

Novel Coronavirus
Disease
COVID-19



HEALTH SERVICE PROVIDER TOOLKIT

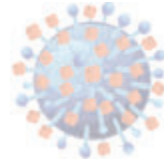
STAY PROTECTED

STAY SAFE FROM CORONAVIRUS

**Guidelines for the Use of Information Materials
for General Health Facilities and Designated Hospitals**

ACKNOWLEDGEMENT

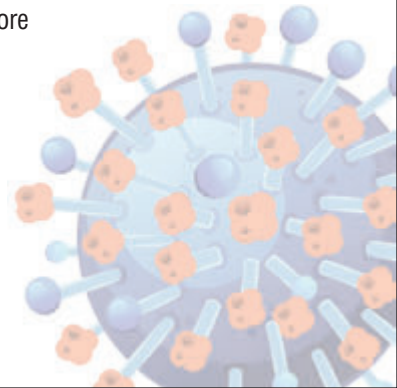
COVID-19 health service providers toolkit guidelines are for designated hospitals and general health facilities. These guidelines include details about information materials on readiness for health service facilities, triage and management of suspected or confirmed COVID-19 cases. Besides, necessary protection measures have been advanced the health workforce along with instructions on their use. These guidelines have been jointly created by Ministry of Health and Family Welfare, National Center for Disease Control and WHO Country Office for India for public and private health facilities.



THE PANDEMIC- NOVEL CORONAVIRUS

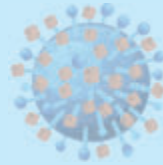


On 11th March 2020, WHO declared the outbreak of a novel coronavirus (COVID-19), a pandemic that affected 114 countries, and infected close to 120,000 people and caused 4000 deaths worldwide. Outbreaks of novel virus infections among people are always of public health concern. The risk from these outbreaks depends on characteristics of the virus, including how well it spreads between people, the severity of resulting illness, and the medical or other measures available to control the impact of the virus (for example, vaccine or treatment medications). This disease has become pandemic because it has caused illness, also resulting in death in some cases, have a sustained person-to-person spread and a worldwide community spread is detected with more and more countries being engulfed by the new virus.



GENERAL HEALTH FACILITIES INFORMATION MATERIALS

No.	Format	Title	Primary Audience	Use in
1	Letter	Minister of Health and Family Welfare, Gol.	Health facility administrator	Health facility administrator's office.
2	Poster 1	What is Novel Coronavirus Disease?	General public	Waiting areas for patients and visitors, triage and other areas where people congregate in the health facility.
3	Poster 2	Is your healthcare facility ready to manage patients with COVID-19?	All healthcare facility staff	Triage and waiting areas for patients and visitors.
4	Poster 3	How to use the hand rub?	All healthcare facility staff	Nurse's station, support staff rest areas, laundry room, canteen etc; sample collection area and labs, waiting areas for patients and visitors; triage area; toilets for doctors, staff and patients (OPD and IPD).
5	Poster 4	When and how to wear a mask?	General public and healthcare facility staff	Triage and waiting areas for patients and visitors.
6	Leaflet	How to communicate with a suspected or confirmed COVID-19 patient?	Healthcare facility staff	Triage and waiting areas for patients and visitors.



1. Letter: Letter to Health Administrator from Minister of Health and Family Welfare, Go

About

A letter from Minister of Health and Family Welfare, GoI to reinforce the message of protection of health facility and hospital staff and the role they will play in fight against COVID-19.

Instructions for placement

To be placed in the health administrator's office or in the office of focal point for COVID-19.

Quantity and specifications

1 paper with adhesive.

भारत सरकार
Dr Harsh Vardhan
संघीय स्वास्थ्य, परिवार व जनकल्याण विभाग
Union Minister for Health & Family Welfare,
Science & Technology and Earth Sciences
Government of India

MESSAGE

Subject: COVID-19 Health Service Provider Toolkit for Designated Hospitals and General Health Facilities

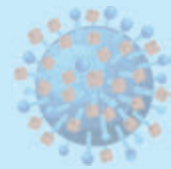
As you are aware, Coronavirus Disease (COVID-19) Pandemic is affecting most of the countries and territories on six continents, infecting close to 300,000 people and killing more than 10,000 worldwide. India, too is dealing with the COVID-19 outbreak with more than 450 infected cases reported from 23 states/union territories. The numbers are still growing.

