

## Novel Coronavirus Disease COVID-19



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

- Be respectful, polite and empathetic and use local language salutations
- 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 him/her 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!**