can all use in our office and on our various patient communication platforms. Quick reference / step-by- step protocol on how we should protect ourselves and staff during this time. Thanks	3/17/2020 3:24 PM
50	Waive monthly dues or work with bank to get line of credit to help with cash flow.	3/17/2020 3:23 PM
51	Provide information and possible relief on dues	3/17/2020 3:18 PM
52	Give us your guidance as to handle this situation in the most socially responsible manner.	3/17/2020 3:06 PM
53	sell my office	3/17/2020 3:06 PM
54	Wish we had email blast that we can send out to our patient base. We have not done so because the wording can be tricky. Have not heard back from steve Poley.	3/17/2020 3:04 PM
55	Financial support. Emotional support by reporting on how the network as a whole is doing so that we don't feel like we are alone in our hardships.	3/17/2020 3:04 PM
56	Send out a emails to offices with the most updated employer laws so that the doctor can communicate with the staff better about issues such as sick leave and family leave for small business.	3/17/2020 2:59 PM
57	Delay 2% payments, every little bit will help as we work with loss of revenue	3/17/2020 2:57 PM