- Ministry of Health and Family Welfare (MoHFW), Government of India, is taking all possible measures to prevent, detect and reduce the transmission of COVID-19 across the country. We are fully committed to strengthening the response of our health system in the wake of this Pandemic to protect our public. At the same time, we are equally committed to ensuring the well-being of our health workers who are playing a significant role in tackling this outbreak. Equipping healthcare workers and facilities with evidence-based materials, resources, protection guidelines and tools required to work safely and effectively is of utmost priority, in realising our collective goal of COVID-19 containment and management in India.**
- As a part of this commitment, a Health Service Provider Toolkit for Designated Hospitals and General Health Facilities has been developed which aims to assist the healthcare staff in preventing the potential spread of the virus within the healthcare facilities. This toolkit makes available all necessary information on preventive and protective measures in one place to maximise occupational safety and minimize health risks of our healthcare staff so as to help them better serve the community.**
- This toolkit contains a series of instruction materials based on COVID-19 guidance issued by MoHFW and WHO on Infection Prevention and Control in healthcare facilities. These materials are in the form of leaflets and posters, which can be placed in healthcare facilities. The material also contains detailed guidance on the use of instruction materials and can also be adapted in local languages. With this toolkit, I am sure your health staff will be able to strictly adhere to the guidance for treatment and containment of COVID-19.**
- At the end, I would request you to continue leading this fight against COVID-19 from the front. Let us resolve to leave no stone unturned to deal with this pandemic. Let us stay united and resolute in protecting our country.**

To,
Medical Officer,
Health Facility/COVID-19 Designated Hospital

Dr. Harsh Vardhan
(Dr. Harsh Vardhan)

**Address: 3/18, 6th Floor, 1st Block, New Delhi - 110015 • Office 3/18, A Wing, Nirman Bhawan, New Delhi - 110011
Tele. (O): +91-11-23061081, 23060513 • Telefax: 23062350 • E-mail: mhm@nic.in, mh@nic.in
Home & the work cell, of Dr. Harsh Vardhan - 110011 • Residence: 8, Tera January Marg, New Delhi - 110011
Tele. (R): +91-11-23794640 • Telefax: 23794640**



2. Poster 1: What is Novel Coronavirus Disease?

About

This poster provides information about what is COVID-19, its source of transmission, symptoms and key preventive measures.

Instructions for placement

To be placed in the waiting areas for patients and visitors, triage and other areas where people congregate in the health facility.

Quantity and specifications

5 vinyl posters with adhesive.



Ministry of Health & Family Welfare
Government of India

World Health Organization
India

**Novel Coronavirus Disease
COVID-19**

What is Novel Coronavirus Disease?

Coronavirus disease (COVID-19) is caused by Novel Coronavirus that leads to cough, fever or difficulty in breathing

Symptoms of COVID-19:

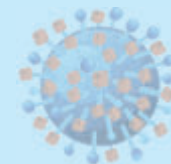
FEVER COUGH BREATHING DIFFICULTIES

Take precaution. Protect yourself.

1. When coughing and sneezing, cover mouth and nose with handkerchief or tissue
2. Wash hands with soap and water frequently
3. Keep distance and avoid close contact with anyone with fever, cough or breathing difficulties
4. Avoid touching your eyes, nose and mouth
5. If you have fever, cough or difficulty in breathing with travel history from Coronavirus affected countries/areas or contact with suspected or confirmed COVID-19 patient, contact your nearest health facility or report the helpline number

Stay protected! Stay safe from Coronavirus!

24x7 Contact: Ministry of Health and Family Welfare Helpline: **+91-11-23978046 & 1075**



3. Poster 2: Is your healthcare facility ready to manage patients with COVID-19?

About

This poster provides information about how to establish triage, manage visitor areas, inflow of people with symptoms and has a referral message for health staff, guiding staff to send all suspected patients to designated hospitals.

Instructions for placement

To be placed in the triage and waiting areas for patients and visitors.

Quantity and specifications

5 vinyl posters with adhesive.



