



## NHI NEWSLETTER

1st April, 2020

Volume 3

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**Special points of Interest**

- NHI Clinic Contact Info
- Mercy Prevention
- MOH Guidelines
- Prevention tips
- Healthy tips



NHI has been coordinating with the Ministry of Health and the COVID 19 Task Force in the fight against the present threat being posed by the SARS coronavirus 2 pandemic. Given the present state of community transmission, it is imperative that people observe the mitigation efforts being implemented by the Government. Social distancing, self-isolation, quarantine, proper use and disposal of face masks that is complementary to all the other measures being taken, are all critical factors that will determine our ability as a health system to cope with the number of cases that may end up at health care facilities. It is our duty and responsibility to follow all those guidelines, and STAY AT HOME unless absolutely necessary, in order to protect our front-line health workers! If you need assistance, please call your NHI clinic and a health worker will direct you over the phone on what actions you need to take. NHI contracted clinics will accept calls from 7 am to 6 pm from Monday to Friday. Any other calls after 7 or weekends please call the 0800- MOHCARE hotline for instructions.

## CLINIC CONTACT INFORMATION

**South Side**

Clinic	Administrator	COVID-19 Contact Number
BFLA	Ms. Cheryl Gabourel	202-5881/ 620-5651
BMA	Ms. Rebecca Perez	227-0644/ 227-0159/ 663-6312
BHP	Ms. Sagri Rodriguez	227-6722/ 227 6724/ 6151546
MR	Ms. Alexy Rosado	227 -7170/ 615 5098
MC	Mr. Andre Obrien	223-0344

**Southern Region**

Clinic	Administrator	COVID-19 Contact Number
DAN	Mr. Leslie Nicholson	522-3834/33
IND	Ms. Eugenie Gabourel	523-2018, 632-4702, 603-5123
PG	Mr. Glenford Parham	722-0410, 670-9590
SA	Ms. Margarita Ack	670-6368

**Corozal**

Clinic	Administrator	COVID-19 Contact Number
Corozal Clinic	Ms. Vanessa Rancharan	402-2141
Presbyterian	Ms. Pamela Murray	423-5011 / 673-5011
San Narciso	Ms. Rosalia Correa	403-3614/ 613-1164
Chunox Clinic	Ms. Rosalia Correa	403-3614/ 613-1164

## *Clinic Preparation*

- All clinics are to maintain the current triage system to route patients with any respiratory symptoms in the outdoor designated areas. (refer to in clinic process flow)
- All clinics must have a holding area for any suspect cases and alert MOH Focal point immediately.
- If transportation is a challenge; contact MRHC focal point who will arrange the pickup patient to be transported to the respiratory centre. (this applies to Central Health region only!) Other regions need to determine what measures are in place in this scenario and inform NHI.
- Should upon consultation with the patient, the doctor needs to prescribe additional medications, the patient is to send a non-symptomatic family member to pick up prescription at one of the NHI approved pharmacies.
- NHI clinics are to issue up to 3 months medications for all chronic patients to avoid unnecessary visits to the facility.
- NHI to inform all PCPs that since they are essential service providers and can be deployed as needed to assist in the National COVID-19 response.
- Central Health Region is to formally request this assistance by contacting Dr. Natalia Castillo Rodriguez and Dr. Ramon Figueroa (610-2697 [nrodriguez@socialsecurity.org.bz](mailto:nrodriguez@socialsecurity.org.bz) and 615 9078 [rfigueroa@socialsecurity.org.bz](mailto:rfigueroa@socialsecurity.org.bz))

As we continue to prepare for our sick patients, we can help to improve social distancing by asking clinics to space patients 6 feet apart. This includes patients that are in line and those inside the clinics. This will be a challenge and a learning process for patients, but as leaders in the healthcare system we have to rigorously promote this new dynamic.



Any method of floor marking can be used; e.g. tape, paint. Seating arrangements can be dispersed using chair markers.



