

### 3. Policies and new approach for NCDs in COVID-19

- Awareness raising communication: Using state-owned communication system to convey messages to people, including information about NCD and COVID-19, SMS from telephone network...
- Issue specialized documents by MOH
  - Guideline for NCDs management in COVID-19 epidemic
  - Guideline on caring health for the elderly in COVID-19 epidemic
  - Guideline on Mental health Care in COVID-19 epidemic
  - Recommendations for the elderly, people with non-communicable diseases.
- Online counseling for patients, people and health workers on NCDs in COVID19 epidemic (at website of Medical Services Administration, MOH).

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- In lockdown area: Provide medical services and drugs delivery at home; District Health Center contact and receive drugs from central hospital to deliver for patients (example: drugs to treat for cancer); Set-up area to examine and treatment for patient in community.
- In case health facilities went into lockdown: patients receive drugs, treatment and management at other hospitals of district level or commune health center in there provinces.
- NCD Patients are treatment and management at Primary health Care facilities and delivered drugs every 1- 3 months (normal: maximum 1 month). Hospitals at the central, provincial levels give priority to receiving emergency, treatment for severe and critical cases.
- Patients should be referred to higher-level hospitals only when they are suspected or had serious complications. In case of referral, it should be contacted with the higher-level hospital in advance to receive confirmation and prepare for receive patients.
- Medical examination and prescription, dispensing medicine for patients are carried out at commune health stations. Dispensing medicine at home can be implemented for special cases

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- Professional support:
  - Tele-medicine is implemented for the primary healthcare facilities (eg: Hanoi Medical University Hospital remotely supports on medical care and treatment for district hospitals of Lao Cai & Quang Binh province).
  - Multi-disciplinary professional board meeting for severe patient with COVID-19.
  - Medical Experts from Central level support for treatment patients at hospitals.