Ministry of Health & Family Welfare
Government of India

World Health Organization
India

Novel Coronavirus Disease COVID-19 **Is your healthcare facility ready to manage patients with COVID-19?**

Establish a triage station at the healthcare facility entrance, prior to any waiting area, to screen patients with COVID-19. Entrance to triage should be separate.

Display information through posters and flyers to remind patients and visitors to practice good respiratory and hand hygiene.

TRIAGE COVID-19 Screening Area

Have a separate and well-ventilated area for suspected cases.

Ensure availability of

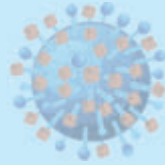
- Alcohol-based hand rub or soap and water at hand washing stations
- Personal Protective Equipment (PPE)
- Essential Medicines

If you have fever, cough or breathing difficulties, move to a designated area. **Maintain 1-metre distance from those who have such symptoms.**

Any case with fever, cough or breathing difficulty with travel history from Coronavirus affected countries/area or contact with suspected or confirmed COVID-19 patients, should be referred to designated hospitals.

Contact: Ministry of Health and Family Welfare Helpline: **+91-11-23978046 & 1075**

Stay protected! Stay safe from Coronavirus!



4. Poster 3: How to use the handrub?

About

This poster provides information on hand hygiene and steps to be followed while using the alcohol-based handrub for cleaning of the hands.

Instructions for placement

To be placed at nurse's station, support staff rest areas, laundry room, canteen etc; sample collection area and labs, waiting areas for patients and visitors; triage area; toilets for doctors, staff and patients (OPD and IPD).

Quantity and specifications

10 vinyl posters with adhesive.

Ministry of Health & Family Welfare
Government of India

World Health Organization
India

Novel Coronavirus Disease COVID-19

How to handrub?

**RUB HANDS FOR HAND HYGIENE!
WASH HANDS WHEN VISIBLY SOILED**

⌚ Duration of the entire procedure: 20-30 seconds

1. Apply a generous amount of the product to a soaped hand, covering all surfaces.
- 1a. Rub palm to palm.
2. Rub back of left hand to palm of right hand.
3. Rub palm to palm with fingers interlocked.
4. Rub back of right hand to palm of left hand.
5. Rub both sides of fingers to opposing palms with fingers interlocked.
6. Rotational rubbing of left thumb into right palm and vice versa.
7. Rotational rubbing, backwards and forwards with clasped fingers of right hand to left palm and vice versa.
8. Once dry, your hands are safe.

Stay protected! Stay safe from Coronavirus!

2020

Contact: Ministry of Health and Family Welfare Helpline
+91-11-23978046 & 1075

5. Poster 4: When and how to wear a mask?

About

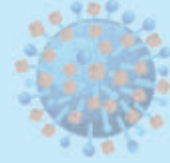
This poster provides information about who should be wearing a mask, how to wear it and how to dispose it off safely.

Instructions for placement

To be placed in the waiting areas for patients and visitors, triage and other areas where people congregate in the health facility.

Quantity and specifications

10 vinyl posters with adhesive.



Ministry of Health & Family Welfare
Government of India

World Health Organization
India

Novel Coronavirus Disease COVID-19

When and how to wear a mask?

When to wear a mask?

1. If you are healthy, you only need to wear a mask if you are taking care of a person with suspected COVID-19 infection.
2. Wear a mask if you are coughing or sneezing.
3. Masks are effective only when used in combination with frequent hand-cleaning with alcohol-based hand rub or soap and water.
4. If you wear a mask, then you must know how to use it and dispose off properly.

How to wear a mask?

<p>Before putting on a mask, clean hands with alcohol-based hand rub or soap and water.</p>	<p>Cover mouth and nose with mask and make sure there are no gaps between your face and the mask.</p>	<p>Avoid touching the mask while using it. If you do, clean your hands with alcohol-based hand rub or soap and water.</p>	<p>Replace the mask with a new one as soon as it is dirty and do not re-use single-use masks.</p>	<p>To remove the mask, remove it from behind (do not touch the front of mask); discard immediately in a closed bin; clean hands with alcohol-based hand rub or soap and water.</p>
---	---	---	---	--

Stay protected! Stay safe from Coronavirus!

