

**THE HEALTH CARE SYSTEM
DURING
COVID_19 OUTBREAK**

patient perspective

QUARANTINE

DISEASE SYMPTOMS

Me

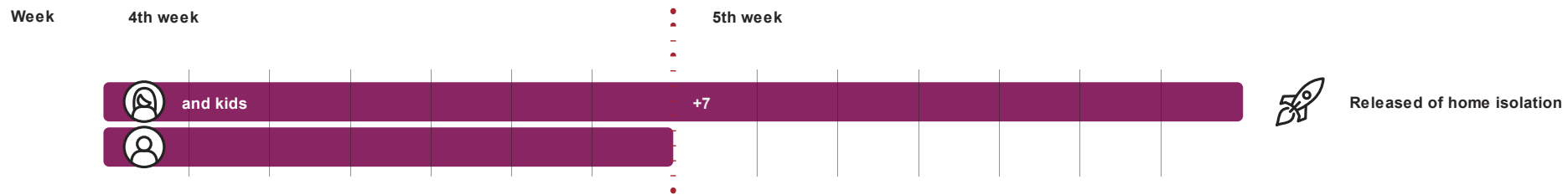
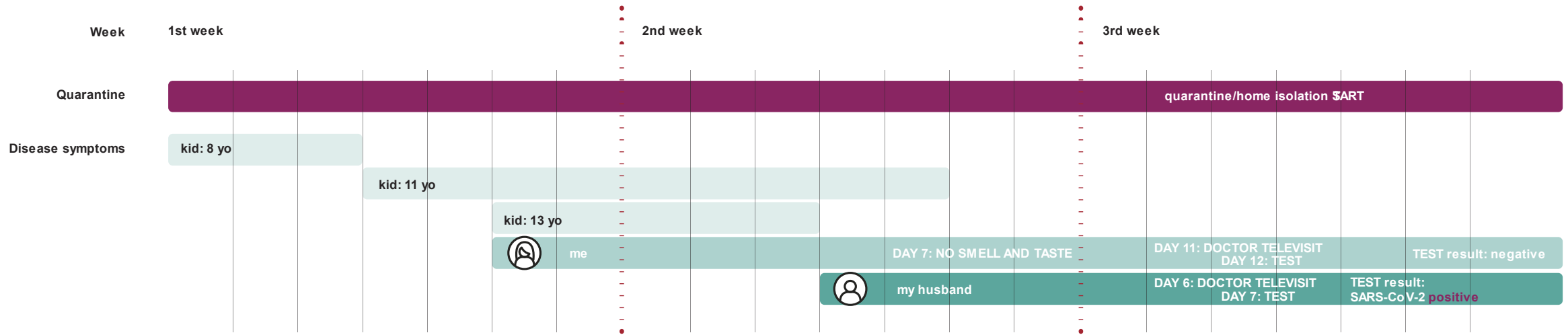


My husband

My kids (years old)



Coronavirus household quarantine/isolation vs. infection timeline



HEALTH CARE



- ✓ Availability and use of a telehealth service
- ✓ Quality patient care – professional doctor support
- ✓ Easy access to testing prescription
- ✓ Quick response to reduce the risk of COVID-19 transmission by putting on quarantine



- ✓ Poor management of a healthcare provider
 - Difficulty in a quick and effective registration of a medical visit – overwhelmed infoline (3 days to schedule)
 - No possibility of a digital registration
- ✓ Lack of harmonisation of internal procedures of the healthcare provider with a state procedures on dealing with a confirmed Covid_19 patient

No communication, no guidance to a patient on the steps to end the home isolation

It is a doctor who decides about the length of the home isolation – no later than on the 8th day of a home isolation a televisit should take place and the doctor should inform a patient on the end of a home isolation.

To be more effective, the health provider should set and implement the procedure to contact a patient in a due time. Not opposite. Not a case. No awareness of a patient of what to do.

TESTING AVAILABILITY

- ✓ Not easy access to tests
- ✓ No immediate seek for medical consultation stops from testing

my case:

knowing that the system was overloaded and symptoms relatively mild/moderate – too late contact with HCP/doctor

effect: too late test, giving negative result while all symptoms occurred

- ✓ Easier access would mean huge difference:
 - possibility to avoid pre-symptomatic transmission
 - quarantine in a proper length of time
 - possibility of giving plasma (in the case of positive test result)

QUARANTINE/ISOLATION



- ✓ Good contact with the Health Inspector (Sanepid). Efficient communication on the imposition and the length of the quarantine.
- ✓ Access to the personal patient's account with the information about the duration of quarantine, isolation, etc.
- ✓ Constant contact with uniformed services monitoring health condition and basic needs.



- ✓ No symptom-based strategy to discontinue quarantine.
Failure to adjust the quarantine period to individual factors and situation of the household members.

Quarantine of the whole household lasting PLUS 7 days from the last day of the 13-day home isolation of a Covid- 19 positive person. In our case 20 days.

Symptoms of family members accrued 15 days before the Covid positive person isolation started. As we did apply recommendation to stay home away from others from the moment symptoms appeared – the total number of days of quarantine was 35 days – **5 weeks**.

QUARANTINE

Diseastrous situation for kids.

Was it necessary?

Was such a long lasting quarantine really preventing?

Future impact?



CONTROL

Lack of harmonization of internal processes and procedures to avoid parallel activities of uniformed services.
No possibility of a bottom-up initiative of officers to avoid double actions – double financing?

WHO?

- ✓ **Military police**
- ✓ **Police**
- ✓ **Territorial defence forces**

HOW OFTEN?

- ✓ **Daily by both** Police and Territorial defence forces

BY WHAT MEANS?

- ✓ **Phone calls**

due to the very poor gsm signal at home we experienced numerous of

- ✓ **Police visits**

till the very end day of quarantine, if the phone call was not answered.

There was an option of the use of existing cable phone but the number couldn't be entered into the database.

No possibility of process improvement.



LAW

- ✓ Ad hoc changes in law caused chaos for employers and employees

No possibility for employers to quickly interpret new rules.

No clear status of employees on whether it was possible to provide work or not.

No immediate interpretation by unprepared public institutions responsible for social security issues.

LAST REMAKS

Very important:

- ✓ Support of others – neighbours, colleagues, family.
- ✓ Support of uniformed services – positive mental effect due to very friendly attitude.
- ✓ Importance of the work stability and quality and access to online schooling.

WHAT CAN WE DO BETTER?

- ✓ Be in solidarity with others
- ✓ Be responsible
- ✓ Be patient

Thank you

Joanna Korczyńska

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