

May, 2020



Online Virtual  
Medical Consultation

# eDoc Launched 7th May 2020

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a product of  **Emergency**  
Medical Services



## International **EMS WEEK** 2020 May 17th-23rd

**#EMSWeek** — a time to honor the dedication of those who provide the day-to-day lifesaving services in the front line, sometimes at great personal risks.

To all our paramedics & EMTs, we celebrate and thank you.



## THIS MONTH

- ▶ Launch of eDoc, A Telemedicine Service
- ▶ ISO Internal Audits
- ▶ LMA Training
- ▶ E-Plus Acquires 10 More Ambulances as a Measure to Support Covid-19 response
- ▶ EMS Week; Keep on Keeping on
- ▶ New Normal, Dispatch Team Shares their Experience as the COVID-19 Pandemic Persists
- ▶ At the Core of Covid-19 Evacuations
- ▶ E-Plus Covid-19 Preparedness and Response
- ▶ Coronavirus Disease (COVID-19) Outbreak Situation
- ▶ E-Plus Social Media Statistics for May 2020
- ▶ Highlights of the Month of May
- ▶ E-Plus in The News (May)

# | Launch of eDoc, A Telemedicine Service

On 7th May, E-Plus launched their TeleMedicine service; eDoc. eDoc is an online virtual consultation platform where users are able to connect to a doctor regardless of their locations. All you need is a device that can connect to the internet and a stable internet connection. The first ten days after the launch were made free, this was to give users an idea on how the platform works and to better understand the telemedicine service.

E-Plus's new Telemedicine service enables virtual consultations with seven doctors. The consultations are done via video calls where the doctor and patient can see each other to enable proper diagnosis. This was done in response to the growing need for remote healthcare especially during the COVID-19 pandemic.

## IMPORTANCE OF TELEMEDICINE

Telemedicine is important more so right now. Some areas of the country are subject to partial lock-down conditions and other restrictions, with the government enforcing a countrywide curfew from 7pm to 5am daily. Whilst some restrictions have been lifted during the day, it is still advised to remain socially distant and only go out for necessary tasks. With this in mind, Telemedicine becomes even more effective.

As the world moves into a more digital era, we expect medicine and many other sectors to shift their focus online as it has become the preferred choice of interaction in today's world. Thus, this is a great time for eDoc to grow.



# | ISO Internal Audits

Quality management team conducts Internal ISO audits as part of the continuous processes of ISO compliance. This exercise is conducted in preparation for the mid year external audits scheduled before the end of June 2020.

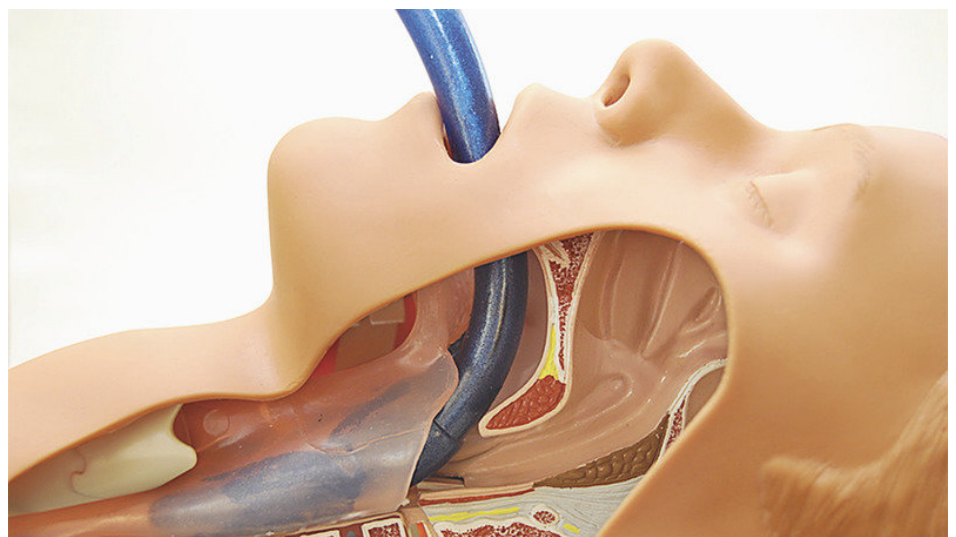
In 2018, E-Plus was awarded ISO 9001:2015 certification and as a result, continuous surveillance audits are conducted to maintain compliance on the set standards.

