

Liberty County Indigent Health Care Office Operations Policy & Procedures

Overview: To provide current up to date information regarding Indigent Health Care office operations during the Covid-19 pandemic.

Current Policy:

- Both IHC offices are not currently open to the general public and will remain closed until further notice, however all office duties are being preformed as required and having doors closed does not inhibited offices ability to function at full capacity.
- IHC offices are currently running their day to day operations by phone, mail, e-mail and fax. Clients may mail or drop off applications and supporting documentation by placing in the door slot at our Liberty office location.
- All interviews for program eligibility are done by scheduled appointment times for phone interviews only.

Foot note: At this time both the Liberty and Cleveland offices are not set up to ensure adequate protection and precautions needed to be taken for the safety of our clients and or staff, therefore our doors will remain closed until proper renovations can be made and protective plastic shields are in place.

Future Plan/Goals: To renovate and redesign offices to enable offices to re-open to general public.

- **Liberty office will require a countertop plastic protective shield in front lobby area.**
- **Cleveland office will soon be moving into another location in building that will allow for a window counter to be placed in the wall facing hallway access.**
- **Both of these renovations will allow office doors to be open and or clients to have access to pickup applications and or correspond with staff.**
- **Phone interviews, if feasible will still be implemented but if correspondence does require a client to be pulled back to an office, a face mask will be required and provided for both client and staff and temperature check/documentation will also be required before client is allowed in area outside lobby. Hand sanitizer will also be provided along with educational material provided by the [cdc.gov/coronavirus](https://www.cdc.gov/coronavirus) website for social distancing and procedures. Social distancing guidelines will be enforced within offices and lobby areas at all time.**

**Penny McMillen, Director
Liberty County Indigent Health Care
6-8-2020**