

NC Practice Reopening Data Report

Urgent Practice Data Survey week of May 26, 2020

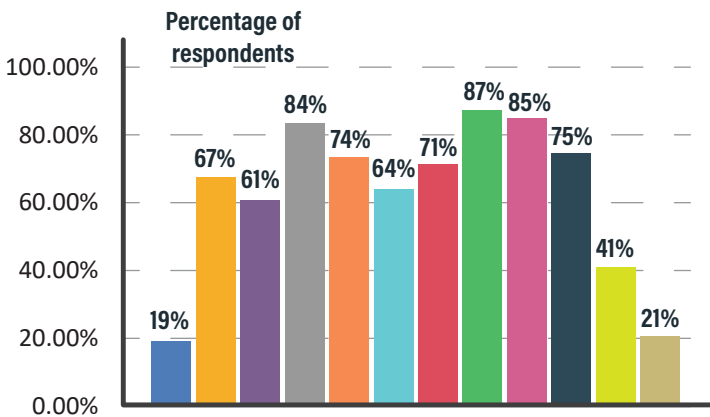
272
Total number of survey respondents.

55
Number of North Carolina counties represented.

43
Number of healthcare specialties represented.

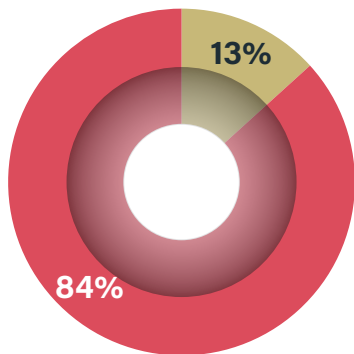
86%
Percentage of the practices surveyed that are independently owned.

New office and patient visit protocols being implemented in practices across NC since the COVID-19 pandemic began:



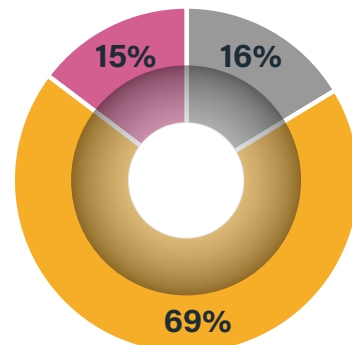
- 19%.....Visit sign-in/registration through office tablet or other device
- 67%.....Seating restricted in waiting room to enforce 6-foot social distancing
- 61%.....Patients waiting in cars until called for appointment
- 84%.....All staff required to wear masks
- 74%.....All patients and visitors required to wear masks/cloth face covering
- 64%.....Temperature checks of all staff
- 71%.....Temperature checks of all patients
- 87%.....Cleaning of rooms between patient visits (or other cleaning protocols)
- 85%.....Hand sanitizer dispensers readily available
- 75%.....Triage for patients with potential COVID-19 symptoms
- 41%.....Scheduling based on high risk populations or grouping sick/well visits
- 21%.....Other

Does your practice require patients to sign an informed consent form regarding the risks of contracting COVID-19 as part of having an in-person visit or procedure?



13%.....Yes
84%.....No

Have patients been reluctant to schedule in-person procedures and services when you have contacted them?

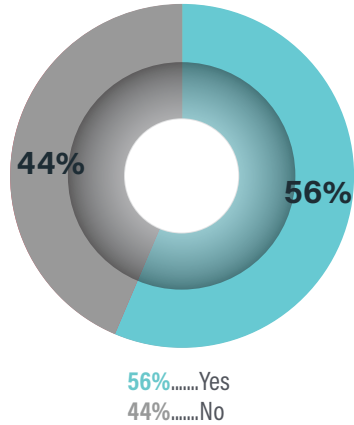


16%.....No
69%.....Yes, a few patients have expressed reluctance
15%.....Yes, many patients have expressed reluctance

