

# How Independent Practices are Addressing the COVID-19 Pandemic and Planning for Future Practice Operations

In late April 2020, over 500 independent practices were interviewed to better understand the impact that the COVID-19 pandemic has had on their practices' viability, patient volumes, and how technology (like telemedicine) is being used to overcome some of these challenges. The information below highlights the current state of independent medical practices.

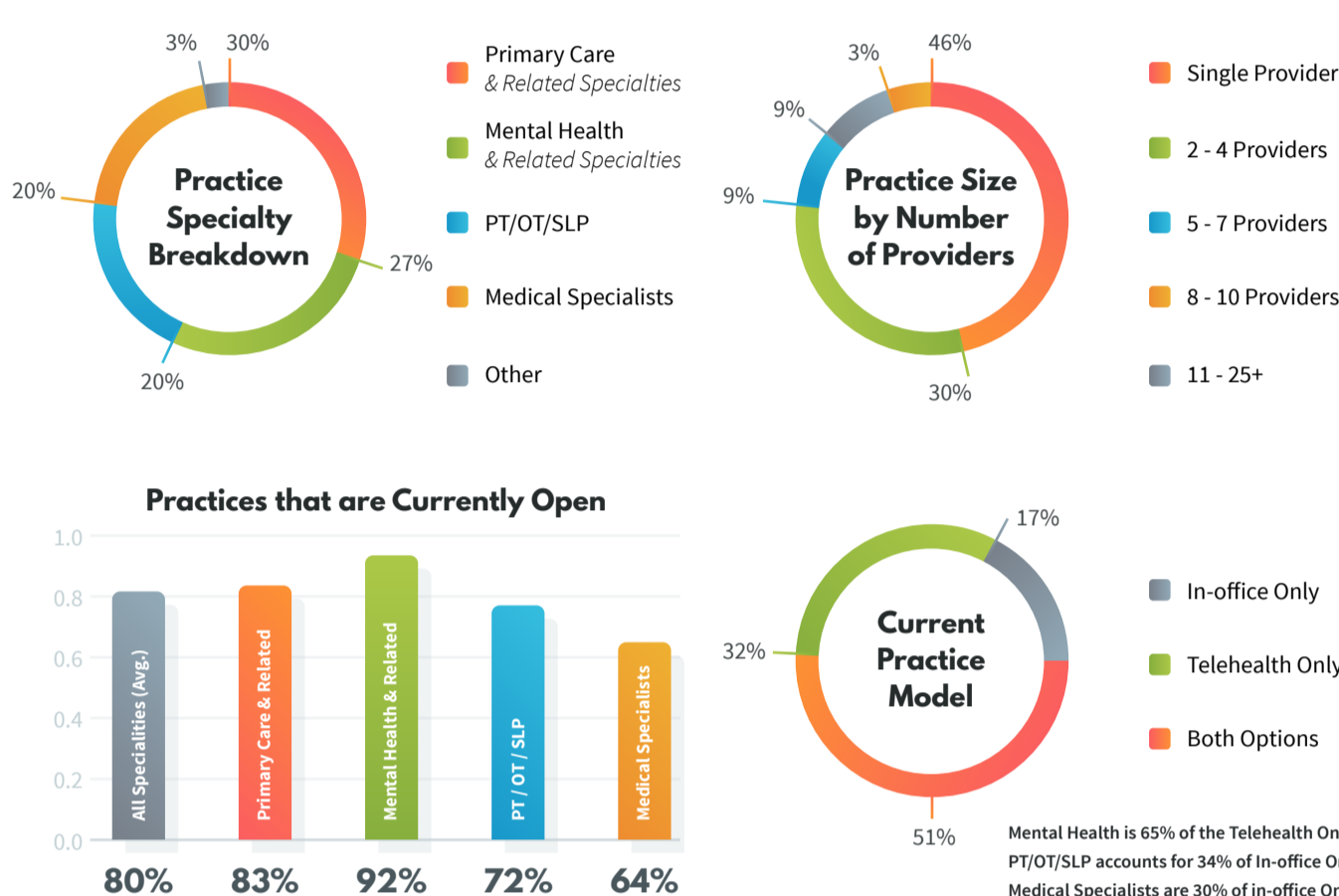


## Practice Demographics:



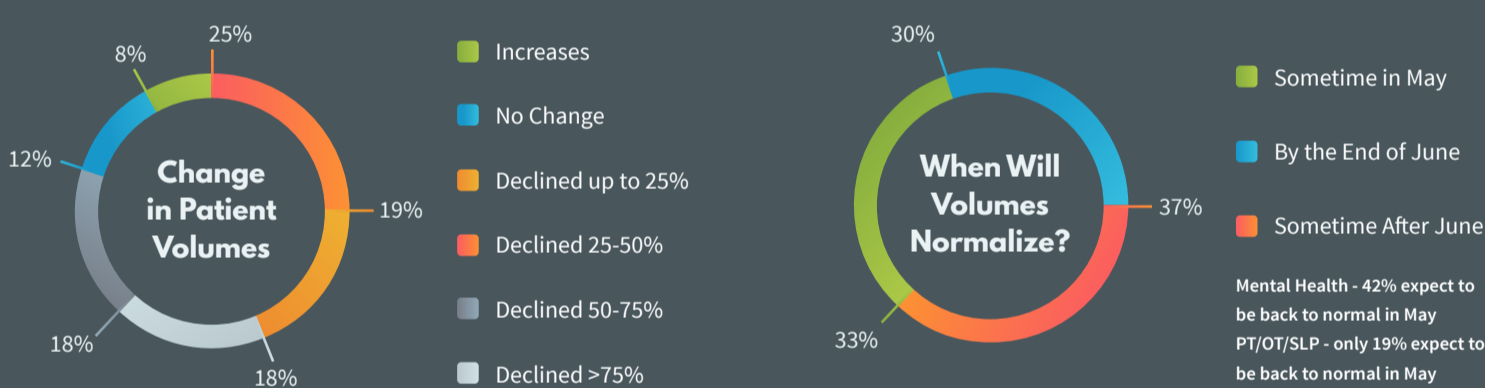
**500+** independent practices in U.S. participated in survey

Approximately 60% of healthcare providers, or 1.1 million providers, deliver care in independent practices. This survey focused on independent, provider-owned practices, including **Primary Care (and related specialties), Mental Health (and related specialties), Medical Specialists, and Physical Therapy (PT), Occupational Therapy (OT), Speech Language Pathology (SLP)** referred to as "PT/OT/SLP"



