Be ready for coronavirus: 
6 steps for healthcare providers


1. Basics
   - Inform patients and healthcare staff about COVID-19: emphasize hand hygiene and cough etiquette, social distancing and avoiding touching eyes/nose/mouth

2. Stay informed
   - Check the local COVID-19 situation and known risk areas
   - Hang posters informing patients about COVID-19
   - Add World Health Organization Whatsapp service for all the latest updates and information. Whatsapp "Hi" to +41 79 893 18 92

3. Train
   - Develop, or review, your facility’s emergency and IPC guidelines
   - Train your staff: symptoms and guidelines to best assess, triage and treat COVID-19 patients

4. Separate sick patients with symptoms (triage: screen & isolate)
   - Place staff at the entrance to ask patients and visitors about their symptoms, provide symptomatic patients with tissues or facemasks to cover mouth and nose. Limit non patient visitors
   - Isolate when symptomatic: identify a separate, well-ventilated space that allows for isolation and separation
   - Testing, next steps and transfer based on local guidelines
   - Encourage sick employees to stay home
   - When you suspect a case: don’t panic, report the case to the team lead, or call number below

5. Use Infection Prevention Control (IPC) and personal protection equipment (PPE)
   - Provide supplies—tissues, soap at sinks, paper towels, alcohol-based hand sanitizer with 60-95% alcohol and closed trash cans in healthcare facility
   - Ensure proper use of PPE with symptomatic patients
   - Disinfect your facility and clean frequently touched surfaces and objects

6. Secure stock
   - Ensure enough PPEs
   - Ensure sufficient stock of other relevant supplies (water, soap, sanitizers hand tissues etc.)

When you suspect a case call number below:

This information is effective as at 26th March 2020. Case management of COVID-19 is rapidly evolving. Stay informed and check local authorities and www.who.int.