

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, Gol

About


A letter from Minister of Health and Family Welfare, Gol 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.



स्वास्थ्य विभाग, स्वास्थ्य कल्याण, उपभोक्ता कल्याण
Suksha Saathi, Suksha Kikar, Suksha Vahanam



डॉ. हर्ष वर्धन
Dr Harsh Vardhan
भारत सरकार, स्वास्थ्य विभाग (डी) स्वास्थ्य
एवं कुलिया कल्याण, उपभोक्ता कल्याण
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 in the world, inflicting close to 500,000 people and killing more than 12,000 worldwide. India, too is dealing with the COVID-19 outbreak with more than 400 infected cases reported from 23 states/union territories. The numbers are still growing.

2. 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 capacity 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.

3. 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 it can place to reinforce occupational safety and minimise health risks of our healthcare staff as to help them better serve the community.

4. This toolkit contains a series of instruction materials based on COVID-19 guidelines 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.

5. 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.


(Dr. Harsh Vardhan)

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

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2. Poster 1: What is Novel Coronavirus Disease?

About

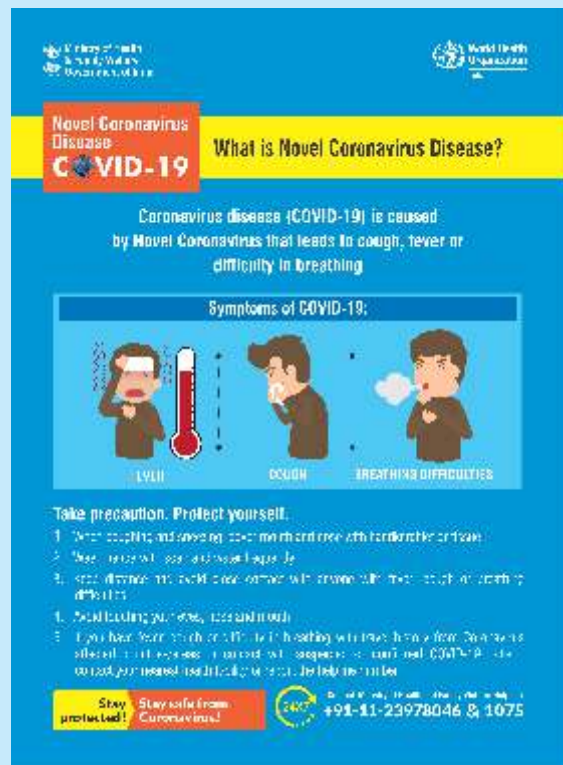
This poster provides information about what is COVID-19, its source of transmission, symptoms and key preventive measures.

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

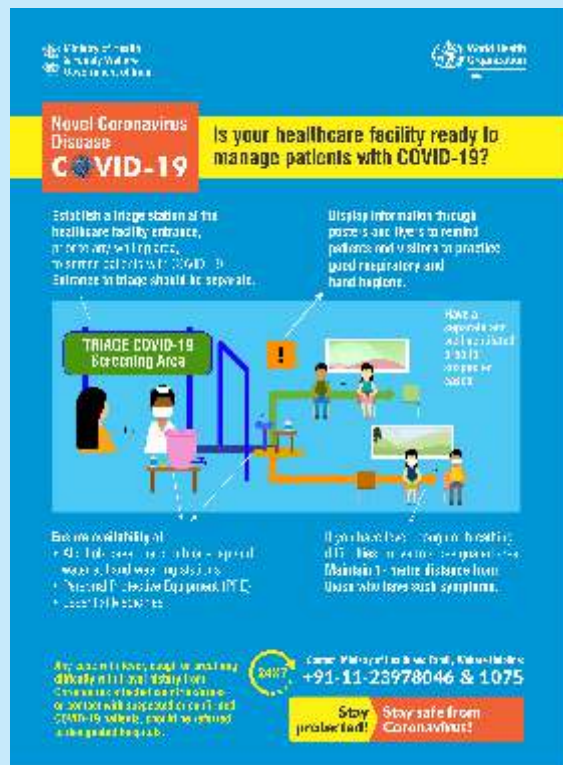
This poster provides information about how to establish triage, manage visitor areas, inflow of people with symptoms and has a referral message for health staff, guiding staff to send all suspected patients to designated hospitals.

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


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Instructions for placement

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Quantity and specifications

1 paper with adhesive.


संघीय स्वास्थ्य, परिवार कल्याण, उपभोग: स्वास्थ्य
Sankha Sankha, Sankha Kalyan, Sankha Vastava


MESSAGE

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


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Dr. Harsh Vardhan

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

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Tata: (01-11) 2300660, 2300650 • Telex: 2300339 • E-mail: hmsinfo@gov.in, mo@gov.in
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2. Poster 1: What is Novel Coronavirus Disease?

