COVID -19 Outbreak

Standard Operating Procedures
State or District Control Room

National Centre for Disease Control

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Directorate General of Health Services

Ministry of Health and Family Welfare

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WHO has declared the COVID-19 (SARS-CoV-2) as Public Health Emergency of international concern and has raised the risk assessment of China, Regional Level and Global Level to Very High.

To monitor implementation of activities to contain local transmission of COVID-2019 disease a state control room should be set up. The creation of control room will ensure a single incident command structure for coordination of all activities related to COVID-19 containment and efficient use of resources.

The control room should be headed by a state health department officials/ State surveillance officers. The Control room incharge will supervise activities related to surveillance, call centre, media scanning, sample collection and intersectoral coordination. Following sub-teams should be formuuated for the control room:

1. Surveillance team
2. Call Centre management team
3. Media Surveillance team
4. Sample tracing team
5. Private hospital surveillance team
6. Transportation and ambulance management team
7. Inter departmental and coordination team

TORs of Teams

1. **Surveillance team**

   - Hospital surveillance
     - The condition of the Symptomatic patients admitted at isolation wards of hospitals will be closely scrutinized and reports will be updated to surveillance team
     - Analysis of the reports

   - Field surveillance
     - Those patients discharged from hospitals will be monitored by field workers in their corresponding PHC area
     - Those asymptomatic travellers/contacts in home isolation will also be monitored for 14 days by field workers and reports will be sent to the DSO.

   - Lab Surveillance
     - The DSO and District nodal officers entrusted for sample collection will inform to the lab surveillance team before sample collection
     - Sample requisition forms will be scrutinized before sending to National Institute of Virology Pune/VDRL lab network.
     - Liaison with districts and sample collection point

2. **Call Centre management team**

   - All State teams shall ensure to be present in daily meeting at 6 pm at the state control room / wherever suggested by authorities.
   - All State teams shall connect and coordinate with corresponding teams in all districts and compile the activities, so as to prepare the report of the

activities in the evening meeting.
- The respective State teams may co-opt the officers necessary for compiling the reports and supporting the districts as per the needs.
- They shall ensure that the specific activities are conducted, data collated and presented in a specific format.

Control room call centre should be set up in state as well as district. The call centre is to be set up with 3 laptop, 3 mobile/ landline telephone facility. Each Call Centre Operator is to be assigned both a telephone and a computer. One outgoing mobile facility also available for answering pending calls. Two whatsapp number also be made available in control management room. Depending on the configuration of the call centre, each workstation should have the following items:

- Headset for hands-free answering;
- Reference materials (including all standard MoHFW guidelines);
- Item to be used to request assistance from the supervisor (Paper and pen/pencil, register etc)
- All phone/computer banks are set up in close proximity to power, telephone, and data sockets/ports.

Mandates for Call Centre

- Call centre will be operational 24*7
- Documentation of all the activities happening in call centre
- Daily consolidation report at 4.30 pm.
- Establishing call centre with sufficient connectivity
- To answer medical queries, logistics and administrative issues regarding health and health related problems
- Daily maintenance of second and third level call referral. Compilation format

Total number of calls till today	No: of calls on the date--/--/2020	Total	Case follow up till today	Case reported on --./2020	Total fever, cough, shortness of breath with contact/travel history

3. **Media Surveillance team; Print, visual and social media surveillance with the support of State and District team.**

- Collection of information regarding demand and supply of logistics, Human resources etc. circulated in the media,
- Validating the information collected from the media for negative outcomes and execute timely preventive and control measures.
- Reply queries to the general public regarding health related events and information through phone numbers circulated at the state level.

Reporting format of cyber space monitoring

Sl No.	Description	Details
1	Whether any misinformation noticed	
2	Misinformation noticed Give details in brief	
3	Whether reported to take action and case booked	
4	Cases booked today	
	Total cases Booked till today	

4. Sample Tracing Team

- The team should keep a watch on sample sent to each lab from all districts and answer all queries regarding the sending of samples in coordination with the PH lab.
- The team should hand hold the district in transportation of samples, filling formats, collecting reports and intimate the authorities regarding the status of results Monitor sample collection and facilitate
- All sample test results to be reported to the respective Superintendent of MCH, District Collector, DHS, DME and Prl Secretary on daily basis

SI No	Description	Number	Results received	Positive
1	Total Sample Collected			
2	Samples sent to			

5. Private hospital surveillance team

- Team should compile the data regarding the general public visiting private hospitals from all districts and suspect and identify any missed out contacts of contacts reaching the facilities.
- Reporting format

Number of persons visited private hospitals	
Suspected cases/contacts identified from March	

6. Transportation and ambulance management team

The teams should compile the data regarding the availability spacing, training of drivers of ambulances and vehicles carrying patients from home isolation to the hospital isolation facilities and back it should be ensured that there should be continuous availability of vehicles 24 x 7 in all districts. The data should be compiled in following format in all districts .All possible challenges at the

district should be addressed there itself and decision taken at the state could be compiled and addressed during control room presentation.

7. Inter departmental and coordination team

There should be daily co-ordination meetings under the chairmanship of DC. The inter-sectoral team should assess the requirements and address staffing needs, identify funding sources and mechanisms for related activities, ensure inter-sectoral coordination between government departments, agencies, civil society organizations and other relevant bodies. All sectors should be prepared to support the implementation of public health measures and the health sector response and to maintain essential business continuity.