Plan, Proceed, Pivot

Responses from COVID-19 Survey

Results as of March 17, 2019

340 Respondents
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Responses from COVID-19 Survey

HAVE YOU HAD AN INFLUX OF PATIENTS PRESENT TO YOUR CLINIC WITH CORONAVIRUS SYMPTOMS?

- YES: 11%
- NO: 89%
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Has your clinic closed or is it considering closure due to coronavirus?

- No: 205
- Yes: 87
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If you selected YES above, please select the reason(s) below for deciding to close.

- **Concern for High-Risk Patients**: 12
- **Lack of funding**: 21
- **Lack of Volunteer/Staff**: 41
- **High-Risk Volunteers/Staff**: 46
- **Lack of access to PPE**: 59
If your clinic has closed, would you be willing to speak with the NAFC staff and/or press about your closing?

- Yes: 60
- No: 29
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Have any of your patients/staff/volunteers tested positive for coronavirus?

- Unsure: 9
- Yes: 5
- No: 320
PLAN, PROCEED, PIVOT - RESOURCES

CLINICAL PROTOCOLS FROM NAFC MEMBERS

The NAFC has asked our provider listserv to share sample clinical protocols regarding COVID-19 and we are grateful for the documents that have been shared for your reference and review. Please click on the document title below to access each document.

- Stop the Spread English
- Stop the Spread Spanish
- COVID-19 Guidance and Patient Flow (Greenville Free Medical Clinic - SC)
- COVID-19 Signs and Announcement (Greenville Free Medical Clinic - SC)
- PROTOCOL – NOVEL CORONAVIRUS (nCoV) SCREENING (Shifa Clinic)
- Prevention Steps for People Confirmed to Have, or Being Evaluated for 2019-nCoV Infection Who Receive Care at Home (Shifa Clinic)
- Pandemic Plan 2020 - Matthew 25 Clinic (IN)
- Volunteers in Medicine of Southern Nevada's COVID-19 Recommendations and Protocols
- SARS-CoV-2 (COVID-19) - Toolkit Planning documents for patients requiring Airborne Isolation + Contact Isolation + Eye Protection - from Mass General Hospital
- Hope Clinic and Care Center Inc (WI) COVID-19 Directive
- Proposal to Keep Capital City Rescue Mission Free Clinic (NY) Running During COVID-19 Pandemic
- St. Thomas Clinic coronavirus infection control policy and procedures
- Highlands Health Clinic - Coronavirus - Script for front desk emergency 2020
- Highlands Health Clinic - Coronavirus - emergency protocol 2020
- Health For All - TX - COVID 19 Protocols
- HelpCare Clinic, NE - COVID19 Screening Flow Chart
- HelpCare Clinic, NE - COVID19 Volunteer Procedures
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1. **COVID-19 INFORMATION:** For the most up-to-date status of COVID-19 and available informational resources, please visit the CDC website: [www.coronavirus.gov](http://www.coronavirus.gov)

2. **NAFC COVID-19 PAGE:** An easy to read page with the most up to date COVID-19 information and resources: [https://www.nafcclinics.org/Coronavirus](https://www.nafcclinics.org/Coronavirus)

3. **CUSTOMIZABLE EMERGENCY MANAGEMENT PLAN:** The NAFC has developed a disaster plan that can be tailored to each organization: [https://www.nafcclinics.org/CoronavirusResources#Disaster%20Plan](https://www.nafcclinics.org/CoronavirusResources#Disaster%20Plan)

4. **HEALTH DEPARTMENT DIRECTORIES** - Contact Information for local health departments: [https://www.cdc.gov/publichealthgateway/healthdirectories/healthdepartments.html](https://www.cdc.gov/publichealthgateway/healthdirectories/healthdepartments.html)

5. **MAIL ORDER PHARMACY** - Rx Outreach is the nation's largest, non-profit, fully licensed, mail order pharmacy and Patient Assistance Program (PAP). Rx Outreach offers more than 1,000 medication strengths at affordable, transparent prices as well as free home delivery. For more information about Rx Outreach, visit: [http://www.rxoutreach.org/](http://www.rxoutreach.org/)

