Best Practices for Delivery of NCD services in the Context of COVID-19

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Those affected by non-communicable diseases (NCDs) such as cardiovascular disease, are at higher risk for death or complications with COVID-19. For health care workers in Thailand, COVID-19 presented unique challenges to delivering care to patients vulnerable to both cardiovascular disease and COVID-19. Below are best practices for healthcare providers can provide to ensure continuity of care for their patients.

Adaptations in Delivery of NCD Services during COVID-19

NEW WAYS TO DISPENSE MEDICINES

- Younger/lower risk relatives pick up medicines on behalf of patients (70% of patients used this method)
- Drive-through pick up from pharmacy window
- Medicine delivery by postal services
- Medicine delivery by community health workers after home visit
- Hospital van and motorcycle taxi transportation used for deliveries

MEASURES AT HOSPITAL FACILITIES TO REDUCE RISK OF EXPOSURE TO COVID-19

- Improving ventilation with fans instead of air conditioning
- Increasing distance to 1M between patients in seating arrangements
- Limiting patients in indoor waiting room to a strict maximum capacity
- Installing plastic barriers between health workers and patients at all interaction points

FAST TRACK SYSTEM FOR VULNERABLE GROUPS SEEKING CARE IN HEALTHCARE FACILITIES

- Fast track system set up for vulnerable patient groups (i.e. elderly, high-risk groups)
- Screening, measurements, consultation and medicine dispensary all organized in one place to reduce movement within hospital
- Reduced visit time from 2-3 hours to 1 hour
- Improved appointment system reduced crowds in facilities

USE OF TECHNOLOGY FOR CARE AND COMMUNICATION

- New LINE messaging accounts created to communicate with patients
- Online consultation made available 24/7 through LINE accounts
- Facebook page for hospital created to field inquiries from patients
- Telemedicine: “PK COVID” program provides teleconsultation over the phone with doctors for patients in district

More info at ResolveToSaveLives.org