24x7 Contact: Ministry of Health and Family Welfare, Rajasthan
+91-11-23978046 & 1075

6. Leaflet: How to communicate with a suspected or confirmed COVID-19 patient?

About

This leaflet provides clear guidance to healthcare staff on how to deal with suspected patients with empathy. Necessary protection measures are also advised.

Instructions for placement

To be placed in the waiting areas for patients and visitors, triage and other areas where people congregate in the health facility.

Quantity and specifications

500 leaflets.



Ministry of Health & Family Welfare
Government of India

World Health Organization
India

**Novel Coronavirus Disease
COVID-19**

How to communicate with COVID-19 suspected or confirmed cases?

- Be respectful, polite and empathetic and use local language solutions
- Be aware that the suspected and confirmed cases, and any visitors accompanying them, may be stressed or afraid
- The most important thing you can do is to listen carefully to the questions and concerns
- Answer any questions and provide correct information about COVID-19
- You may not have an answer for every question; a lot is still unknown about COVID-19 and it is okay to admit that
- If available, share information pamphlets or handouts with your patients
- It is okay to touch, or comfort suspected and confirmed patients when wearing personal protective equipment (PPE)
- Gather accurate information from the patient: their name, address, phone number, date of birth, travel history, list of symptoms etc.
- Explain the healthcare facility's procedure for COVID-19, such as isolation and limited visitors, and the next steps
- If a person has symptoms, provide her/his a mask and guide on wearing and safe disposal of mask
- If the patient is a child, the accompanied family member/guardian should be provided and informed on the appropriate use of PPE
- Provide updates to visitors and family when possible

Contact: Ministry of Health and Family Welfare Helpline
+91-11-23978046 & 1075

Stay protected! Stay safe from Coronavirus!

DESIGNATED HOSPITAL INFORMATION MATERIALS



No.	Format	Title	Primary Audience	Use in
1	Letter	Minister of Health and Family Welfare, Gol.	Designated hospital administrator	Designated hospital administrator's office.
2	Poster 1	What is Novel Coronavirus Disease?	Suspected patients	Waiting areas for patients and visitors, triage and other areas where people congregate in the health facility.
3	Poster 2	Is your healthcare facility ready to manage patients with COVID-19?	All designated hospital staff	Triage and waiting areas for patients and visitors.
4	Poster 3	How to protect all health workers at designated hospital?	All designated hospital staff	Visitor areas & in triage & isolation facilities.
5	Poster 4	What are my moments for hand hygiene?	All designated hospital staff	Doctors' and nurse's station especially at isolation and treatment areas; support staff rest areas, laundry room, canteen etc; sample collection area and labs; waiting areas for patients and visitors, triage area and toilets for doctors, staff, patients (OPD and IPD) and visitors.
6	Poster 5	How to manage suspected or confirmed COVID-19 patients at designated hospital?	Suspected patients and designated hospital staff	Isolation facilities, triage and other important areas of the hospital that deal with COVID-19 patients.
7	Leaflet	How to communicate with a suspected or confirmed COVID-19 patient?	Designated hospital staff	Triage and waiting areas for patients and visitors.

1. Letter: Letter to Health Administrator from Minister of Health and Family Welfare, Go

About

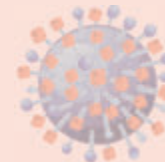
A letter from Minister of Health and Family Welfare to reinforce the message of protection of health facility and hospital staff and the role they will play in fight against COVID-19.


Instructions for placement

To be placed in the Health Administrator's office or in the office of focal point for COVID-19.


Quantity and specifications

1 paper with adhesive.




संघीय स्वास्थ्य, कुटुंब कल्याण, जनक कल्याण
Sahyee Swasthya, Sakha Kalyan, Janak Kalyan


डॉ. हर्ष वर्दान
Dr Harsh Vardhan
स्वास्थ्य और कुटुंब कल्याण, भारत सरकार
Union Minister for Health & Family Welfare,
Science & Technology and Earth Sciences
Government of India


MESSAGE

Subject: COVID-19 Health Service Provider Toolkit for Designated Hospitals and General Health Facilities

As you are aware, Coronavirus Disease (COVID-19) Pandemic is affecting most of the countries and territories on six continents, infecting close to 200,000 people and killing more than 10,000 worldwide. India, too is dealing with the COVID-19 outbreak with more than 450 infected cases reported from 23 states/union territories. The numbers are still growing.