**MERCY CLINIC**

Mercy Clinic which solely serves a vulnerable Geriatric Population, as well as all other NHI clinics countrywide, have placed similar preventive barrier measures to decrease the exposure of CoVid 19 for both Health Care workers and patients. The public is encouraged to limit the need to visit the clinics unless instructed to do so by your doctor!. If you experience any symptoms or have other health concerns, **CALL** your clinic first. A team is prepared to answer your calls and instruct you on what to do. In addition, all NHI clinics are providing up to 3 months refill prescriptions, limiting the need for you to go to the clinic for these.

All public is advised to **WEAR** a mask when going to **ANY** public place. This will limit the spread of the virus and offers some level of protection. However, as much as possible, **STAY HOME**. All clinics are to be commended on the great efforts and initiatives they have taken in such a short period to implement additional preventive measures to mitigate the curve.

***NHI Clinic  
Preventive  
Measures*****COVID-19 SYMPTOMS**

For more information on How to Wear a Mask, please go to the following links:

<https://youtu.be/MrdteeLwSw>  
<https://youtu.be/sLmsZpRuw6Y>



## SELF ISOLATION

**COVID-19**  
 CORONAVIRUS DISEASE

**WHAT YOU  
NEED  
TO KNOW**
**Self-isolation: Guide for caregivers,  
household members and close contacts**

If you are caring for or living with someone who has the virus, you are considered a '**close contact**'. The Ministry of Health will give you special instructions on how to monitor your own health and what to do when you start to feel sick. Be sure to tell them if you are a close contact of someone with COVID-19.

**1 Wash your hands often**

- > Wash your hands with soap and water after each contact with the infected person.
- > Use an alcohol-based hand sanitizer if soap and water are not available.


**2 Wear mask and gloves**

- > Wear a mask and gloves when you have contact with a person's saliva and other body fluids (eg. blood, sweat, saliva, vomit, and human waste).


**3 Dispose of mask and gloves after use**

- > Take the mask and gloves off right after you provide care and dispose of them in the waste basket lined with a plastic bag.


**4 Limit the number of visitors in your home**

- > Only have visitors you must see and keep the visit short.
- > Keep **seniors** and people with chronic medical conditions (e.g. diabetes, lung problems and immune deficiencies) away from infected persons.


**5 Avoid sharing household items**

- > Do not share dishes, drinking glasses, cups, eating utensils, towels, bedding or items with the person under investigation.
- > After use, these items should be washed with regular soap or detergent in warm water.
- > Do not share cigarettes.


**6 Clean**

- > Clean your home with regular household cleaners especially regularly touched items (e.g. toilets, sink tap handles and door knobs).


**7 Wash laundry thoroughly**

- > There is no need to separate laundry, but you need to wear gloves when handling.


**8 Be careful when touching waste**

- > All waste can go into regular garbage bins.
- > Do not touch used tissues with hands when emptying wastebaskets.
- > Clean hands with soap after emptying waste.



0-800-MOH-CARE  
@Belizehealth

## COVID-19 SYMPTOMS

## Guidelines

**COVID-19**  
Coronavirus Disease 2019

**BE AWARE. SYMPTOMS\***

**COMMON SYMPTOMS**

- RUNNY NOSE
- COUGH
- SORE THROAT

**SEVERE CASES**

- HIGH FEVER
- PNEUMONIA
- SEVERE RESPIRATORY DISEASE

\*Symptoms may appear **1 to 12 days** following exposure to the virus

**PAHO** Pan American Health Organization World Health Organization

**MINISTRY OF HEALTH** Belize

**BE AWARE. PREPARE. ACT.**  
www.paho.org/coronavirus

## Prevention



**Wash**  
your hands well and  
often to avoid  
contamination



**Cover**  
your mouth and nose  
with a tissue or sleeve  
when coughing or  
sneezing and discard  
used tissue



**Avoid**  
touching eyes, nose,  
or mouth with  
unwashed hands



**Clean**  
and disinfect  
frequently touched  
objects and surfaces

## HAND WASHING TECHNIQUE



## EVERYONE HAS A ROLE TO PLAY



- Stay at home! If you must go out (banking, grocery shopping or essential work) WEAR a mask!
- KEEP your distance from everyone at least 3 to 6 feet! No handshakes, hugs or kissing!
- Avoid crowded places and respect the distancing markings on the floor. Be patient!
- Keep washing your hands regularly with soap and water or alcohol-based sanitizers!
- Hands Away! Do not touch eyes, mouth or nose
- Disinfect all surfaces regularly
- If you become ill, stay at home, keep your distance from other family members and call 0- MOH- CARE or NHI provider and await instructions!

