

# Update

marin community clinics



## **A Message from Marin Community Clinics' CEO**

August 28, 2020

Dear Marin Community Clinics Family,

Like all of you, Marin Community Clinics has been coping as best we can with the poor air quality due to nearby wildfires. Our outdoor activities, such as COVID-19 testing and Health Hubs' food distribution, were hindered somewhat this past week, and we are grateful that the situation seems to be improving. Our hearts go out to those for whom the fires present much graver concerns than the inconvenience of contending with poor air quality, including those with compromised respiratory systems and those who have lost homes and businesses. I hope that you and yours are safe and well.

As I have written previously, the people that we serve are particularly hard-hit by the COVID-19 pandemic. In recent weeks we have worked with Canal Alliance to increase outreach related to the availability of coronavirus testing and health care services at Marin Community Clinics as well as masking and other public health protocols. We have expanded testing at Marin Community Clinics to serve more members of the community, in collaboration with County of Marin Health & Human Services and Marin Health. Drop-in testing is now being conducted Monday – Friday at our San Rafael Campus Clinic and on alternating Saturdays at our San Rafael Campus and Novato Clinics. There have been significant improvements in receiving lab results. We now receive results in 2-5 days (vs. 10-14 days previously).

People that we test are not required to be our patients. If they do not have a medical provider, we encourage them to establish care with us and can sign them up on-the-spot. If uninsured, our enrollment counselors assist them with applying for insurance programs including Medi-Cal. Many people come to us afraid and in need of immediate health care and linkages to community resources. We are humbled to meet them in a time of crisis and fear, and are grateful that we can offer them care (including medical, behavioral health and dental) and hope.

July was a tough month financially for us. As we began to bring back furloughed dental staff, we had to train them in new protocols and procedures designed to lower potential transmission of coronavirus. Because of new safety protocols including distancing and cleaning requirements, we will not be able to see as many dental patients each day which will have a negative impact on our revenue. We are also experiencing an increase in uninsured patient visits, particularly for behavioral health care. In April through June we received federal grants and private donations that helped us to overcome revenue losses. I hope that you will consider a contribution at this time to help us continue to provide expert care to all, regardless of their ability to pay.

Our team is working diligently to promote well-being and safety in Marin County, and to compassionately serve our patients. I've expressed to you before how impressed and moved I am by our clinicians and staff – and I feel compelled to say it again! As we approach six months of dealing with this pandemic, the work has not become any easier, but our resolve is not diminished. I think that you would be proud of what your generosity has supported if you could hear our team asking, "What more can we do to help?" even when tired and juggling their own personal concerns. I know I am.

**We are all in this together.**

Mitesh Popat, MD, MPH  
Chief Executive Officer