



INFORMATION ON COVID-19

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It is important to know that all normal medical services of the IST Clinic, including laboratory and pharmacy services will continue within the IST Clinic under strict preventive conditions. All COVID-19 services will be in a separate custom-built facility next to the IST Clinic in order to facilitate ongoing safe routine and emergency treatment within the IST Clinic.

1. INFORMATION ON CONTACTING THE IST CLINIC WITH COVID-19 CONCERNS

For COVID-19 related concerns

An online form is being prepared so that requests for COVID-19 consultation can be done online. This will come into effect in the coming days.

Until then please use the following telephone numbers and e-mail:

Telephone: 0784-783393 0688-783393 0718-783393 0782-783393

E-mail: istclinic@istclinic.com

For non COVID-19 related appointments

Telephone: 0784-783393 0688-783393 0718-783393 0782-783393

E-mail: reception@istclinic.com

The malaria / dengue season is also imminent, and we have already had cases of patients with COVID-19 symptoms who have malaria. Therefore, it is important to also be aware that fever and flu symptoms can also be caused by malaria and dengue, and to contact/attend the IST clinic for all cases of fever. Normal clinic services are still ongoing, and we are operating a strict separation between COVID-19 suspected cases (using a purpose-built tent outside the clinic) and non COVID-19 suspected cases within the clinic.

For non COVID-19 related consultations, it is also important to make a prior appointment with the IST clinic through the above contact modes (email or telephone) so that you can be given a date and time to attend, so that you will not have to wait and have minimal risk of exposure to other patients at the clinic. You will be requested to wait in your car and called into the clinic by mobile phone or a staff member when you can be seen.

Your cooperation in adhering to these guidelines is greatly appreciated as it will support the IST Clinic medical team in providing more effective and safe services for both patients and staff.

2. Information about the virus

This information is drawn from the websites of the World Health Organisation (WHO), Harvard Medical School, the Tanzanian Ministry of Health, and the United States Centers for Disease Control and Prevention (CDC).

2.1 What is COVID-19?

COVID-19 is an infectious disease caused by a coronavirus, which is a family of viruses that cause respiratory infections.

2.2 What are the symptoms?

The most common symptoms of COVID-19 are

- Fever
- Tiredness
- Dry cough

Some patients may have aches and pains, nasal congestion, runny nose, sore throat or diarrhoea. These symptoms are usually mild and begin gradually.

Some people become infected but don't develop any symptoms and don't feel unwell (however, even if you show no symptoms, you can still spread the disease to others). Illness due to COVID-19 infection is generally mild, especially for children and young adults. Most people (over 80%) recover from the disease without needing special treatment.

Around 1 out of every 6 people who gets COVID-19 becomes seriously ill and develops difficulty breathing. Older people (especially over 70 years), and those with underlying medical problems like high blood pressure, heart problems, lung disease, cancer or diabetes are more likely to develop serious illness. People with fever, cough and difficulty breathing should seek medical attention.

2.3 How long does it take between catching the virus and experiencing symptoms?

The "incubation period" means the time between catching the virus and beginning to have symptoms of the disease. Most estimates of the incubation period for COVID-19 range from 1-14 days, most commonly around **five** days.

2.4 How does the virus spread?

- People can catch COVID-19 from others who have the virus. The disease can spread from person to person through small droplets from the nose or mouth which are spread when a person with COVID-19 coughs or exhales. These droplets land on objects and surfaces around the person. Other people then catch COVID-19 by touching these objects or surfaces, then touching their eyes, nose or mouth.

- The virus can survive on surfaces between a few hours to more than 24 hours. One [study](#) has found the virus can survive on four hours on copper, up to 24 hours on cardboard and up to two to three days on plastic and stainless steel. This is why it is important to clean surfaces regularly, especially door handles, chairs, tables. This can be done with a bleach solution made up of 4-5 teaspoons bleach (Jik) to one liter of water.
- People can also catch COVID-19 if they breathe in droplets from a person with COVID-19 who coughs out or exhales droplets. This is why it is important to stay more than 2 metres away from a person who is sick.
- The virus is not spread by mosquitoes.