# | LMA Training

Within the month of May, E-Plus conducted laryngeal mask airway (LMA) to over 50 paramedics as a way of continuous medical training to equip them with the necessary skills.

With the increasing cases of Covid-19, LMA training becomes a necessary experience for the paramedics in the frontline.

The training was conducted by the medical director, Dr. Chrsitine Memusi.



## E-Plus Acquires 10 More Ambulances as a Measure to Support Covid-19 response



## EMS Week; Keep on Keeping on



### Happy EMS Week— Especially this year!

EMS Week dates back to 1974, a special observation and celebration of the essential work performed by EMS providers every day. This celebration is very relevant right now—amidst all the chaos going on in the world.

As thousands are falling ill and society grounded to a near-halt in an unprecedented pandemic, EMS providers keep doing what they do: They keep turning up for work, keep answering calls, and keep providing the best possible care despite uncertainty and risk to themselves. This is very evident amongst us, showing up to put humanity's service at the forefront.

Our EMTs, paramedics and ambulance operators are truly our unsung heroes more so during this tough times. Most times, they're the patient's first encounter with any medical help. They save lives almost every day while putting their own at risk, especially with the COVID-19 pandemic and for their endless dedication, resilience and zeal, we applaud and appreciate them each day!

The diverse nature of EMS means all their regular emergency calls—from simple falls to massive heart attacks and everything in between—don't stop just because a new threat's grabbing headlines. And they've kept answering those too.

To all health workers in the EMS sector, enjoy EMS Week—you've really earned it this year!



# New Normal, Dispatch Team Shares their Experience as the COVID-19 Pandemic Persists

The COVID calls are different from the normal calls. Already before a call is made, the caller is in distress. We therefore try to calm their anxiety down so as to get the necessary information required before an ambulance can be dispatched.

Although the disease has a low mortality rate, people worldwide are afraid of being infected and still view it as a death sentence. This new reality -the COVID-19 pandemic- involves a lot more caution by first responders and dispatchers making sure infections don't spread.

One of the major customer concerns on the COVID cases include; the sight of the team in full PPE. There's a lot of stigma still attached to COVID and many clients are afraid that neighbors or on lookers will assume the worst even when the client is not positive. Some even ask to be picked somewhere else not at their homes. This stigma is as a result of the coronavirus disease being a new disease and much is still unknown about it and thus people tend to treat it with fear.



The biggest concern for us however, is the fear that a team that previously handled a COVID case may be unknowingly exposed and we may be at risk of infection. Regardless, we

continue following the precautionary measures set by health officials to keep ourselves safe and hope for the best.

~ Salim Thiga, Dispatch Supervisor

## At the Core of Covid-19 Evacuations

It's not as usual as you may think. Whether during the day or at night, paramedics are swamped in unusual exercise. Evacuating patients of Covid-19 or suspected cases of the disease is not usual. It's not easy. Donned in those PPEs, the crew are fighting with anxiety of, "**What if I contract this disease?**", temperatures rise and sweating becomes part of them while on transit. It can be uncomfortable, but the urge to save a life takes precedence in their activities.

**#WeAreInThisTogether.**



# E-Plus Covid-19 Preparedness and Response

- E-Plus continues to work with the ministry of Health to support Covid-19 response for suspected cases and confirmed cases.
- E-Plus management team continues to hold briefings and monitoring sessions on the preparedness and response to the pandemic.
- E-Plus has stepped preparedness measures by procuring and distributing of necessary PPEs to all staff in the frontline.
- We continue to sensitize and train staff on the emerging updates around covid-19.
- E-Plus normal operations continue uninterrupted. Ensuring every Kenyan with different emergency needs are responded to without delay.
- E-Plus continues to sensitize public on the covid-19 measures through social media platforms.
- Through strategic communications approach, E-Plus continues to engage media to celebrate the great work of paramedics especially during this pandemic times.
- E-Plus has been engaged by Westgate Mall and TRM to provide covid-19 screening at the gates.
- E-Plus is exploring new approaches to business operations in the advent of the novel virus to ensure the needs of our clients and stakeholders are met sufficiently.
- E-Plus Acquires 10 More Ambulances as a Measure to Support Covid-19 response.

