I. Essential personnel Medical Clinic
   a. 1-2 staff providers including Medical Director
   b. 2 staff nurses
      i. A nurse needed for general activities.
      ii. A nurse needed for phones.
      iii. Nursing staff will need to maintain communication with suppliers as the situation allows.
   c. 1 front desk staff
   d. 2-3 med room staff members
      i. Enough staff needed to work the clinic.
      ii. Med room staff will need to maintain communication with suppliers of medications as the situation allows.
   e. 1 patient assistance staff member
      i. Patient assistance member needed to maintain the supply of medications for chronic disease.
   f. 1 Administration staff member.
   g. Staff who have high-risk medical conditions or who become ill will be asked to remain at home. Department supervisors will be responsible for communicating with staff regarding work schedules and human resource issues.
   h. Volunteer coordinator will be asked to assist with managing volunteer communications by phone or internet/email. Volunteer coordinator does not need to be present at the clinic. Volunteers will be asked to remain at home unless they really want to be present. Department supervisors should make efforts to notify scheduled volunteers if time allows. Department supervisors may maintain a list of key volunteers who may be interested in covering for staff who are unable to work at M25 during the pandemic.

II. Essential personnel Dental Clinic
   a. 1 dentist
   b. 1 Dental Coordinator or dental assistant
      Dental Coordinator or dental assistant will assist dentist and take radiographs.
   c. Front Desk person
      Front Desk person will check in patients, take calls, and reschedule patients and volunteers.
III. Medical Clinic activities during pandemic
   a. All scheduled visits for chronic disease will be cancelled and rescheduled to prevent the spread of disease at M25 to staff and other patients.
   b. Clinic will remain open to provide refills for chronic disease management as patients cannot go without chronic disease meds. All patients and M25 staff will be required to wear masks and gloves as supplies allow. Other infection control procedures will be enacted as indicated by the specific pandemic and as supplies allow.
   c. Clinic will remain open so that patient calls can be managed by nursing staff.
   d. Patients will only be allowed in the building to pick up refills. All indicated infection control precautions will be taken as supplies allow.
   e. Nursing staff will triage unique situations by phone. Major acute illness will be directed to site(s) designated by public health officials. Staff providers will be available if a patient absolutely needs to be seen acutely for problems other than the pandemic disease. Patients with active pandemic disease will not be seen at the clinic.
   f. Medical Director will coordinate with Dental Director and with public health officials.
   g. All precautions including masks, gloves, sanitizers, prophylactic medications, and treatment medications will be made available to staff working the clinic to the extent possible.
   h. When pandemic alerts are issued, medication room staff and clinic nursing staff will place orders for necessary supplies in anticipation of supply disruption for up to 4 weeks.
   i. There will be no visitors allowed in the building.
   j. Patients’ friends and family will not be allowed in the building.
   k. If a patient calls with concerns about the Coronavirus or flu like symptoms, please triage by phone. If a patient is highly suspected to have Coronavirus based on phone triage, direct the patient to call ER. Do not ask highly suspicious cases to present to M25 as that will increase exposure for staff, volunteers, and other patients.

IV. Dental Clinic activities during pandemic
   a. No elective dental care will be provided.
   b. Only emergency dental care will be available at the discretion of the Dental Director.
   c. Antibiotics may be dispensed for emergency patients at the discretion of the Dental Director in coordination with the medication room staff.
d. All infection control precautions enforced for medical patients will be enforced for dental patients.
e. Dental Director and Medical Director will maintain communication regarding the endemic management plan.
f. Patients’ friends and family will not be allowed in the building.

V. Communication with patients and general public
   a. CEO will work with local media to inform patients and public of the situation at Matthew 25.
   b. Communication will be limited to phones as much as possible to prevent direct contact with infection.
   c. Signs will be posted at all doors to the clinic. Doors will remain locked only to be opened by staff in a controlled manner.

VI. Deliveries
    Mail and package delivery personnel will be advised to ring the bell (door#3), then a mail carrier will be advised to leave the package/mail in the hallway by the door #3.

VII. The decision to enact this pandemic plan will be made by the Medical Director, Dental Director, Director of Operations, and the CEO together. Communication of the decision to enact the pandemic plan will be delivered to all staff and volunteers.

U Health has launched a virtual clinic to offer individuals in Indiana free Coronavirus (COVID-19) screenings. Click on the link below.


M25 Pandemic Plan updated 03/10/2020.
Document updated by Director of Operations with input and approval from CEO Dr. Dental Clinic Director, and Medical Clinic Director).