3. How to protect yourself and others

3.1 How can I reduce the chance of being infected or spreading the virus?

You can reduce your chances of being infected or spreading COVID-19 by taking some simple precautions:

- Regularly and thoroughly clean your hands with soap and water for 20 seconds, or an alcohol-based hand sanitizer (60% alcohol).
 - *Why? Washing your hands with soap and water or using alcohol-based hand rub kills viruses that may be on your hands.*
- Maintain at least 2 metres distance between yourself and others.
 - *Why? When someone coughs or sneezes they spray small liquid droplets from their nose or mouth which may contain virus. If you are too close, you can breathe in the droplets, including the COVID-19 virus if the person coughing has the disease.*
- Avoid touching eyes, nose and mouth.
 - *Why? Hands touch many surfaces and can pick up viruses. Once contaminated, hands can transfer the virus to your eyes, nose or mouth. From there, the virus can enter your body and can make you sick.*
- Make sure you, and the people around you, follow good respiratory hygiene. This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze. Then dispose of the used tissue immediately.
 - *Why? Droplets spread virus. By following good respiratory hygiene you protect the people around you from viruses such as cold, flu and COVID-19.*
- Do not shake hands. Instead, you could greet with a wave.
- Stay home if you feel unwell.
- Clean surfaces such as door handles, tables, and chairs regularly. This can be done with a bleach solution made up of 4-5 teaspoons bleach (Jik) to one liter of water.

3.2 How can I stay healthy and support my immune system?

Our immune system is our body's "defense system". When we become ill, our body's immune system responds by attacking the disease, thereby helping us to get better. When we are generally healthy, we help to strengthen our immune system. Below is some advice on how to stay healthy and to help our immune system (from [Harvard Medical School](#)).

- Do not smoke.
- Eat a diet high in fruits, vegetables, pulses (beans) and whole grains. Whole grains can be found in brown bread, ugali wa dona, brown rice, and non-bleached flour.
- Take a multivitamin if you suspect that you may not be getting all the nutrients you need through your diet.
- Exercise regularly.
- Maintain a healthy weight.
- Limit your intake of so-called "junk food". These are foods high in sugar and fat but which provide little other nutritional value. Examples are sodas, crisps, sweets, cakes etc.
- Manage your stress level.

- Manage your blood pressure.
- If you drink alcohol, drink only in moderation (no more than one to two drinks a day for men, no more than one a day for women).
- Get enough sleep (8 hours is recommended).
- Take steps to avoid infection, such as washing your hands frequently and trying not to touch your hands to your face, since harmful germs can enter through your eyes, nose, and mouth.
- For pain medication, it is better to take Panadol or Paracetamol. Ibuprofen and other anti-inflammatories (e.g. diclofenac) can reduce the effectiveness of your immune system.

3.3 What do I do if I show symptoms?

If you show any of the symptoms, stay at home and contact the IST Clinic through the channels described in Section 1 above,

You will either be advised immediately, or clinic staff will take your number to call you back and discuss your symptoms and the course of action to be taken. The IST Clinic has a special purpose-built facility outside the IST Clinic which can be accessed via the IST Clinic gate for COVID-19 care. All Covid-19 suspected persons will be directed to this facility while other patients can continue to make use of the normal care facilities of the IST Clinic.

Volunteers are present at the IST Clinic entrance to guide and assist patients to either the IST Clinic or to the COVID-19 care facility outside the IST Clinic on the International School inner parking space.

Strict separation of these two patient streams will ensure safe care for both covid-19 suspected persons and patients attending the IST Clinic for other reasons. This will also support the safety of the health staff of the IST Clinic, as their health safety is essential for the proper and sustained services of the IST Clinic.

Your cooperation is essential in keeping yourself, other patients and the IST staff safe.

If testing is required we request that you do not attend the clinic for Covid-19 testing without prior contact with the clinic, so that the IST Clinic staff can do a telephone triage of your symptoms and plan an appointment for you to come to the clinic to be tested. Volunteers and clinic staff will be present at the IST Clinic entrance and you will be advised to wait in your car or at a safe space outside the clinic entrance once you have arrived, until you are given further instructions on how to proceed with the testing. These measures are to ensure that testing can be planned in such a way that each person is seen and tested individually so that there is minimal interaction between patients attending for testing.