About

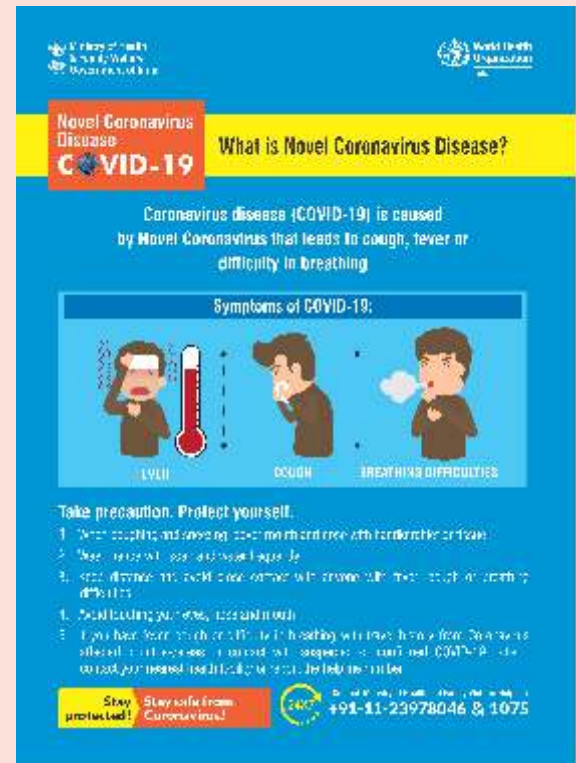
This poster provides information about what is COVID-19, its source of transmission, symptoms and key preventive measures.

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

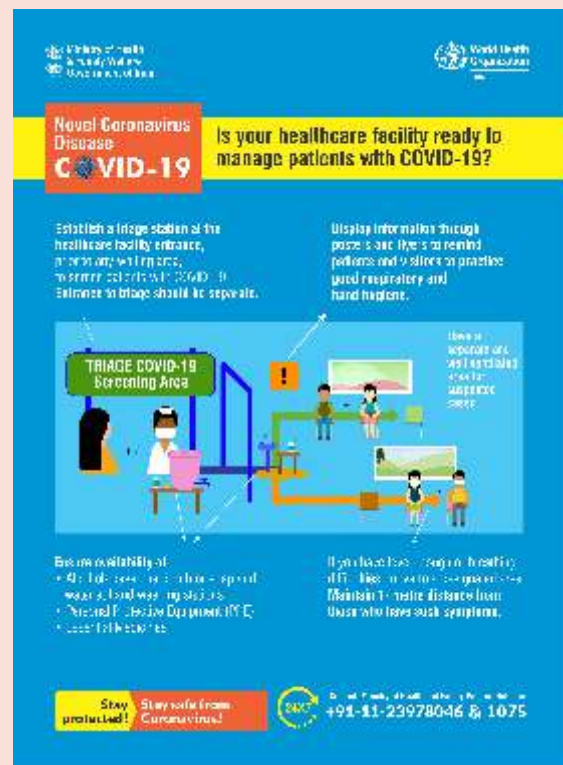
This poster provides information about how to establish triage, manage visitor areas in case of people with symptoms.

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

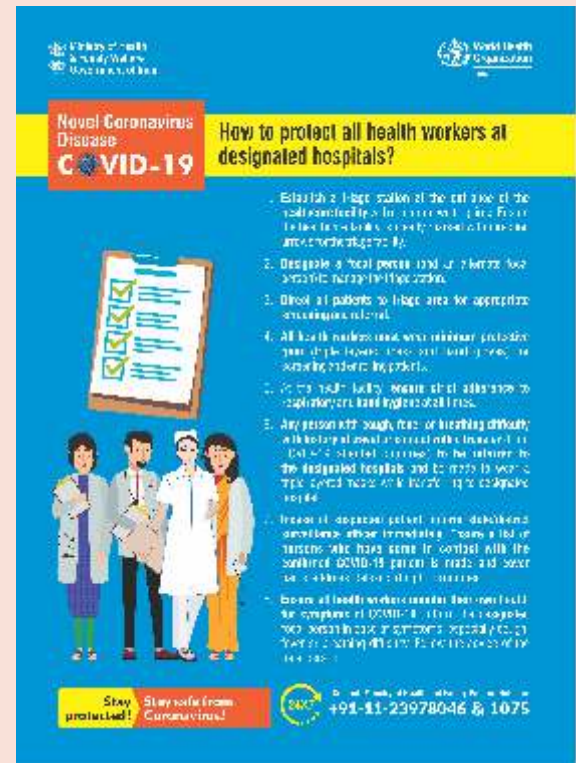
This poster provides information on protection measures that needs to be strictly adhered by healthcare workers dealing with suspected patients at the triage and in the designated hospitals.

Instructions for placement

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

Quantity and specifications

5 vinyl posters with adhesive.



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.





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& Family Welfare
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