- Ministry of Health and Family Welfare (MoHFW), Government of India, is taking all possible measures to prevent, detect and reduce the transmission of COVID-19 across the country. We are fully committed to strengthening the response of our health system in the wake of this Pandemic to protect our public. At the same time, we are equally committed to ensuring the well-being of our health workers who are playing a significant role in tackling this outbreak. Equipping healthcare workers and facilities with evidence-based materials, resources, protection guidelines and tools required to work safely and effectively is of utmost priority, in realising our collective goal of COVID-19 containment and management in India.**
- As a part of this commitment, a Health Service Provider Toolkit for Designated Hospitals and General Health Facilities has been developed which aims to assist the healthcare staff in preventing the potential spread of the virus within the healthcare facilities. This toolkit makes available all necessary information on preventive and protective measures in one place to minimise occupational safety and minimize health risks of our healthcare staff so as to help them better serve the community.**
- This toolkit contains a series of instruction materials based on COVID-19 guidance issued by MoHFW and WHO on Infection Prevention and Control in healthcare facilities. These materials are in the form of leaflets and posters, which can be placed in healthcare facilities. The material also contains detailed guidance on the use of instruction materials and can also be adapted in local languages. With this toolkit, I am sure your health staff will be able to strictly adhere to the guidance for treatment and containment of COVID-19.**
- At the end, I would request you to continue leading this fight against COVID-19 from the front. Let us resolve to leave no stone unturned to deal with this pandemic. Let us stay united and resolute in protecting our country.**

To, 
(Dr. Harsh Vardhan)

Medical Officer,
Health Facility/COVID-19 Designated Hospital

**स्वास्थ्य और कुटुंब कल्याण, भारत सरकार - 110011 • Office 316, A Wing, Minnan Bhawan, New Delhi - 110011
Tele. (C): +91-11-23061081, 23060513 • Telefax: 23062050 • E-mail: Minister@gov.in, MoH@gov.in
Place & the month ref. of Issue - 110011 • Residence: 8, Tenzing Norgay Marg, New Delhi - 110011
Tele. (R): +91-11-23794640 • Telefax: 23794640**

2. Poster 1: What is Novel Coronavirus Disease?

About

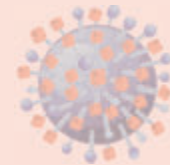
This poster provides information about what is COVID-19, its source of transmission, symptoms and key preventive measures.

Instructions for placement

To be placed in the waiting areas for patients and visitors, triage and other areas where people congregate in the health facility.

Quantity and specifications

5 vinyl posters with adhesive.



Ministry of Health & Family Welfare
Government of India

World Health Organization
India

**Novel Coronavirus Disease
COVID-19**

What is Novel Coronavirus Disease?

Coronavirus disease (COVID-19) is caused by Novel Coronavirus that leads to cough, fever or difficulty in breathing

Symptoms of COVID-19:

FEVER COUGH BREATHING DIFFICULTIES

Take precaution. Protect yourself.

1. When coughing and sneezing, cover mouth and nose with handkerchief or tissue
2. Wash hands with soap and water frequently
3. Keep distance and avoid close contact with anyone with fever, cough or breathing difficulties
4. Avoid touching your eyes, nose and mouth
5. If you have fever, cough or difficulty in breathing with travel history from Coronavirus affected countries/areas or contact with suspected or confirmed COVID-19 patient, contact your nearest health facility or report the helpline number

Stay protected! **Stay safe from Coronavirus!**

24x7 Helpline: **+91-11-23978046 & 1075**

Contact: Ministry of Health and Family Welfare, New Delhi



3. Poster 2: Is your healthcare facility ready to manage patients with COVID-19?

About

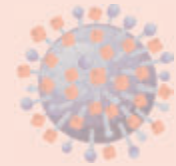
This poster provides information about how to establish triage, manage visitor areas in case of people with symptoms.

Instructions for placement

To be placed in the triage and waiting areas for patients and visitors.

Quantity and specifications

5 vinyl posters with adhesive.



Ministry of Health & Family Welfare
Government of India

World Health Organization
India

Novel Coronavirus Disease COVID-19

Is your healthcare facility ready to manage patients with COVID-19?