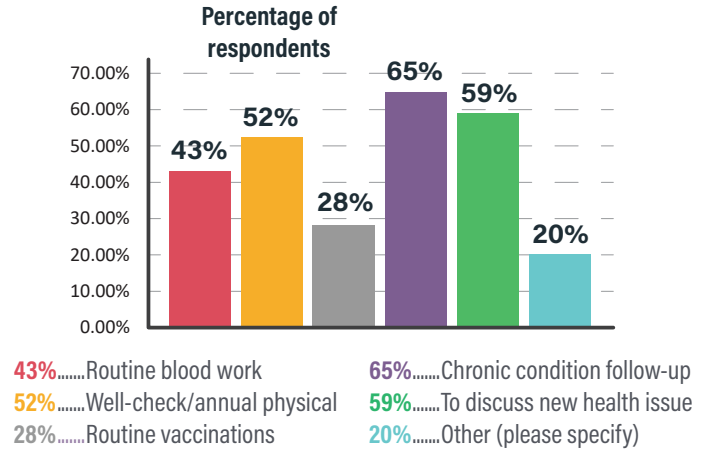
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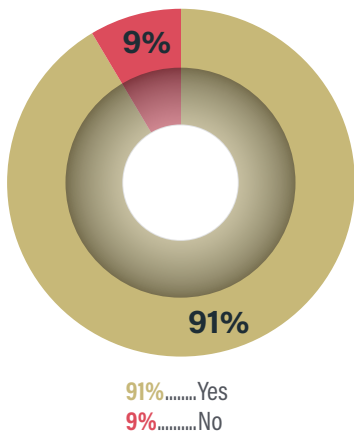
Has your practice proactively contacted your patients to inform them that in-person visits for elective procedures and other non-urgent services have resumed?



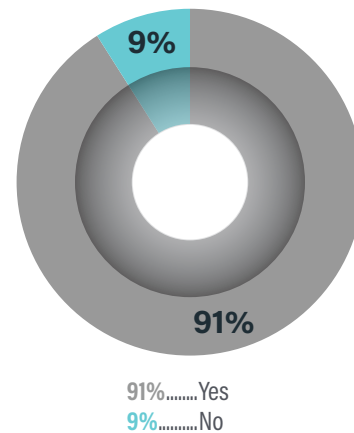
Which type of non-urgent, in-person visits are patients generally willing to schedule or reschedule now? Please check **ALL** that apply.



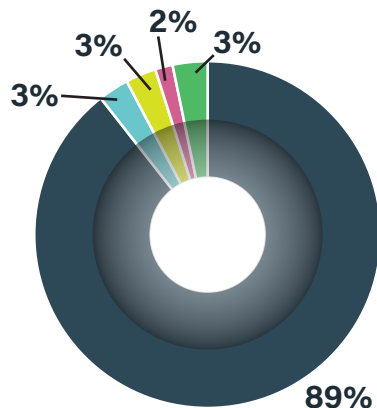
Has your practice clearly communicated any new office and patient visit protocols before a patient arrives at your office for a visit?



Have patients generally been compliant with the new office and patient visit policies?



Has your practice seen any noticeable difference in the payer mix among patients currently interested in scheduling in-person visits compared to your pre-COVID-19 payer mix?

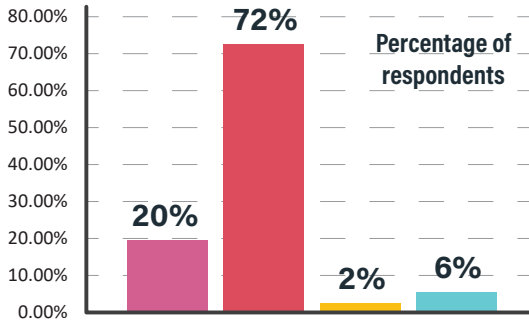


- 89%.....No
- 3%.....Yes, our payer mix now has a higher percentage of self-pay patients
- 3%.....Yes, our payer mix now has a higher percentage of Medicaid patients (or other government-provided health insurance, excluding Medicare)
- 2%.....Yes, our payer mix now has a higher percentage of Medicare patients
- 3%.....Yes, our payer mix now has a higher percentage of commercial insurance patients

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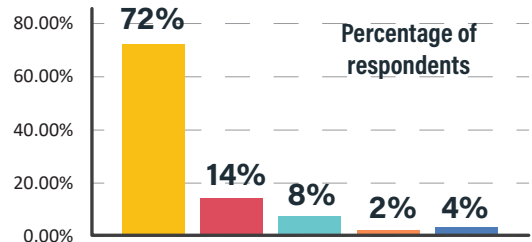
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Do you expect to have sufficient staffing to meet your needs for the next week?



