



Providing Care During Outbreaks

CHECKLIST

Providing care and treatment not only brings relief to those who are sick, but also halts potential pathways of transmission and is ethically required. Care and treatment must be provided in ways that make care-seeking a desirable option for those in need; that is, their provision must be accessible to those affected, the interventions provided must be evidence-based, and approaches to care must ensure that patients and their families are addressed respectfully.

Directions: Review this checklist when considering how to provide care during an outbreak.

- Construct new healthcare facilities near where new infections are occurring to **create equitable access**.
- Include mechanisms to **facilitate personal communications** at treatment centers, such as using transparent materials, half-walls, windows, and/or adjacent visiting areas.
- Show** community leaders, family members and interested community members what care facilities, ambulances, and outbreak related equipment look like through tours, explanations, videos and photos.
- Take steps to **minimize or mitigate sources of fear** and trauma when possible, such as putting on equipment after being seen without it.
- Make efforts to “**humanize**” care experience for patients. For example, write names and post photos of healthcare workers on PPE, construct spaces for visitors to see and talk with patients, provide supportive counseling and/or prayer.
- Create policies that include a **confidential process** to communicate with families and loved ones about a patient’s status.
- Put policies in place defining **patient information record keeping**, and ensure that temporary outbreak response workers do not retain patient information beyond deployment.
- Develop evidence-informed protocols for **care of vulnerable populations** who present with disease.
- Involve community leaders and stakeholders in planning for **continuing provision of essential services** during outbreak.