

Update

marin community clinics



A COVID-19 Response Update from Marin Community Clinics' CEO

March 20, 2020

Dear Marin Community Clinics Family,

For the foreseeable future, I will send weekly updates on how Marin Community Clinics is responding to the coronavirus (COVID-19) public health emergency. Everything we do is designed to keep our staff, patients, and community safe from the spread of the COVID-19 virus to the fullest extent possible, while continuing to meet the ongoing health care needs of those in our care. MCC's health care providers and staff at all levels have been super stars during this crucial week. I am very proud of Team MCC!

- We began conducting screening for symptoms and risk factors at Single Point of Entry outdoor areas for all staff and patients prior to allowing entrance into our clinic and administration buildings. This is for screening and also to instill confidence that the clinic is a safe space. The 4th Street Dental Clinic does not have adequate space for this, so that site is temporarily closed.
- While we are trying to keep people at home when possible by providing telephone triage and telephone & video visits, we do not want any patient to defer important care. To that end, health care providers and other staff are calling patients to help determine what level of service is appropriate. Behavioral Health and Nutrition visits have moved to telephone, and we are reaching out to patients to provide support, including calls to isolated seniors.
- On the recommendation of the California Dental Association, on Monday we cancelled all routine dental appointments. Our Novato and San Rafael Dental Clinics are open for emergency dental care. Dental staff is phoning patients to determine whether or not they have urgent needs.
- We communicate frequently with public health officials and continually advocate for the needs of our community. I am very pleased to report that yesterday the California Department of Health Care Services received federal approval to implement AB 1494, which will allow MCC to receive Medi-Cal reimbursement for telephone/video visits.
- Our Health Hubs distributed pre-assembled boxes of free food to 840 households; weekly average is usually 650.
- To the extent possible, employees are working remotely so that our work force remains healthy. Evening and weekend hours have been suspended for the time being to help our staff recharge and be with their families.
- We have been compiling resource lists for patients and their families, including this one : <https://www.marinclinic.org/tips-and-resources-for-parents-at-home/>

We know that this is a marathon, not a sprint. As the MCC team continually reminds one another – take care of yourself and each other.

My best to you all,

Mitesh Popat, MD, MPH
Chief Executive Officer