TOGETHER we can prevent the spread of COVID-19!



National Health Insurance

HAVE FLU-LIKE SYMPTOMS OR NOT FEELING WELL?  
HERE IS WHAT YOU NEED TO DO!!

**STAY AT HOME!** If possible, isolate yourself from other family members, put on a mask and then do the following:

- ARE YOU REGISTERED WITH AN NHI CLINIC? IF YES, CALL YOUR CLINIC and ask to speak to a health professional:
- The health professional or doctor will ask you key questions and determine if you are a COVID-19 suspected case.
- The doctor will get your contact information and home address and will coordinate your care with the Ministry of Health.
- If your symptoms are mild, the doctor will ask you to remain at home and take some medicines to manage those symptoms.
- If you need to pick up medicines; ask a family member who is not ill to put on a mask and pick it up on your behalf.
- IF your symptoms get worse; contact the clinic and they will instruct you where to go for immediate attention.

*Prevention  
Education*



**National Health Insurance  
Contact information**

#1 Lily Street  
Belmopan  
Cayo District

Phone: 822-2163 ext. 1307  
Email: [aflowers@socialsecurity.org.bz](mailto:aflowers@socialsecurity.org.bz)



**10 TIPS FOR  
HEALTHY EATING**

- 1** Consume home cooked food more often
- 2** Eat only as per your requirements
- 3** Eat at regular intervals
- 4** Munch on healthy snacks
- 5** Eat when hungry
- 6** Consume whole grain more often
- 7** Eat more protein
- 8** Eat fish for Omega source
- 9** Include healthy fats in your diet
- 10** Eat variety of veggies



**PREVENTION**



**HOW TO PREPARE FOR  
COVID 19**

**THE FAMILY**

- Talk to people who need to be included in your plan.
- Plan for ways to care for those at greater risk of serious complications, like the very young, very old and those with compromised immune systems.
- Get to know your neighbors and exchange contact information
- Create an emergency contact list.



**WORK & SCHOOL**

- Plan other child care arrangements in event that schools or child care centers must close.
- Become involved in your child's school plan.
- Support your child's school with disinfectant and hand washing supplies.
- Discuss sick leave and work-at-home options with your employer.



**HOME**

- Have extra supplies of important items on hand such as hand soap, hand sanitizers, tissues, medications, and food.
- Make sure you have filled any prescriptions you regularly take.
- Identify a room in your home that can be used to separate sick family members from those who are healthy.



For more information contact us at:  
**0800-MOH-CARE**  
f @Belizehealth

**A MESSAGE FROM NHI CHAIRMAN**

Now that Belize has confirmed its first 3 cases of SARS-Coronavirus 2 infection, the challenge to limit the spread or flatten the curve of this pandemic is more crucial than ever. It is imperative for people to understand that the measure of success is NOT dependent on Government or on the Ministry of Health, it is dependent on each individual to be responsible and adhere to the guidelines for Social Distancing and self isolation. As a Nation we either float together or sink together! This is a time when we must show the strength of our social responsibility, our self control, solidarity and cohesiveness and respect and care for one another. The National Health Insurance department joins other Organizations in helping to promote and disseminate evidence-based information that can help us to combat this pandemic and save Belize from the ravages this has caused in other countries. This issue of our Newsletter will be dedicated to promoting what we believe is important evidence based information to help Belizeans prevent the spread of the SARS-Coronavirus 2. We take this opportunity to remind you that not ALL information you see or hear is valid. Please follow the instructions and information being shared by the Ministry of Health, CDC or WHO. All others treat with a grain of salt!!!! Wrong information is worse than no information!

Wishing all Belizeans all the best as we move forward together in this fight against this virus!!!