The effects of COVID-19 on the Office Visit

Over 1,000 physicians across multiple specialties weighed in on the effect COVID-19 has had on patient office visits, the volume, safety concerns and how healthcare staff are handling the new protocols. These insightful findings will help in supporting the healthcare community, post pandemic.

### Patient Volume
- **75%** have had a decrease in in-office patient volume

### Office Hours
- **30%** are designating hours for suspected/infected COVID-19 patients

### Access to Testing
- **38%** have access to COVID-19 tests

### Staffing
- **80%** of practices are appropriately staffed to manage changes in the wake of COVID-19

### Safety Measures Being Taken
- **89%**
  - Mask requirements
- **84%**
  - Limiting non-patient visitors
- **83%**
  - Redesigning waiting rooms

### Payment Options
- **31%** have moved to digital-only payment options

### PPE Access
- **74%**
  - Have appropriate PPE for staff

### Challenges in creating a safe environment in the office
- **PPE availability and cost**
- **Patient education and compliance around COVID-19**
- **Waiting room limitations**
- **Decrease in patient volume**

Understanding what matters to you drives our inspiration.

Request the full Survey Results