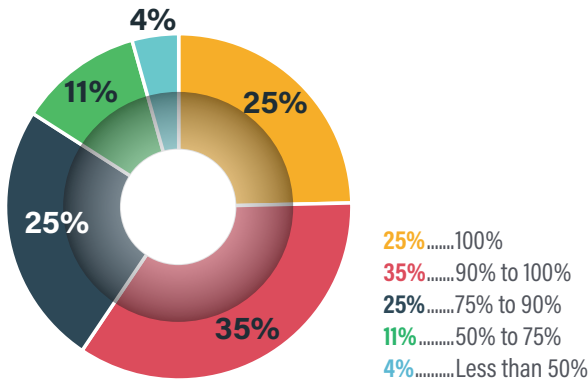
20%.....Overstaffed due to appointment cancellations
 72%.....Appropriately staffed
 2%.....Understaffed due to increased patient demand
 6%.....Understaffed due to staff absences

What percentage of your pre-COVID-19 staff in total have you already laid-off or furloughed or do you anticipate needing to lay-off or furlough in the next two weeks?



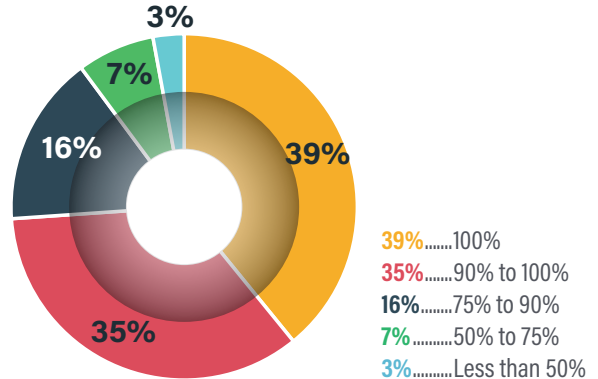
72%.....0%
 14%.....Less than 10%
 8%.....11% to 25%
 2%.....26% to 50%
 4%.....More than 50%

What percentage of your pre-COVID-19 staff count do you anticipate having on staff in **two weeks?***



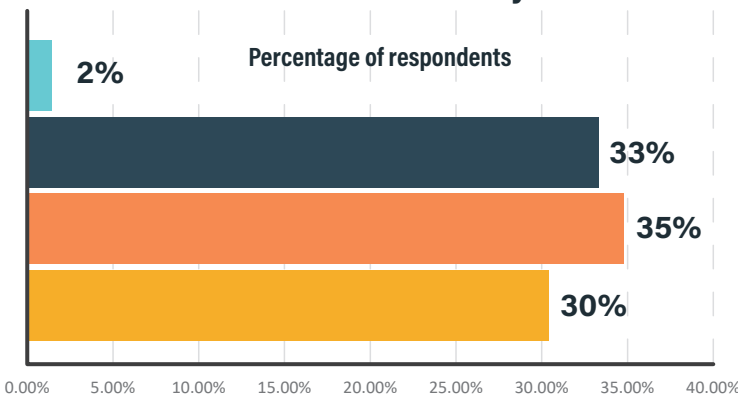
25%.....100%
 35%.....90% to 100%
 25%.....75% to 90%
 11%.....50% to 75%
 4%.....Less than 50%

What percentage of your pre-COVID-19 staff count do you anticipate having on staff in **four weeks?***



39%.....100%
 35%.....90% to 100%
 16%.....75% to 90%
 7%.....50% to 75%
 3%.....Less than 50%