Establish a triage station at the healthcare facility entrance, prior to any waiting area, to screen patients with COVID-19. Entrance to triage should be separate.

Display information through posters and flyers to remind patients and visitors to practice good respiratory and hand hygiene.

TRIAGE COVID-19 Screening Area

Have a separate and well ventilated area for suspected cases.

Ensure availability of

- Alcohol-based hand rub or soap and water at hand washing stations
- Personal Protective Equipment (PPE)
- Essential Medicines

If you have fever, cough or breathing difficulties, move to a designated area. Maintain 1- metre distance from those who have such symptoms.

Stay protected! Stay safe from Coronavirus!

QR Code

Contact: Ministry of Health and Family Welfare, New Delhi
+91-11-23978046 & 1075



4. Poster 3: How to protect all health workers at designated hospitals?

About

This poster provides information on protection measures that needs to be strictly adhered by healthcare workers dealing with suspected patients at the triage and in the designated hospitals.

Instructions for placement

To be placed in the visitor areas and in triage & isolation facilities.

Quantity and specifications

5 vinyl posters with adhesive.



Ministry of Health & Family Welfare
Government of India

World Health Organization
India

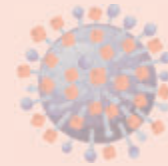
**Novel Coronavirus
Disease
COVID-19**

How to protect all health workers at designated hospitals?

1. Establish a triage station at the entrance of the healthcare facility with minimum waiting time. Ensure the healthcare facility is clearly marked with direction arrows for the triage facility.
2. Designate a focal person (and in alternate focal persons) to manage the triage station.
3. Direct all patients to triage area for appropriate screening and referral.
4. All health workers must wear minimum protective gear (single layered mask and hand gloves) for screening and enrolling patients.
5. At the health facility, ensure strict adherence to respiratory and hand hygiene at all times.
6. Any person with cough, fever or breathing difficulty with history of travel or contact with a traveller (from COVID-19 affected countries) to be referred to the designated hospitals and be made to wear a triple-layered mask while transferring to designated hospitals.
7. In case of suspected patient, inform state/district surveillance officer immediately. Ensure a list of persons who have come in contact with the confirmed COVID-19 patient is made and cover name, address, date of birth, phone number.
8. Ensure all health workers monitor their own health for symptoms of COVID-19. Inform the designated focal person in case of symptoms, especially cough, fever or breathing difficulty. Follow the advice of the focal person.

Stay protected! Stay safe from Coronavirus!

DART Contact: Ministry of Health and Family Welfare, New Delhi
+91-11-23978046 & 1075



5. Poster 4: What are my moments of hand hygiene?

About

This poster provides information about risk factors and directions for staff managing suspected or confirmed COVID-19 on whether to wash hands with soap and water or with alcohol based rub.

Instructions for placement

Doctors' and nurse's station especially at isolation and treatment areas; support staff rest areas, laundry room, canteen etc; sample collection area and labs; waiting areas for patients and visitors, triage area and toilets for doctors, staff, patients (OPD and IPD) and visitors.

Quantity and specifications

5 vinyl posters with adhesive.



Ministry of Health & Family Welfare
Government of India

World Health Organization
India

Novel Coronavirus Disease
COVID-19

What are my moments for Hand Hygiene?

WASH HANDS WITH SOAP AND WATER
OR
USE ALCOHOL-BASED HAND RUB ALL THE TIMES

1 BEFORE TOUCHING A PATIENT

2 BEFORE CLEANING/ASEPTIC PROCEDURE

3 AFTER TOUCHING A PATIENT

4 AFTER TOUCHING PATIENT SURROUNDINGS

5 AFTER BODY FLUID EXPOSURE RISK

Stay protected! Stay safe from Coronavirus!

24x7 Contact: Ministry of Health and Family Welfare, New Delhi
+91-11-23978046 & 1075

6. Poster 5: How to manage suspected or confirmed COVID-19 patients at designated hospitals?

About

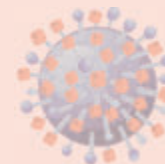
This poster provides information on protection measures for management of isolation facilities, taking care of overall hospital environment and dealing with the visitors.

Instructions for placement

To be placed at the isolation facilities, triage and other important areas of the hospital that deal with COVID-19 patients.