Testing will be done by Tanzanian Ministry of Health staff who will come at the request of the IST Clinic and in cooperation with IST Clinic staff and currently the test result is being released after one day.

It is important to know that all normal medical services of the IST Clinic, including laboratory and pharmacy services will continue within the IST Clinic under strict preventive conditions.

Fever and flu symptoms can also be caused by malaria and dengue fever, especially as the malaria season is imminent, and it is important that these diagnosis and treatment of these and other conditions are not delayed or missed. In order to maximise preventive measures and patient and staff safety we do request that you call in advance to make an appointment so that visits can be planned to limit waiting times and contact with other patients.

Other precautions to take if you get sick:

- Do not go out in public, i.e. work, school, public markets, church and avoid all public transportation. Please do not interact with any of our community groups at this time.
- Do not travel if you are experiencing symptoms. Stay home except to seek medical attention
- If you are experiencing symptoms and live with others in your home, separate yourself to another room if possible, and utilize a separate bathroom

- Avoid sharing household items such as dishes, drinking glasses, cups, eating utensils, towels, bedding, or other items with other people in your home. After using these items, you should wash them thoroughly with soap and water
- If you have a facemask available, wear it while in the same room with other people and when you visit a healthcare provider

3.4 How can I stay informed?

There is available on the WHO website and through your national and local public health authority. Please use reliable news sources, as there is a lot of misinformation on social media:

- Q&A on Coronavirus: <https://www.who.int/news-room/q-a-detail/q-a-coronaviruses>
- Situation reports from WHO, providing updates on number of cases per country: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/situation-reports>
- Harvard Medical School Resources on corona virus: <https://www.health.harvard.edu/diseases-and-conditions/coronavirus-resource-center#general>
- WHO web resources on corona virus: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

The IST Clinic has been in close contact with the Ministry of Health over the past weeks to discuss the best possible testing and treatment options for IST Clinic patients and, following a recent inspection visit by Ministry of Health officials, we hope to provide more information soon.

<https://www.istclinic.com>

<https://www.facebook.com/IST-Clinic-276296966595885>

4. Why is it important that we take measures to slow the spread of the disease, such as physical distancing, and working from home?

4.1 What is physical distancing?

Physical distancing, also known as social distancing, is a measure to slow down the spread of a disease. For an individual, it refers to maintaining enough distance (2 metres or more) between yourself and another person to avoid getting infected or infecting someone else. This is especially important because many people will have the virus but not show any symptoms. This can cause the virus to spread rapidly and hurt those who are most vulnerable.

We are trying to call it physical distancing rather than social distancing, as we need to support each other in whatever way we can, even while we reduce physical contact.

Closing schools and universities, working from home, and avoiding large gatherings are ways to help make physical distancing work at a community level.

Slowing down the rate and number of new coronavirus infections is critical to not overwhelming hospitals, which could lead to large numbers of critically ill patients not receiving life-saving care.

During these times, we recommend reducing your shopping trips, so try to buy a few days' worth of food, if you can. However, it is important not to panic buy lots of food, as we need to make sure everyone can have access to food and supplies. When you go shopping, make sure to wash your hands when you get home, and avoid touching your face and mouth. If you can, it is advised you prepare your own food.

Keep some basic supplies at home, including soap, cleaning supplies, Panadol for pain medication, tissues or toilet paper.

