

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

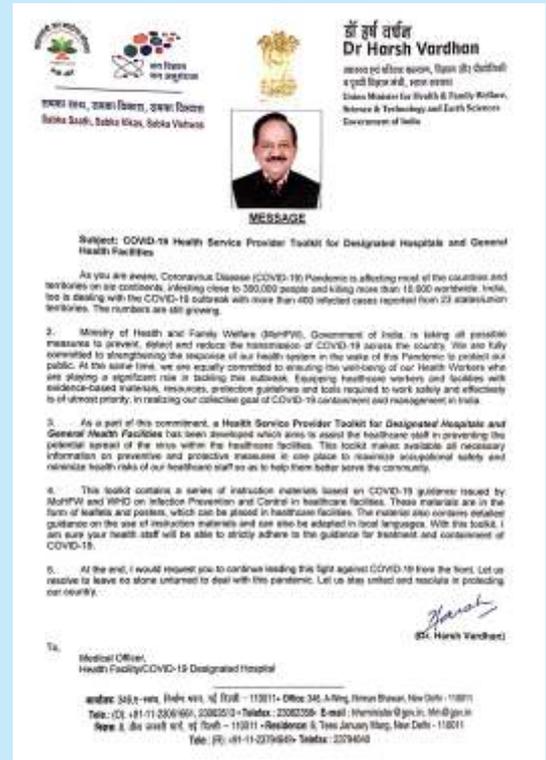
A letter from Minister of Health and Family Welfare, GoI to reinforce the message of protection of health facility and hospital staff and the role they will play in fight against COVID-19.

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.



2. Poster 1: What is Novel Coronavirus Disease?

About

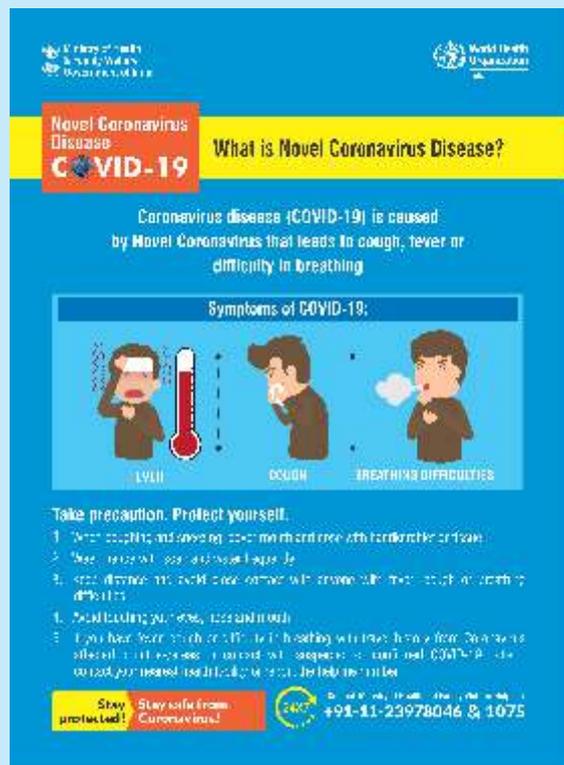
This poster provides information about what is COVID-19, its source of transmission, symptoms and key preventive measures.

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.



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.





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.



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.



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

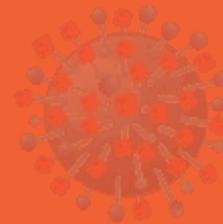
To be placed in the waiting areas for patients and visitors, triage and other areas where people congregate in the health facility.

Quantity and specifications

500 leaflets.



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

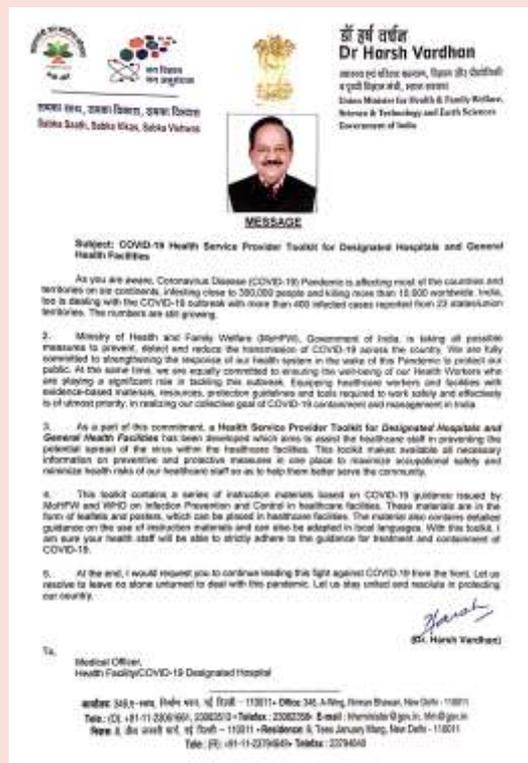
A letter from Minister of Health and Family Welfare to reinforce the message of protection of health facility and hospital staff and the role they will play in fight against COVID-19.

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.



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
Republic of Kenya

World Health Organization

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. Wear face mask, goggles and gloves regularly
3. Avoid close contact with people who have cough, fever, shortness of breathing difficulties
4. Avoid touching your eyes, nose and mouth
5. If you have fever, cough or difficulty in breathing, stay home to help prevent coronavirus infection. Avoid work, school, public places and COVID-19 hot spots, until you feel healthy and have been advised by a health care provider to do so.

Stay protected! Stay safe from Coronavirus!

24/7 +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 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.



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 Karnataka

World Health Organization

How to protect all health workers at designated hospitals?

1. Establish a triage station at the entrance of the designated hospitals in a room with good floor, table and chairs, canopy, hand sanitizer and a covered garbage bin.
2. Designate a local person and an alternate local person to manage the triage station.
3. Direct all patients to triage area for appropriate investigations and referral.
4. All health workers need wear minimum protective gear (goggles, gloves, gown and mask) in working and on duty periods.
5. In the triage facility, health staff adherence to respiratory and hand hygiene protocol.
6. Any person with cough, fever or breathing difficulty, with history of contact with COVID-19 cases or if they had started cough, to be referred to the designated hospitals and to avoid any work that could expose them to COVID-19 in designated work area.
7. Health care workers should avoid debriefing surveillance after triaging. Teams a lot of patients who have signs of contact with the confirmed COVID-19 patients should avoid and better to avoid to take call or messages.
8. Encourage all health workers to monitor their own health for symptoms of COVID-19. If any symptoms, they should inform to supervisor, report to their health care provider and follow the advice of the health care.

Stay protected! Stay safe from Coronavirus!

SMC Helpline: +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.



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.



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

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