



Circular no. (13) 2020

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To All Healthcare Facilities,

Given the current status of COVID-19 infection, It is critical for healthcare facilities to ensure that all measures are taken to reduce the risk of transmission of COVID-19 in healthcare settings, while providing care for all patients, at all levels (e.g., home-based care, outpatient, urgent care, emergency room, or hospitalization),

In order to reduce transmission of Covid - 19 to patients and healthcare providers and decrease the burden on the healthcare system, NHRA recommends the following processes to be in place in all private healthcare facilities:

1. Implement alternatives to face-to-face visits through providing telephone or telemedicine/online, consultation, to reduce the number of people with symptoms of COVID-19 that have contact with healthcare facilities.
2. Identify staff to conduct telephonic and telehealth interactions with patients. Develop protocols so that staff can triage and assess patients quickly.
3. Determine algorithms to identify which patients can be managed by telephone and advised to stay home, and which patients will need to be sent for emergency care or come to your facility.
4. Instruct patients that if they have respiratory symptoms, they should call 444.
5. Prepare your facility to safely triage and manage patients with respiratory illness, including COVID-19 at the entrance of your facility. Ensure that all staff are familiar with infection prevention and control guidance for managing COVID-19 patients.
6. Designate staff who will be responsible for caring for suspected or known COVID-19 patients. Ensure they are trained on the infection prevention and



control recommendations for COVID-19 and proper use of personal protective equipment.

7. Emergency services and clinical staff, including physicians, nursing and administrative staff with patient contact, should be aware of:
 - The current COVID-19 epidemiologic situation in Bahrain.
 - Known risk factors for infections.
 - Clinical symptoms and signs of COVID-19.
 - Recommended infection prevention and control measures.
 - Procedures for reporting and transfer of persons under investigation and of probable/confirmed cases.
8. Ensure that all people, including patients and visitors, in the healthcare facility are aware of hand and respiratory hygiene, including cough etiquette.
9. Reschedule non-urgent outpatient visits as necessary.
10. Reschedule elective surgeries as necessary.
11. Limit visiting time at hospitals.
12. Consider reaching out to patients who may be a higher risk of COVID-19-related complications (e.g., elderly, those with medical co-morbidities, and potentially other persons who are at higher risk for complications from respiratory diseases, such as pregnant women) to ensure adherence to current medications and therapeutic regimens and confirm they have sufficient medication refills.
13. Staff engaged in environmental cleaning and waste management should wear appropriate PPE.

As frontline caregivers, we depend on your expertise and encourage you to remain up to date as information continues to change and evolve.

Dr Mariam Athbi Al-Jalahma
Chief Executive Officer