Be ready for coronavirus: 6 steps for healthcare providers


<table>
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<th>Basics</th>
<th>Stay informed</th>
<th>Train</th>
<th>Separate sick patients with symptoms (triage: screen &amp; isolate)</th>
<th>Use Infection Prevention Control (IPC) and personal protection equipment (PPE)</th>
<th>Secure stock</th>
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| - Inform patients and healthcare staff about COVID-19: emphasize hand hygiene and cough etiquette, social distancing and avoiding touching eyes/nose/mouth | - 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 | - 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 | - 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 | - 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 | - 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.