DHCA Incident Protocol for Suspected/Confirmed COVID-19 (Based on Case Definition)

CASE 1

Staff/patient presents with upper or lower respiratory symptoms "With or Without Fever" AND any of the following:

or

CASE 2

Staff/patient presents Severe Acute Respiratory Infections (SAR) regardless of exposure history:

14 days History of international travel during the 14 days prior to symptom onset.

Close contact with an individual known as confirmed case of COVID-19 within 14 days.

Close contact with an individual known as confirmed case of COVID-19 within 14 days.

Residing or from a community setting were COVID-19 cases were detected including healthcare setting.

ILI cases (fever and cough) without history of travel or known possible exposure.

Suspected /confirmed case for Covid-19

At home — Staff calls in for above cases. → Report to your management; contact **DHA 800 342**.

In office/clinic — Staff/patient displays symptoms in office/clinic.

Report to your management.

Stable

YES → Contact **DHA 800 342**; follow DHA Protocol.

NO ↓

- Isolate the room.
- Evacuate personnel to a safe location isolated from public to prevent further contamination.
- Inform DHCC Security: 04 383 8900 / 055 6081 369.
- Do not lock down any area, access or building.
- Contact DHA 800 342 and call an ambulance if necessary.

Report to DHCA: IDN@cpq.dhcc.ae
HSE: Valentin.Gaburov@dhca.gov.ae
Security: Ali.AlBalooshi@dhca.gov.ae

Cordon off exposed site and proceed with DM-approved disinfection measures (Refer DM Circular DM PHSD GU87 CDBE2) Cleaning should start from the unit/floor of the affected person, and expand to lifts, corridors and main lobby areas.

Before resuming work follow DHA's Pathway for 'Contacts case with confirmed COVID-19' (DHA Appendix 1c).
Security/community manager/HSE manager to track & trace other areas of the community which may be affected by the person who may potentially be affected by Covid-19.

*CCTV, access card data etc. may be used for tracking and tracing over a period of month.

Aftermath

In some cases the media may enquire about an incident. Respond with a standard message to refer them to the health authorities for information or updates. Remind residents or other affiliated persons to refrain from possibly spreading misinformation / rumours and to refer official sources for information and updates.

Never reveal the identity or profile-specific details of anyone who may be treated for Covid-19 as this may infringe on privacy rights and may violate federal laws.

Important information via dhcr.gov.ae website:
1. DHA Guidelines for the Management of COVID-19 Infection in Health Facilities
2. DHCA HSE Infection Control & Preparedness Plan for Covid-19 Pandemic
3. Dubai Municipality Cleaning & Disinfection Circular
4. Dubai Municipality Food Establishment Circular
5. Template Internal Guidelines for issuance by Entity