

From: [Methodist Healthcare Ministries of South Texas, Inc.](#)
To: [Sponsored Projects Admin - Preaward, GM](#)
Subject: Reminder: COVID-19 Update: Adjusted Operations
Date: Sunday, March 22, 2020 3:15:56 PM

**** **EXTERNAL EMAIL** ****



Dear Funded Partners

As Methodist Healthcare Ministries strives to continue serving the least served amidst evolving COVID-19 public health developments, please read below to see how our adjusted operations might impact the way you interact with us during this season.

Following guidance from federal, state and local officials, Methodist Healthcare Ministries is making the following changes—effective 3/17—across our operations. For the most up-to-date information on operations, please visit www.mhm.org or contact us at info@mhm.org.

Clinical Operations Adjustments:

- Wesley Health & Wellness Center and Dixon Health & Wellness Center
 - Amended clinical hours to 10:00 a.m. to 2:00 p.m. until further notice.
 - Adjusted to a single entrance/exit with universal screening for all guests.
 - Are NOT COVID-19 testing/screening locations.
 - Prioritizing acute medical care and emergency dental appointments; providing limited Physical Therapy services for post-surgical and patients with emergent needs.
 - Rescheduling other non-acute medical, behavioral and oral health care appointments to limit exposure and reduce infection risk.
 - Continuing to provide case management/emergency assistance services (food, rent & utilities assistance, etc.).
 - Expanding telemedicine options to provide remote care where possible.
 - Working with pharmacy partner to ensure that our patients have access to their medications through proactive refill monitoring and increased mail and delivery services.
 - Suspended all non-clinical services—parenting classes and recreation and enrichment activities for youth, adults and seniors—until further notice. Parenting programs services will be offered virtually where feasible.
- School Based Health Centers

- Closed until further notice following school district closures.
- Regional Operations Adjustments:
 - Get FIT – Programming has been suspended following school closures in the districts where the program operates.
 - Wesley Nurse Program – Increasing social distancing to only include patient contact for urgent or critical resource assistance (e.g., diabetic supplies or food distribution), postponing group activities and preparing this week to provide phone and email services to individual patients and families.
 - Community Counseling Services – Moving to virtual visits (e.g., phone, Skype and Zoom) with patients as needed.
- Corporate Office Adjustments (Including Community Grants, Policy & Advocacy and Accounting & Finance):
 - Building closed to general public. Please call (210) 692-0234 for any corporate-specific questions
 - Site visits to funded partners suspended until further notice.

We know many of you are taking similar action to protect your employees and the communities we serve. We will continue to work collaboratively across our service area to seek creative and safe ways to care for the most vulnerable in the face of this pandemic.

In terms of grants management, we recognize that you are pivoting to a changing situation. We want to be as flexible with you as possible so you can focus on the health crisis. To that end, we are offering more liberal grant policies through the end of June 2020. This includes:

- Instead of a \$1,000 trigger for a budget revision request, we are temporarily raising this to \$5,000 per line item for operating budgets, with no percentage limit.
- We recognize that staff attrition due to illness is a real possibility at this point, and will generally allow repurposing of unspent personnel costs to help meet critical needs.
- Please stay in touch with your program officer about any changes you need or challenges you are facing.
- For most grants, we will not collect patient outcome data until year-end. We will still request a mid-year report on process goals, successes and challenges YTD. (IHIP grants will report quarterly as usual).

We are especially grateful in times like these to have partners like you.

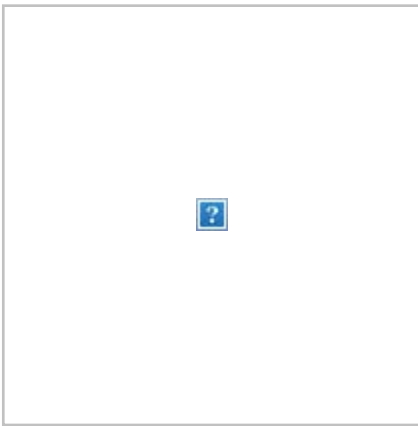
Best,
 Anne N. Connor
 Director, Community Grants
 Methodist Healthcare Ministries of South Texas, Inc.

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