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

<table>
<thead>
<tr>
<th>No.</th>
<th>Format</th>
<th>Title</th>
<th>Primary Audience</th>
<th>Use in</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Letter</td>
<td>Minister of Health and Family Welfare, Gol.</td>
<td>Health facility administrator</td>
<td>Health facility administrator's office.</td>
</tr>
<tr>
<td>2</td>
<td>Poster</td>
<td>What is Novel Coronavirus Disease?</td>
<td>General public</td>
<td>Waiting areas for patients and visitors, triage and other areas where people congregate in the health facility.</td>
</tr>
<tr>
<td>3</td>
<td>Poster</td>
<td>Is your healthcare facility ready to manage patients with COVID-19?</td>
<td>All healthcare facility staff</td>
<td>Triage and waiting areas for patients and visitors.</td>
</tr>
<tr>
<td>4</td>
<td>Poster</td>
<td>How to use the hand rub?</td>
<td>All healthcare facility staff</td>
<td>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).</td>
</tr>
<tr>
<td>5</td>
<td>Poster</td>
<td>When and how to wear a mask?</td>
<td>General public and healthcare facility staff</td>
<td>Triage and waiting areas for patients and visitors.</td>
</tr>
<tr>
<td>6</td>
<td>Leaflet</td>
<td>How to communicate with a suspected or confirmed COVID-19 patient?</td>
<td>Healthcare facility staff</td>
<td>Triage and waiting areas for patients and visitors.</td>
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</table>
1. Letter: Letter to Health Administrator from Minister of Health and Family Welfare, GoI

**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

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<tr>
<td>1</td>
<td>Letter</td>
<td>Minister of Health and Family Welfare, GoI.</td>
<td>Designated hospital administrator</td>
<td>Designated hospital administrator’s office.</td>
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<tr>
<td>2</td>
<td>Poster 1</td>
<td>What is Novel Coronavirus Disease?</td>
<td>Suspected patients</td>
<td>Waiting areas for patients and visitors, triage and other areas where people congregate in the health facility.</td>
</tr>
<tr>
<td>3</td>
<td>Poster 2</td>
<td>Is your healthcare facility ready to manage patients with COVID-19?</td>
<td>All designated hospital staff</td>
<td>Triage and waiting areas for patients and visitors.</td>
</tr>
<tr>
<td>4</td>
<td>Poster 3</td>
<td>How to protect all health workers at designated hospital?</td>
<td>All designated hospital staff</td>
<td>Visitor areas &amp; in triage &amp; isolation facilities.</td>
</tr>
<tr>
<td>5</td>
<td>Poster 4</td>
<td>What are my moments for hand hygiene?</td>
<td>All designated hospital staff</td>
<td>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.</td>
</tr>
<tr>
<td>6</td>
<td>Poster 5</td>
<td>How to manage suspected or confirmed COVID-19 patients at designated hospital?</td>
<td>Suspected patients and designated hospital staff</td>
<td>Isolation facilities, triage and other important areas of the hospital that deal with COVID-19 patients.</td>
</tr>
<tr>
<td>7</td>
<td>Leaflet</td>
<td>How to communicate with a suspected or confirmed COVID-19 patient?</td>
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**About**
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**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 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.