Have you had any previously furloughed or laid-off staff members decline to return to the office when you have asked them to do so?*



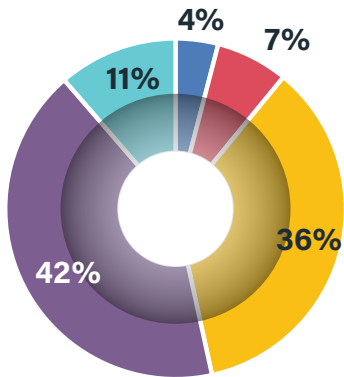
30%.....No, we have not tried to rehire/called back any furloughed or laid-off staff members
 35%.....No, all staff members have returned when contacted
 33%.....Yes, a few have not
 2%.....Yes, many have not

***Questions answered only by practices indicating they already had laid-off/furloughed workers.**

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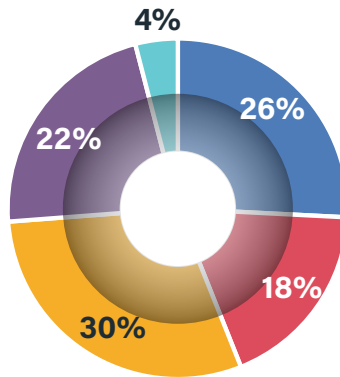
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What does your patient volume look like **today** compared to your normal (pre-COVID-19) patient volume?



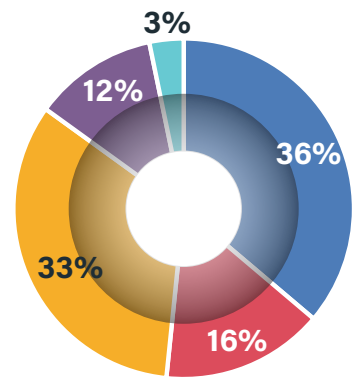
4%.....Increase in patient volume
 7%.....No change
 36%.....Decrease of 25% or less
 42%.....Decrease of 26% to 50%
 11%.....Decrease of more than 50%

What do you expect your patient volume to look like in **two weeks** compared to your normal (pre-COVID-19) patient volume?



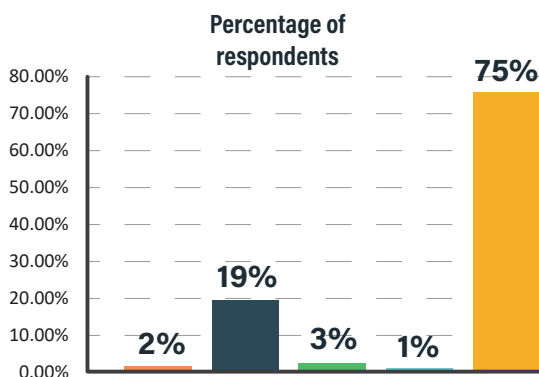
26%.....Increase in patient volume
 18%.....No change
 30%.....Decrease of 25% or less
 22%.....Decrease of 26% to 50%
 4%.....Decrease of more than 50%

What do you expect your patient volume to look like in **four weeks** compared to your normal (pre-COVID-19) patient volume?



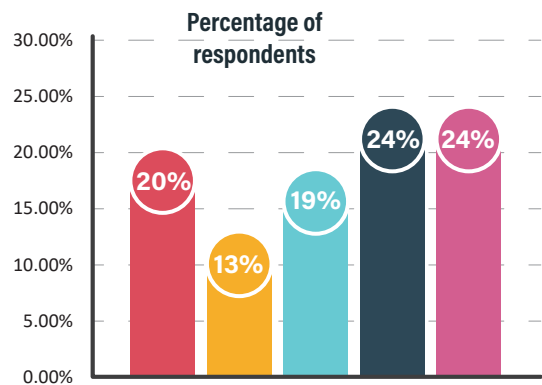
36%.....Increase in patient volume
 16%.....No change
 33%.....Decrease of 25% or less
 12%.....Decrease of 26% to 50%
 3%.....Decrease of more than 50%

Is your practice currently open and seeing patients?