4.2 What can we do while physical distancing?

Many people are now working from home. If you are doing so, we advise that it is important to maintain a routine:

- Try to wake up at the same time every day and follow similar steps that you would if you were going to work.
- It is important to take breaks, even if it just means getting up to have a cup of tea or to visit with your family in another room.
- This will be a good opportunity to work on some tasks that you have been too busy to do! It is great to make a list of these and cross them off to help give yourself a sense of achievement.
- Try to finish work at 5 pm, close your computer and 'switch off' from work. Now that your work place and your home are the same, it can be difficult to 'leave work behind.' Make sure you can create some distance between work and life!
- If you are managing people working from home, here are some great tips on how to do this well: <https://hbr.org/2020/03/a-guide-to-managing-your-newly-remote-workers?ab=hero-subleft-3>

Once you are finished with work for the day, or while you are taking a break, here are a few ideas for things we can do:

- Read a book
- Learn a new skill - maybe there's an online course you want to do?
- Watch some great films
- Dance to music
- Catch up with family and friends

Though it is best to avoid the gym (if you do go, wipe down equipment before and after use), that doesn't mean you can't exercise. Take long walks or run outside (do your best to maintain at least 2 metres between you and non-family members when you're outside), or try some indoor exercise routines. Children need exercise too, so try to get them outside every day for walks.

It's important to stay connected with our colleagues, friends and family. Keep in touch virtually through phone calls, Skype, video, and other social media.

4.3 How can we continue to support each other?

We recognize that this is going to be a difficult time, when a lot of the advice we are given will feel strange, unnatural and unsociable. We understand that it will take some time to get used to this. A very good way to deal with anxiety or fear is to keep busy especially in ways of supporting and assisting others who are more vulnerable and at risk than you are.

We advise you to stay in contact with friends and family, and help them think about how to prepare and what actions they can take. We can keep in touch through phone calls, Skype, Zoom, video, and other social media.

4.4 Avoiding stigma

It is very important we do not stigmatize people during these times. Stigma is a form of discrimination that occurs when people associate a risk with a specific person, place, or thing – like a minority population group – and there is no evidence that the risk is greater in that group than in the general population. Stigmatization is especially common in disease outbreaks, and it hurts everyone by creating fear or anger towards other people, and by creating stress for people who are stigmatized, perhaps limiting their access to medical care.

We can all help to counter stigma by learning and sharing facts without increasing fear, including communicating the facts that viruses do not target specific racial or ethnic groups, and how COVID-19 actually spreads.

We can help to respond with information and positivity when we see behaviour or speech that is harming others, including negative statements on social media about groups of people, or exclusion of people who pose no risk from regular activities.

5. Swahili posters from the Ministry of Health

Wizara ya Afya, Maendeleo ya Jamii, Jinsia, Wazee na Watoto

JIKINGE DHIDI YA CORONA

Homa Kali ya Mapafu Inayosababishwa na Virusi vya CORONA

Toa taarifa kamili kuhusu homa ya **VIRUSI VYA CORONA** AU uonapo Mtu mwenye dalili za ugonjwa huu

0800110037
0800110124
0800110125

Huduma hii ni bure kwa mitandao yote

Limetolewa na Wizara ya Afya, Maendeleo ya Jamii, Jinsia, Wazee na Watoto pamoja na Taasisi zake

JKINGE NA WAKINGE WENGINE DHIDI YA MAGONJWA

Nawa mikono yako kwa maji tiririka na sabuni:



- **Baada ya kukohoa au kupiga chafya**
- **Baada ya kumhudumia mgonjwa**
- **Kabla na baada ya kuandaa chakula**
- **Kabla ya kula**
- **Baada ya kutoka chooni**
- **Baada ya kushika mnyama au kinyesi cha mnyama**

Funika mdomo na pua wakati wa kukohoa au kupiga chafya kwa kitambaa safi au sehemu ya mbele ya kiwiko cha mkono



JIELIMISHE KUHUSU UGONJWA WA HOMA KALI YA MAPAFU
UNAOSABABISHWA NA KIRUSI CHA CORONA

JINSI YA KUJIKINGA



Nawa mikono kwa maji



Funika mdomo na pua



Kaa mbali na mtu mwenye mafua au kikohozi ambaye
ana historia ya kusafiri nje ya nchi

HELMISE KUHUSU UGALWA WA HOMA KALI YA MAPAFU UNAYOSABABISHWA NA KRUDU CHA CORONA.

