

Survey Results

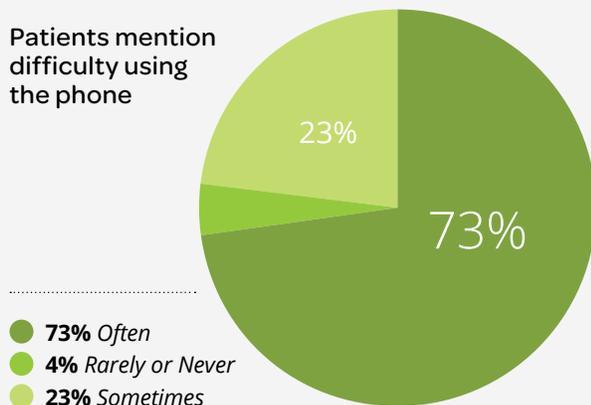
2021 Provider Survey

We asked hearing care providers how CaptionCall, technology, and even COVID-19 have affected their patients and practices. Nearly 200 responded. Here are some of the interesting results.

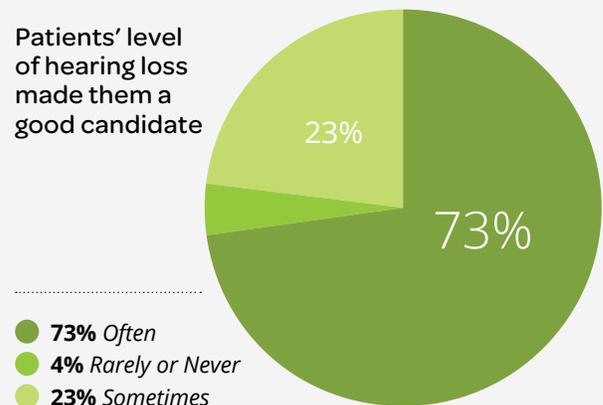
Question: What are the reasons for recommending CaptionCall to your eligible patients?

Summary: Respondents had four options to consider: 1) Patients mentioned difficulty using the phone. 2) Their level of hearing loss made them a good candidate. 3) They saw a demo phone or brochure in the office and expressed interest. 4) They learned about CaptionCall prior to their office visit.

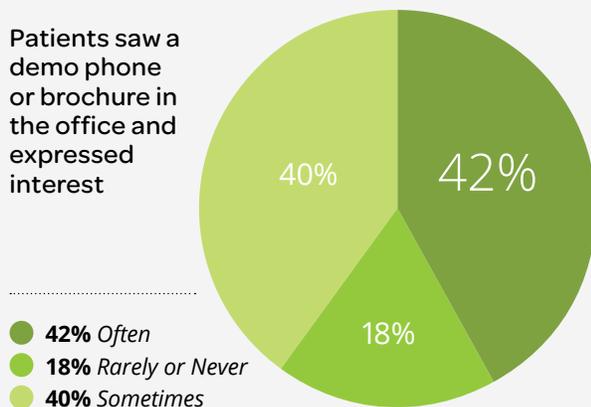
Patients mention difficulty using the phone



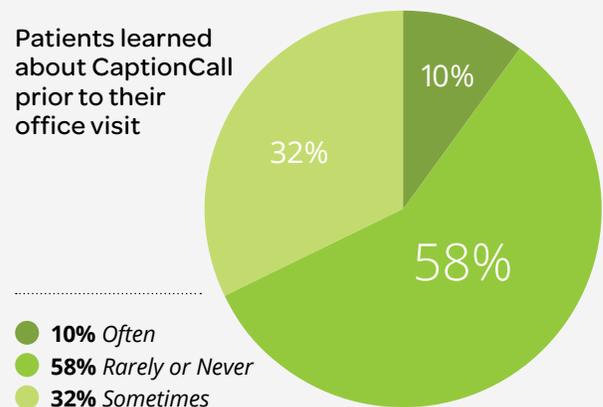
Patients' level of hearing loss made them a good candidate



Patients saw a demo phone or brochure in the office and expressed interest



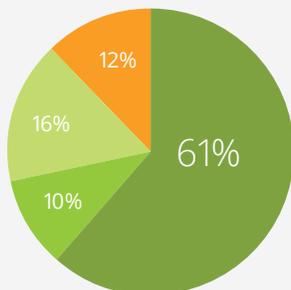
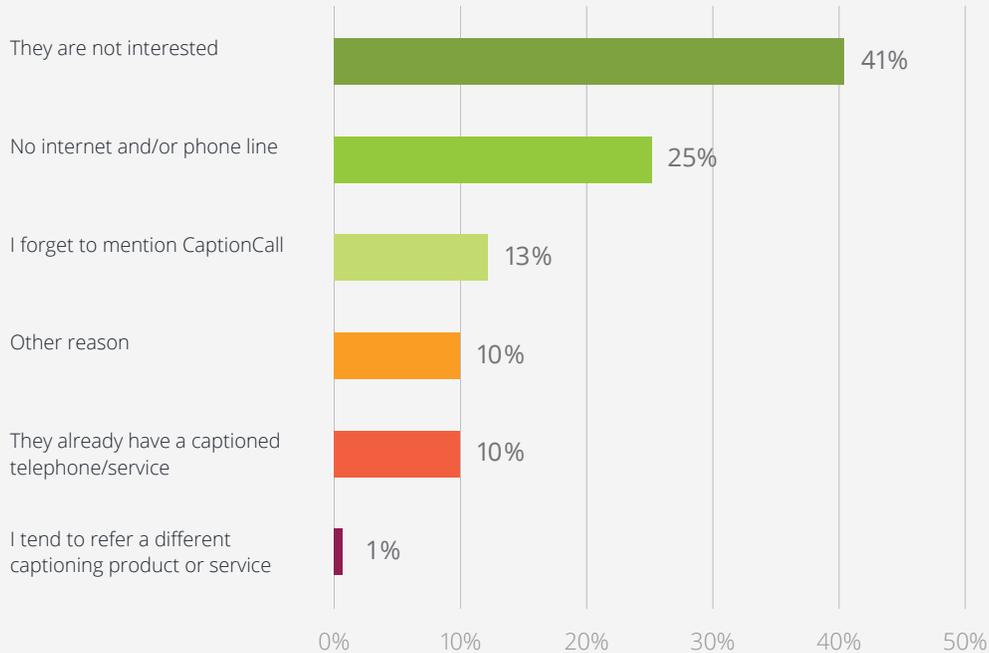
Patients learned about CaptionCall prior to their office visit



