

## Standard Operating Procedure for Health Services

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#### Background

Delivery of uninterrupted health services with a well-functioning health system is crucial while context-based approach to providing health services should be considered in emergency situations including public health emergencies. The SOP for Health Services is in line with health emergency preparedness and response plan to ensuring continued provision of essential health services to the general public at the backdrop of COVID-19 pandemic response. Essential health services include, but not limited to:

1. Essential prevention services for Communicable Diseases, particularly vaccination;
2. Reproductive health services, including care during pregnancy and childbirth;
3. Care for vulnerable populations (lactating mothers and children, older adults 60 years and above, people with disabilities, pregnant women);
4. Provision of medications and supplies for ongoing management of chronic diseases, including mental health conditions
5. Continuity of critical inpatient therapies;
6. Management of emergency health conditions and common acute presentations that require time sensitive intervention and
7. Auxiliary services, such as basic diagnostic imaging, laboratory services and blood bank services

#### Objectives

1. To ensure continuity of essential healthcare services to the people
2. To ensure provision of essential healthcare services to COVID-19 affected population

Services Provided	Remarks
<b>ANC Services</b> <ul style="list-style-type: none"><li>• 4 visits Antenatal Care services</li><li>• 1<sup>st</sup> ANC &amp; 8/9ANC; rest as remote contacts, High-risk pregnancy follow up</li><li>• A single individual allowed to accompany the pregnant woman</li><li>• Patients with FP/MCH hand book can visit the health facility</li></ul>	

using their private vehicles, RBP approval not required.	
<b>Delivery</b> <ul style="list-style-type: none"> <li>• All deliveries facilitated in the health facility at any time</li> <li>• During delivery time, one escort allowed to accompany the pregnant woman and her spouse.</li> <li>• 1<sup>st</sup> Postnatal Care before discharge/or as per SOP</li> </ul>	.
<b>Expanded Program on Immunization (EPI)</b> <ul style="list-style-type: none"> <li>• 1<sup>st</sup> Immunization (BCG, OPV0, Hep-B)- Soon after Delivery</li> <li>• Other immunizations provided at health facilities/ORCs</li> </ul>	
<b>Postnatal Care (PNC)</b> <ul style="list-style-type: none"> <li>• 2 PNCs (1<sup>st</sup> and 5<sup>th</sup>) provided at Health facilities/ORC, if lockdown more than (maximum) of 30 days</li> </ul>	
<b>Family Planning Services</b> <ul style="list-style-type: none"> <li>• Family Planning Services provided at Health facilities/ORC.</li> <li>• OCP and condom supply for a month or maximum to 3 months if lockdown continues.</li> <li>• Counseling and tracking of family planning clients by Health Facility</li> </ul>	.
<b>NCDs/CDs</b> <ul style="list-style-type: none"> <li>• Issue of medicines to patients with chronic medical conditions for 1 month and facilitate referral as appropriate</li> <li>• Refill for NCDs/CDs provided at doorstep for those not requiring health review.</li> <li>• Regular refilling/treatment for people with HIV</li> <li>• Screening of suspected TB cases at the hospital and deliver DOTS at home.</li> </ul> <p><b>Note:</b> Those patients requiring continuous review &amp; services such as antibiotic injection should fix appointment prior to visiting Health Facilities. Those Patients with Prescription or Patient Health Book can visit the health facility using their private vehicles without the need to seek approval from RBP.</p>	

<b>Vector-Borne Diseases Prevention and Control</b> <ul style="list-style-type: none"> <li>• Continue vector-borne disease prevention activities.</li> <li>• Continue testing and treatment of malaria and dengue.</li> </ul>	
<b>Mental and Psychosocial Health</b> <ul style="list-style-type: none"> <li>• Provide mental health and psychosocial support services.</li> <li>• Provide 24/7 Counseling services.</li> </ul>	
<b>Outreach Clinics</b> <ul style="list-style-type: none"> <li>• Provide Immunization, FP, ANC and PNC services</li> <li>• Supply medicine refill for chronic patients for 1month</li> <li>• Ensure prerequisite measures (Physical distancing, hand washing, Face mask) during clinic days</li> </ul>	
<b>Emergency Services</b> <ul style="list-style-type: none"> <li>• Provide medical evacuation service for dire emergency cases</li> <li>• Provide Ambulance service to evacuate emergency patients only</li> <li>• Dial 112 for emergency services</li> <li>• Dial 06-481112 (Daga Hospital) and 06-383126 or 2067 (Dagapela Hospital) and 17161692 (Lhamoizingkha Hospital) for essential and COVID-19 related services and information.</li> </ul>	
<b>Health Safety Measures:</b> <ul style="list-style-type: none"> <li>• Discourage visit to hospital unless deemed necessary</li> <li>• Avoid crowding at health facilities</li> <li>• Use basic PPE by all health workers</li> <li>• Use face masks while visiting health centers and ORCs</li> <li>• Contact the nearest Health Center for any flu like symptoms</li> <li>• Place hand washing facilities at the entrance of hospitals and PHCs</li> <li>• Screen and test shopkeepers as per TAG advice.</li> </ul>	