

# Update

marin community clinics



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

March 27, 2020

Dear Marin Community Clinics Family,

This week started off feeling a bit more settled. Our clinicians and staff quickly adapted to new work flows and implemented numerous clinical protocols that were developed last week. Universal masking and face shield protocols were enacted to protect staff and patients while conserving these limited supplies. We continue to accept new patients for urgent concerns (with the exception of just asking for COVID-19 testing) regardless of insurance status. Our health care providers became more adept at providing care by telephone to a large percentage of patients. The entire staff has continually exhibited tremendous resilience. At Marin Community Clinics there is a palpable sense of solidarity and commitment to our mission and our community, with caring and compassion on full display.

We continue to reach out to patients to ensure they are receiving needed health care services, and that they understand the Shelter in Place order and the importance of following the rules for personal, family, and public safety. We are particularly focused on providing support to our most vulnerable patients including pregnant women, isolated seniors, those with compromised immune systems, and those experiencing homelessness.

Having addressed the most pressing concerns to protect staff and patients the previous two weeks, we took stock and saw that financial challenges outside of anyone's control had to be addressed. Like most organizations and businesses throughout California, Marin Community Clinics had to make some tough decisions this week. We closed our Novato Dental Clinic, with the remaining open dental site at San Rafael Kerner Clinic being for emergencies only. This is in accordance with California Dental Association guidelines. Nearly all of our dental staff elected to or were asked to go on furlough.

Without further adjustments, we would be at risk of losing \$1-2 million per month, so we are taking decisive action. Beginning Monday, March 30, there will be additional staff furloughs. All managers including senior leadership will use PTO to the extent possible without impacting patient care and essential business functions. I greatly value our workforce and want you to know we are doing everything possible to avoid layoffs. Wherever feasible, operational expenses are being reduced and non-essential purchases are being deferred. We remain hopeful that the financial challenges will be temporary.

Because of the growing number of our neighbors in need, this was a record-breaking week at Health Hubs – 1,028 households received a free box of food; our average is normally 650. While it hurts to see more people needing food, we are humbled to be of service. We are thankful to the Health Hubs staff and volunteers for their upbeat attitudes and showing up in this way.

I am sincerely grateful to those of you who have reached out to offer support and who have contributed to Marin Community Clinics during this pivotal time.

**We are all in this together.**

My best to you all,

Mitesh Popat, MD, MPH  
Chief Executive Officer