

**BOARD OF DIRECTORS  
CONSUMER RELATIONS COMMITTEE  
CONFERENCE CALL MEETING  
March 27, 2020**



**PARTICIPANTS: ATTENDEES:** James Barnes, Linda Mason, Mickey Pickett, David ?, Mark Council, Dorsheena Hagler, Athenia Haniotis. Staff: Malcolm Williams, Eddie Martin, Jr., Kevin Lindamood, Hanna Mast, Julia Kohler

**I. INTRODUCTION AND READ GROUP AGREEMENTS:** James Barnes

**II. UPDATE CORONAVIRUS AND THE HCH COMMUNITY:** Kevin Lindamood

The coronavirus has become a public health emergency. HCH has been doing their best to comply regarding decreasing movement in the community – try to keep staff and clients as safe as possible. Over a two week period, the agency has put in place a range of steps that are all temporary:

- Have discontinued all non-emergency dental services, still have a capacity for emergencies to access and provide services. Discontinued services following the recommendations of the CDC regarding dental services, and to conserve the personal protective equipment that is needed in the clinic. Also closed dental services at Our Daily Bread
- Have closed clinical operations at the West Baltimore and Baltimore County clinics
- Have discontinued mobile services
- Consolidated all services at Fallsway – remain open every day. Opening for clients change from 7:00 to 7:30a every day. Will continue to be closed on Thursday afternoon
- Screening all staff, clients and visitors every time they enter the clinic which include temperature screenings
- All staff are required to stay home if they are exhibiting any signs of illness.
- Changed as many of our services as possible to phone-based services.
- Have been proactively calling all clients with appointments if possible. Researching phone companies. Many of them with limited minutes have extended to unlimited minute coverage during this time. Reaching out to people encouraging them to keep their appointment by phone. Have staff working remotely and staff in the clinic working by phone while recognizing that doesn't work for some clients. People can come to the clinic for both appointments and walk-in services.
- If someone is not seeking services they are not permitted to wait in the waiting room. This is to ensure that everyone in the clinic is kept safe and comply with the Governor's order regarding the amount of people in a place at one time.
- Working with the Baltimore City Health Department and Homeless Services – have created a system to screen in the shelters, similar to HCH. There is a line where shelter staff and clients can call our nurses from a limited number of shelters that will trigger a test and isolation awaiting the results of that test
- Have the capacity now at HCH to screen clients. Have re-purposed the garage next to the clinic by moving everything out of the garage. The mobile clinic which has been discontinued is parked in the garage and is now a provider clean space. Will now conduct test in the garage and ensure that people can isolate while waiting for their test results

**Everyone deserves to go home.**

The regular seasonal flu can also cause health complications. It has a death rate of .1%, and so far COVID has a death rate of 3.4% which is significantly higher and especially for people with chronic illnesses and people over 60. This is why systems are preparing the orders to practice social distancing to try and slow this spread as much as possible. Hospital systems are bracing to have all of their systems ready to accommodate the increase in COVID. The health care community in general is following what's been happening in other countries and what's been happening in other States.

**Q&A:**

*David: Can animals get it?*

It is believed that it came from animal to animal transmission, but now it was transferred to people. They say an animal cannot transmit it, but if particles get on an animal from a human that is infected, those particles might be transferred to someone else that pets that animal

*David: Can bird?*

Not sure

*David: The work that was done in Annapolis, will that continue, or be put on the back-burner because of the COVID?*

The Maryland General Assembly closed early, but before that happened two of the agency four priorities pass both House and the Senate and were sent to the Governor before the General Assembly closed:

- Home Act: landlords in Maryland can no longer discriminate based on legal source of income
- Minor consent: people under the age of 18 can consent to a shelter without a parent

*Dorsheena: When it is expected for us to come back to the clinic for our appointments?*

Not sure, but if your provider needs to see you in the clinic, you can be seen at Fallsview

*Linda: Eye doctor scheduled my appointment, waiting for my glasses. They said I the glasses came I would receive a call when they come in – is there a probability that I will receive them?*

Will research and find out whether they are in – if they are in will contact Linda with information on how to get them – if they are not in, I will find out if they are going to be and get as much information back to you as we can

*Athena: Thank HCH for setting up teleconferencing. What about the clients that don't have a phone, can we potentially work to get them a phone and the people that do have the pre-paid phones, advocating for waiving the minutes?*

As soon as we started moving towards tele-health, we realized that we were going to have trouble contacting some of the clients, which is why we made sure to keep the clinic open and operational. Staff are currently researching phone companies that are offering unlimited minutes during this time. Also looking into getting phones, but not sure how long it will take to get them during this time.

*Dorsheena: Can we come in the building to talk to benefits and pick up mail?*

I will check on that and give you that answer

*Dorsheena: Getting medications, is there a way to work with the community health workers to try to get medications delivered temporarily?*

We are in active conversations with our pharmacy partner and figuring out what their capacity is and they have been working on that as well – that is something that we are talking about

*David: During this crisis is it possible for providers to contact people and the seniors that come to HCH for treatment just to see if they are ok or need anything?*

The supportive housing team has been calling all clients in housing and the clinicians have been calling patients to check on them – focusing on seniors and significant chronic conditions – there are people calling all the time

*Linda: I have several appointments with the dental department. Will they reschedule them?*

Dentist all over the country are facing this dilemma that non-dental emergencies have been ordered to close. Hesitant to reschedule appointments because we don't know how long this is going to last

*James: My doctor is supposed to write a referral for me, how can I check on my referral and pick that up?*

We check on this and get back to you

*David: When the building is close, what do HCH do to protect the clients – do they clean the building from top to bottom?*

We still have our cleaning crew everyday – cleaning the areas, wiping down surfaces. Staff are also wiping down all of the medical areas; any surfaces; door handles, etc.; between client visits; and at the beginning and end of each day.

*Athena: Concerned with clients that have to be isolated or unable to attend their group meetings*

Eddie will reach out to the clinical team, what is their approach to clinical care

### **III. NEXT STEPS**

- All of the clients agreed that this call and future calls will be beneficial.
- Malcolm and Eddie will be reaching out to everyone on the phone over the next week with a few questions for qualitative data purposes to provide to the agency - want to filter some additional questions that the agency should be thinking about. Also, will be following up off-line regarding the client needs and concerns.