



CANADIAN VETERINARY
MEDICAL ASSOCIATION

L'ASSOCIATION CANADIENNE
DES MÉDECINS VÉTÉRINAIRES

CVMA COVID-19 Survey Results May 2020

In May 2020, the Canadian Veterinary Medical Association (CVMA) conducted a short survey to assist in designing communication tools and providing resources to help members better manage their practices and professional lives as we move through the COVID-19 pandemic. Please find a summary of the results below.

- There were **219 English** respondents and **8 French**.
- The **majority** of respondents were in **small animal** practice and were private practice owners.
- The **majority** of respondents rated the **timeliness, relevance, and quality of the COVID-19 information** the CVMA shared **between 8 and 10** (on a scale from 1 to 10, with 1 being poor and 10 being excellent). The majority of **French** respondents **rated between 9 and 10**.
- **Nearly 75 per cent** of English respondents want to receive more information on **Managing in practice as COVID-19 restrictions are reduced**, followed by **COVID-19 in animals** (47%), **Telemedicine** (37%), and **Mental health and wellness** (29%). **Financial matters** came in at 28.8 per cent and **Legal issues** at 28.3 per cent.
- **75 per cent per cent of French respondents** want more information about **telemedicine**, followed by **human resources** (62.5%), and **COVID-19 in animals** (37.5%). **Managing in practice as COVID-19 restrictions are reduced**, **Legal issues**, and **Mental health and wellness** all tied at 25 per cent each.
- Many of the open comments indicated that the CVMA has done a good job communicating relevant information.
- Members want to receive information via **email**, followed by **webinars**, and **web postings**.
- The majority of respondents want to receive info from industry reps via **email**, followed by **virtual meetings**.
- *In your own words, briefly describe how industry can support you as we move through the COVID-19 pandemic?*
 - We received **90 open-ended English responses** and **four French open-ended responses** to this question. The responses varied. Some veterinarians indicated they want more information and updates regarding product shortages/supply chain; more continuing education; and more concise standards and regulations.

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- **32 per cent of English respondents used telemedicine** prior to COVID-19 and **60 per cent did not**.
 - French respondents: **37.5 per cent used telemedicine** prior to COVID-19 and **62.5 per cent did not**.

- *Did you begin to apply, or are you continuing to apply, telemedicine since the start of COVID-19?*
 - **English** – 66.2 per cent: yes; 24.6 per cent: no
 - **French** – 62.5 per cent: yes; 37.5 per cent: no

- The majority of respondents are **charging less for telemedicine** than for in-person appointments.

- There were **57 English** and **4 French open-ended comments** at the end of survey.
 - Some themes include:
 - Veterinarians would like guidance on what to charge for telemedicine.
 - Some veterinarians are experiencing difficulties having clients understand why there must be a charge for telemedicine (especially when so much was free before the COVID-19 pandemic)