6. **RESOURCES FOR DEALING WITH STRESS AND ANXIETY** - In this time of stress, anxiety and fear, the Headspace app is offering a collection of meditation and mindfulness content for healthcare providers, workers/businesses, teachers and caregivers. Visit: [https://www.headspace.com/covid-19](https://www.headspace.com/covid-19)
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7. **N95 Masks** - As you know, there is a shortage of personal protective equipment (PPEs) in the country, specifically a shortage on N95 masks. *The NAFC team has been working diligently on this issue and I am happy to report that later today or early tomorrow, Direct Relief will be making a commitment of N95 masks with up to 250 available per organization for all NAFC members who are also Direct Relief Partners.* We recognize that this amount may seem small, however, to put it into perspective that is a quarter of a million masks that will be given to NAFC members and community health centers in a time where there is a world-wide shortage.

8. **Donations** - The NAFC has reached out to funding partners to identify funding opportunities for the NAFC and member organizations. We have identified three main areas that funders are interested in right now, telehealth, medication access, COVID-19 tests and equipment support, and to a much lesser degree - operations and technical assistance support. The NAFC will continue to look for opportunities and will make them available to members if something comes to fruition.

9. **Webinar for NAFC Members** - the NAFC team will be scheduling a COVID-19 member webinar in the next week. We will ask members to submit questions to the staff and others to be answered. We will share with you the dates and times.
10. **COVID-19 TESTS AVAILABLE TO NAFC MEMBERS** - NAFC members are now able to order COVID-19 tests through Quest and Labcorp. There may be a limit of the number of tests that can be ordered, that will be established at the time of ordering. Additionally NAFC members are able to order POC instant Covid-19 tests from ABMC. Information can be found on [https://www.nafcclinics.org/CoronavirusResources](https://www.nafcclinics.org/CoronavirusResources)

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12. **DISCOUNTED TELEMEDICINE SERVICES FOR NAFC MEMBERS** - Capstone Health Network - The CDC recommends using telemedicine to reduce the impact and spread of the Coronavirus (COVID-19). Unfortunately, few clinics are currently set up to provide telehealth services. Capstone Health Network, an NAFC partner, offers an immediate and practical solution clinics can use to implement a telemedicine program, that includes providers, to help clinics expand their ability to treat patients during the COVID-19 outbreak, especially individuals who may be afraid to go out in public for or a clinic for fear of catching an illness. [https://www.nafcclinics.org/CoronavirusResources](https://www.nafcclinics.org/CoronavirusResources)

13. **GUIDANCE FOR PREPARING WORKPLACES:** [https://www.osha.gov/Publications/OSHA3990.pdf](https://www.osha.gov/Publications/OSHA3990.pdf)
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14) CHECKLIST FOR COMMUNITY AND FAITH LEADERS - Community and faith-based organizations are encouraged to prepare for the possibility of a coronavirus disease 2019 (COVID-19) outbreak in their communities. Use this checklist to protect the health of those you serve and staff in your care.


15) NAFC LETTER TO SENATE - To see the letter the NAFC asked members to send to their Senators urging them to include legislative language in the Coronavirus Federal Funding Disaster Package that will cover coronavirus testing for the uninsured at 100% and that will make Free and Charitable Clinics and Charitable Pharmacies eligible for federal funds to treat and combat the spread of this virus - CLICK HERE

16) PUBLIC CHARGE - USCIS announced that the agency will NOT consider “testing, treatment, nor preventative care (including vaccines, if a vaccine becomes available) related to COVID-19” in a public charge determination “even if such treatment is provided or paid for by one or more public benefits.” For more information: https://www.uscis.gov/greencard/public-charge

17) CAREMESSAGE - In the wake of COVID-19, CareMessage is offering the following:

• FREE use of CareMessage for at least 60 days: Through the generosity of major philanthropic donors, CareMessage has released a COVID-19-only version of its texting platform, made available at no cost for 60 days to any health center.

• One-hour setup: No EMR or PHM integration is required to use this version of the platform and setup takes one hour.
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