## By Flattening the Curve, it's Flattening Patient Volumes

Of those practices still open, 80% are currently reporting a decline in patient volumes during the pandemic. Due to the current stay-at-home protocol, no consensus has emerged among independent medical practices on the timeline for a return to more typical patient volumes.



**40%** The Average Decline across All Specialties

**19%** The Average Decline across Mental Health specialties

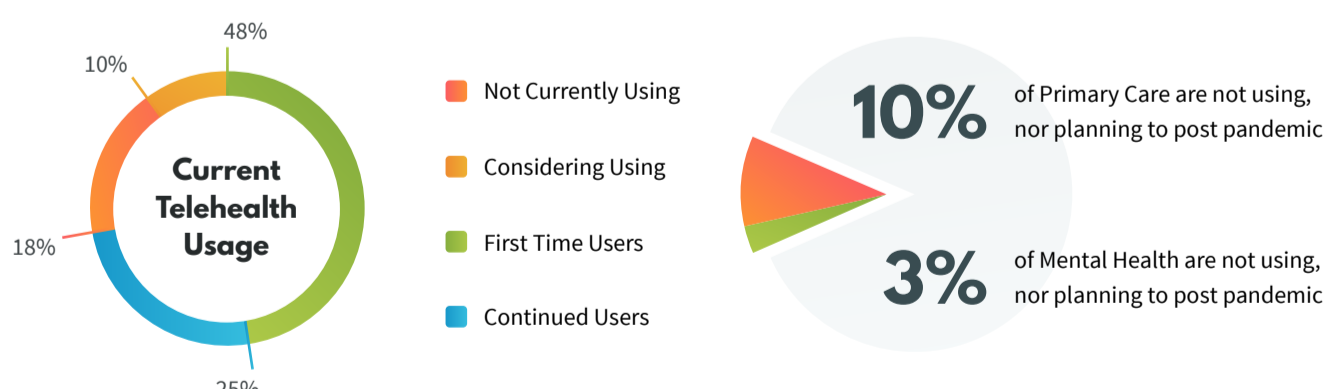
**67%** The Average Decline across PT/OT/SLP

**47%** of practices expect a surge in patient volumes when things return to normal.

## Telehealth & Care Delivery



Many practices are overcoming the social distancing mandates by evolving their care delivery model. Relaxed regulations and an improved reimbursement landscape have spurred rapid growth in telemedicine.



**72%** of those using telehealth today will continue usage

87% of Mental Health will continue to use, the highest

**24%** of future visits for all specialties will be conducted via telehealth

**32%** of future mental health visits will be conducted via telehealth

**11%** of future PT/OT/SLP visits will be conducted via telehealth