2%.....No
 19%.....Yes, but have reduced hours
 3%.....Yes, but considering reducing hours
 1%.....Yes, but considering closure
 75%.....Yes, and expect to remain open

When do you expect to have resumed normal (pre-COVID-19) operating hours?*



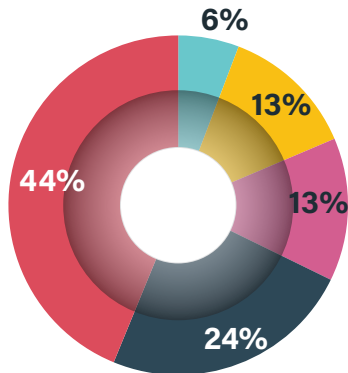
20%.....Less than 2 weeks
 13%.....2 to 4 weeks
 19%.....1 to 2 months
 24%.....More than 2 months
 24%.....Unsure

*Question answered only by practices indicating they had closed or reduced hours.

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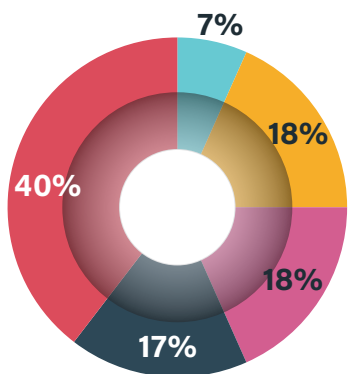
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Considering the needs of your entire practice, how many days of Personal Protective Equipment do you have remaining?



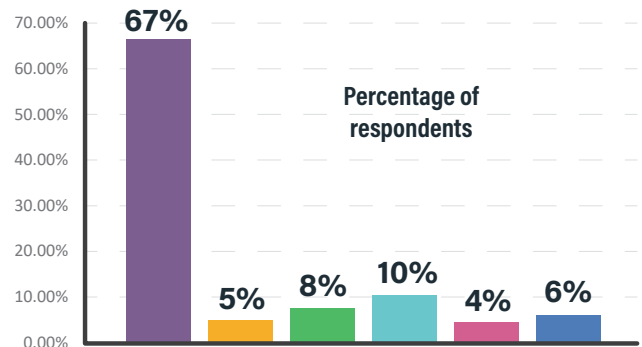
6%.....Less than 5 days
 13%.....5 to 10 days
 13%.....11 to 15 days
 24%.....16 to 20 days
 44%.....More than 20 days

Thinking about the daily patient volume you expect to have beginning two weeks from now, and considering the needs of your entire practice, how many days of Personal Protective Equipment do you expect to have available to you at that time based on that new daily patient volume?



7%.....Less than 5 days
 18%.....5 to 10 days
 18%.....11 to 15 days
 17%.....16 to 20 days
 40%.....More than 20 days

When do you expect to have resumed providing all of the types of services that your practice offered pre-COVID-19?



67%.....My practice already resumed providing these services
 5%.....Less than 2 weeks
 8%.....2 to 4 weeks
 10%.....1 to 2 months
 4%.....More than 2 months
 6%.....Unsure

About the NCMGMA, NCMS and Curi Survey

On March 29th, NCMGMA, NCMS and Curi started distributing the same set of questions to a collective e-distribution list on a weekly basis. The goal was to garner a snapshot of North Carolina's healthcare practices as we moved through the coronavirus pandemic. Certain weeks featured a subset of questions addressing specific segments of the business of healthcare: finance, telehealth and practice reopening. Note: the week of the reopening subset, only a limited number of the regular survey questions were offered.

The information and data collected has been compiled and used anonymously to better understand the most acute and immediate needs, and to establish any trends to inform our policymakers on behalf of the physicians, PAs, practice administrators and the patients of North Carolina.

Thank you to all of our survey participants! You are helping us make sure healthcare's voice is being heard in the North Carolina legislature!