JINSI YA KUJIKINGA

Nawa mikono kwa maji
Funika mdomo na pua

Kaa mbali na mtu mwenye mafua au kichosi ambaye ana historia ya kuathiriwa ya nchi

JINJWE NA WENJWE WENJWE ENDE YA MAGONJA

Nawa mikono yako kwa maji tiririka na sabuni:

- Bando ya kukohoa au kupiga chafya
- Bando ya kumbukama mgonjwa
- Kabilu na bando ya kuamka chafya
- Kabilu ya kula
- Bando ya kutika chesoni
- Bando ya kutika mnyama au kipele cha mnyama

CORONAVIRUS
Coronaviruses havina kinga wala tiba ili hutibiwa kutokana na dalili anazoonesha Mgonjwa

NJIA ZA KUPUNGUZA MAAMBUKIZI

Ziba mdomo ukikohoa au kupiga chafya
Nawa Mikono kwa Maji tiririka
Usipeane Mikono
Ushirikiane vitu na Muathirika

Kaa mbali na Watu wanaokohoa na kupiga Chafya
Safisha sehemu zinazogusa sana na Watu

DALILI ZA MARA KWA MARA ZA CORONAVIRUS

- Homa
- Kikohazi Kikavu baada ya siku 2-7
- Kupumua kwa tabu
- Kukosa hamu ya kula
- Kuharisha
- Mauzivu ya Mwili kwa Ujumla

DALILI ZA MARA CHACHE

- Homa ya Mapafa
- Homa Kali
- Kukohoa Damu
- Figo Kashindwa kufanya kazi

Utambulizi

Homa kali ya mapafa inasababishwa na Virusi vya 'Corona' ni ugonjwa unaoambukizwa kwa kuingiwa na majimaji yatokayo kwenye njia ya hewa wakati mtu mwenye ugonjwa huu anapokohoa au kupiga chafya. Njia nyingine ya maambukizi ni kwa kugusa majimaji yanayotoka puani (kamasii), kugusa vitambaa au nguo zilizotumiwa na mtu mwenye maambukizi ya ugonjwa huu, au maeneo mengine yaliyoguswa na mtu mwenye Virusi vya ugonjwa huu.

Jinsi ya kujikinga na homa ya Virusi vya Corona

- Kaa mbali na mtu mwenye dalili za mafua mwenye historia ya kusafiri katika nchi zenye mipuko wa ugonjwa huo
- Funika mdomo na pua wakati wa kukohoa kwa kutumia kitambaa safi au sehemu ya mbele ya kivioko cha mkono au nguo uliyovaa sehemu za mikono
- Epuka kugusana na mgonjwa mwenye dalili za za mafua au kikohazi
- Epuka kusalimiana kwa kushikana mikono, kukumbalana au kubusiana
- Epuka kugusa macho, pua au mdomo
- Subiri au epuka safari zisizo za lazima kwenda kwenye maeneo yaliyo athirika na inapolazimu kusafiri pata maelezo ya kitaalamu kabla ya kuondoka nchini
- Nawa mikono kwa maji yanayotiririka na sabuni mara kwa mara
- Ukiona mojawapo ya dalili za ugonjwa huu, wahi kibuo cha huduma za afya
- Vile vile toa tarifa kwenye kituo cha huduma za afya unapo mtu mwenye dalili za ugonjwa huu au piga simu namba 0800110124 au 0800110125 bila malipo.

DALILI ZA HOMA YA CORONA

Homa ya Mikono Mbele, Kikohazi, Kukosa hamu ya kula, Mauzivu ya Mwili, Kiharisha, Kuzuka kwa Kichosi

Matibabu

Ugonjwa huu hauna chanzo wala tiba ya moja kwa moja hivyo kama yalivyo magonjwa mengine yanayosababishwa na virusi, matibabu hufanyika kwa kuzingatia dalili zilizo na ufuatiliaji wa karibu.

Kumbuka ugonjwa huu haupo nchini Tanzania, hata hivyo kutokana na mwingiliano mkubwa uliopo hata kibashara na kijami kati ya Tanzania na nchi nyingine ni muhimu kuchukua tahadhari ili kuzuia usingie nchini.