



Health Care Regulation Guidance Letter

Number: GL 20-0001
Title: Texas Needs Volunteers Sign Up Process
Provider Types: Abortion Facilities (ABOs), Ambulatory Surgical Centers (ASCs), Birthing Centers, Chemical Dependency Treatment Facilities (CDTFs), Community Mental Health Centers (CMHCs), Comprehensive Out-Patient Rehabilitation Facilities (CORFs), Crisis Stabilization Units (CSUs), End Stage Renal Disease Facilities (ESRDs), Freestanding Emergency Medical Care facilities (FEMCs), General and Special Hospitals, Laboratories-Clinical Laboratory Improvement Amendments (CLIAs), Narcotic Treatment Programs (NTPs), Portable X-Ray Services, Private Psychiatric Hospitals, Rural Health Clinics (RHCs), and Special Care Facilities (SCF)
Date Issued: April 28, 2020

1.0 Subject and Purpose

During this time of uncertainty, one thing can always be counted on: the indelible spirit of Texans to come together and help our neighbors in need. People from all clinical backgrounds have offered to volunteer their medical services in your facility, and we want to tell you how to request their help.

2.0 Policy Details & Provider Responsibilities

The Texas Department of State Health Services (DSHS) has established a link on the Texas.gov website that will allow facilities to submit requests for volunteer medical support. A DSHS team will work to match your requests to the hundreds of medical volunteers who have signed up to help and then coordinate fulfillment of the request.

The process is as follows:

- Visit www.texas.gov/#covid19
- Scroll down to “Texas Needs Volunteers” where you will see two buttons: one for people who want to volunteer, the other to request volunteers.
- Click on the “Request Volunteers” button.
- A form will open for you to enter:
 - your information (facility name, contact information, location);
 - the volunteer type and number requested; and
 - a brief description of the duties to be performed.
- Once your request is complete, click “submit.”
- If your submission was successful, you will receive an autoreply with a unique confirmation number.
- The request will be transmitted to the volunteer resource request team at DSHS, which will begin the fulfillment process and contact the requesting facility.

If your facility has a local Medical Reserve Corps (MRC), the volunteer resource request team will contact the MRC as the first-choice resource to fulfill the request. Submitting a request does not guarantee volunteers will be provided – the ability to meet needs is limited by the volunteer pool including both their skills, licensures, and location.

Please note this process is for medical volunteers in support of medical operations. This group would fall under “visitors providing critical assistance,” who are allowed under the governor’s executive order and emergency rules.

3.0 Background/History

The COVID-19 disaster has affected health care facilities and placed a strain on medical personnel. To combat COVID-19 and in response to the tireless efforts of medical personnel, DSHS coordinated with HHSC to inform health care facilities of opportunities to request and/or offer medical volunteers during the COVID-19 pandemic.

4.0 Resources

To request additional information regarding Texas Needs Volunteers, please contact: tdvr@dshs.texas.gov.

5.0 Contact Information

If you have any questions about this letter, please contact the Policy, Rules, and Training Section by email at: HCQ_PRT@hhsc.state.tx.us.