Question: What is the most common reason you don't recommend CaptionCall to your eligible patients?

Summary: The 41% of providers who replied "They are not interested" were asked an additional question; responses to that question are on the chart below. The most frequent response (61%) was related to a patient's fear of technology and/or that it looks difficult to use. CaptionCall helps overcome these technology fears by providing free delivery, installation, and in-home training by one of our friendly professionals. Customers also enjoy ongoing customer support

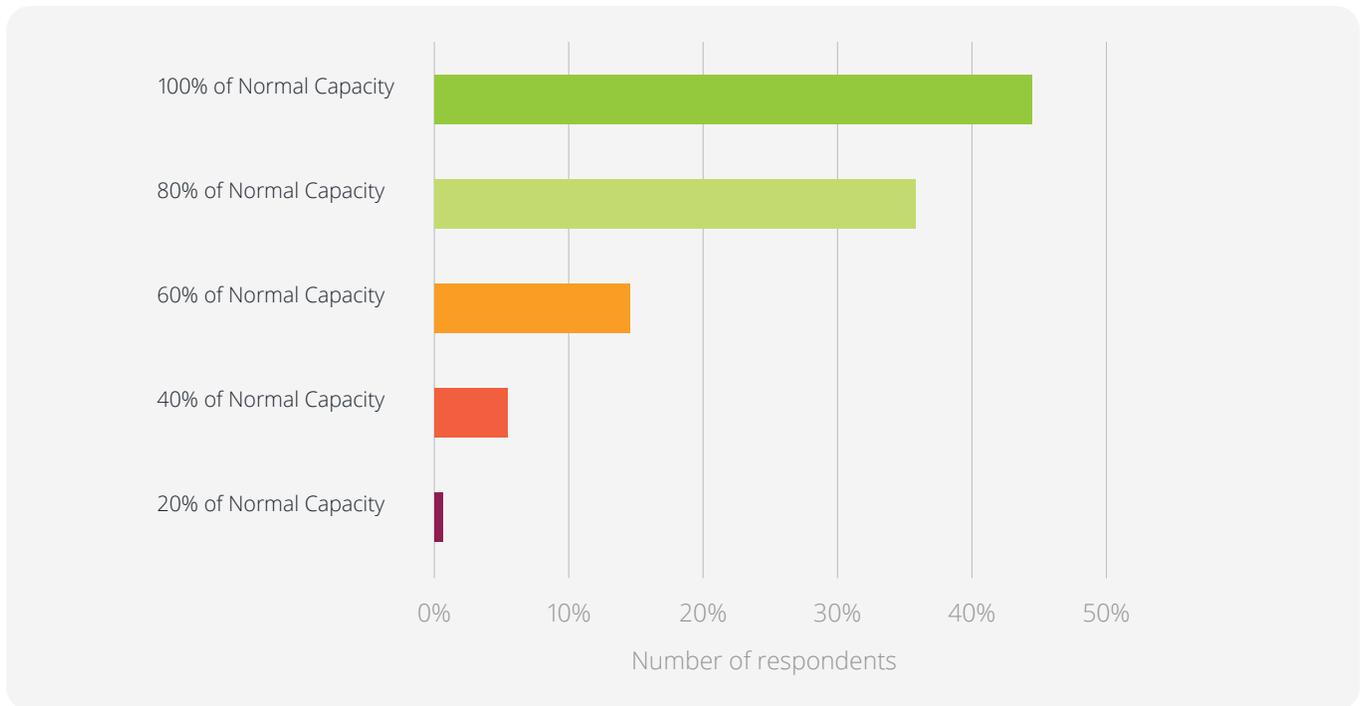
What is most common reason you don't recommend CaptionCall to eligible patients?



What is the most likely reason your eligible patients are not interested?

- **61%** Fear of technology/Looks difficult to use
- **10%** Mobility/Other medical issues
- **16%** They think it is a scam/Don't believe there is no cost
- **12%** Vision or speech issues

Question: At approximately what percent capacity is your practice operating now compared to before COVID-19 shutdowns began in March of 2020?



Question: What percentage of your visits are conducted in-house, by telehealth, or curbside?

Summary: Most visits are now in-office. More than 80% of respondents are holding in-office visits for 90% or more of their patients.



Telehealth and curbside visits:

90/10

90% of respondents indicated that telehealth accounts for 10% or less of their visits.

89/20

89% of respondents indicated that curbside visits account for less than 20% of their appointments.