Quantity and specifications

10 vinyl posters, with adhesive.



Ministry of Health & Family Welfare
Government of India

World Health Organization
India

Novel Coronavirus Disease COVID-19

How to manage suspected or confirmed patients with COVID-19 at designated hospital?

- Staff should wear appropriate Personal Protective Equipment when screening patients at the triage station.
- Provide triple layer masks to all patients presenting with cough, fever or breathing difficulties.
- Remind all patients to practice good respiratory and hand hygiene.

MANAGING PLACEMENT

- Immediately isolate suspected and confirmed cases.
- To reduce stress and anxiety, explain to patients what you do and why you do it.
- If possible, place patients in single rooms.
- Suspected and confirmed cases should be kept separate.
- Maintain at least 1- metre distance between all patients.
- Do not put more than one patient in a single hospital bed.

MANAGING THE ENVIRONMENT

- Limit the movement of patients within the health center to reduce potential infection throughout the healthcare facility.
- If a patient needs to be moved, place the move ahead of staff and visitors who come into direct contact with the patient should wear Personal Protective Equipment (PPE).
- Regularly clean and disinfect the floors of isolation facilities, and surfaces likely to be touched by the patient.
- Maintain good ventilation – if possible open doors and windows.

MANAGING VISITORS

- Limit the number of visitors per patient.
- All visitors should wear the required Personal Protective Equipment and their visits should be recorded.
- All visitors should strictly wash hands with soap and water everytime after their visit.

Stay protected! Stay safe from Coronavirus!

JAKZ Contact: Ministry of Health and Family Welfare Helpline: **+91-11-23978046 & 1075**

7. Leaflet: How to communicate with suspected or confirmed COVID-19 patient?

About

This leaflet provides clear guidance to healthcare staff on how to deal with suspected patients with empathy; and with protection measures.

Instructions for placement

To be placed in the waiting areas for patients and visitors, triage and other areas where people congregate in the health facility.

Quantity and specifications

500 leaflets.



Ministry of Health & Family Welfare
Government of India

World Health Organization
India

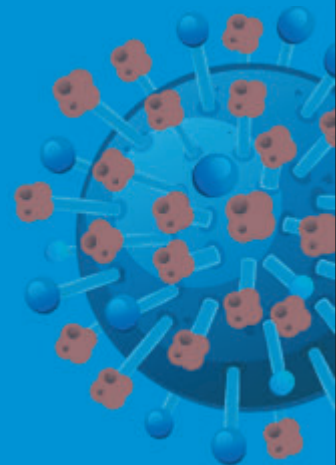
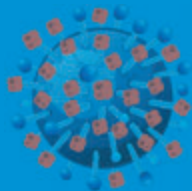
Novel Coronavirus Disease COVID-19

How to communicate with COVID-19 suspected or confirmed cases?

- Be respectful, polite and empathetic and use local language solutions
- Be aware that the suspected and confirmed cases, and any visitors accompanying them, may be stressed or afraid
- The most important thing you can do is to listen carefully to the questions and concerns
- Answer any questions and provide correct information about COVID-19
- You may not have an answer for every question; a lot is still unknown about COVID-19 and it is okay to admit that
- If available, share information pamphlets or handouts with your patients
- It is okay to touch, or comfort suspected and confirmed patients when wearing personal protective equipment (PPE)
- Gather accurate information from the patient: their name, address, phone number, date of birth, travel history, list of symptoms etc.
- Explain the healthcare facility's procedure for COVID-19, such as isolation and limited visitors, and the next steps
- If a person has symptoms, provide her/his a mask and guide on wearing and safe disposal of mask
- If the patient is a child, the accompanied family member/guardian should be provided and informed on the appropriate use of PPE
- Provide updates to visitors and family when possible

Contact: Ministry of Health and Family Welfare Helpline
+91-11-23978046 & 1075

Stay protected! Stay safe from Coronavirus!



Ministry of Health
& Family Welfare
Government of India



For more information contact:

Director
Emergency Medical and Relief
Ministry of Health and Family Welfare
+91-11-23978046

Director
National Center for Disease Control
+91-11-23913148



World Health
Organization
India

IHR Focal and Risk Communication
WHO India
+ 91-11-66564800