## E-Plus Preparedness Activities



Training of Staff on Preparedness and handling of patients

– **300**



Evacuation of Covid 19 suspected and confirmed cases –

**1057**



Contact Tracing of Covid-19 cases –

**86**



Testing of Staff for Covid-19 -

**129**



Training paramedics and EMTs on Covid-19 Swab collection; to support the exercise periodically -

**66**

staff trained



LMA Training

**62**

## Monthly Observations & Recommendations



More and adequate supply of protective gear for the staff in the frontline



Continuous daily briefings are helping for timely address of key issues of concerns for smooth operation



Psychosocial support for the ambulance crew



Continuous motivation for the staff during this pandemic

# Coronavirus Disease (COVID-19) Outbreak Situation

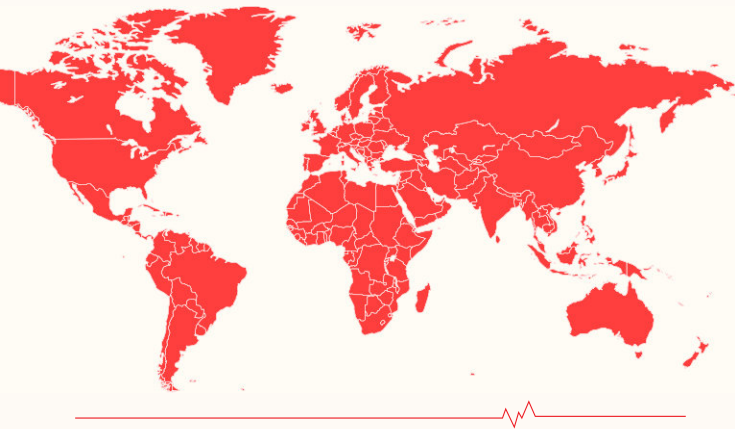
Global Covid-19 Update

**6,057,853**

Total Confirmed

**371,166**

Deaths



Kenya Covid-19 Update

**2021**

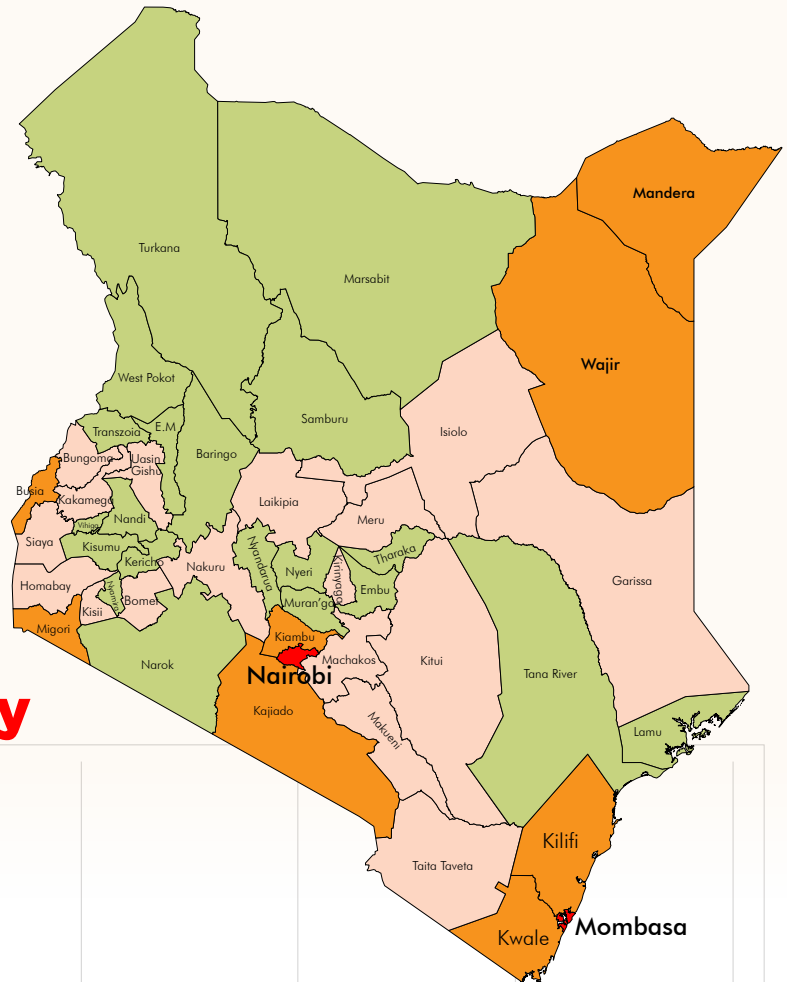
Confirmed

**482**

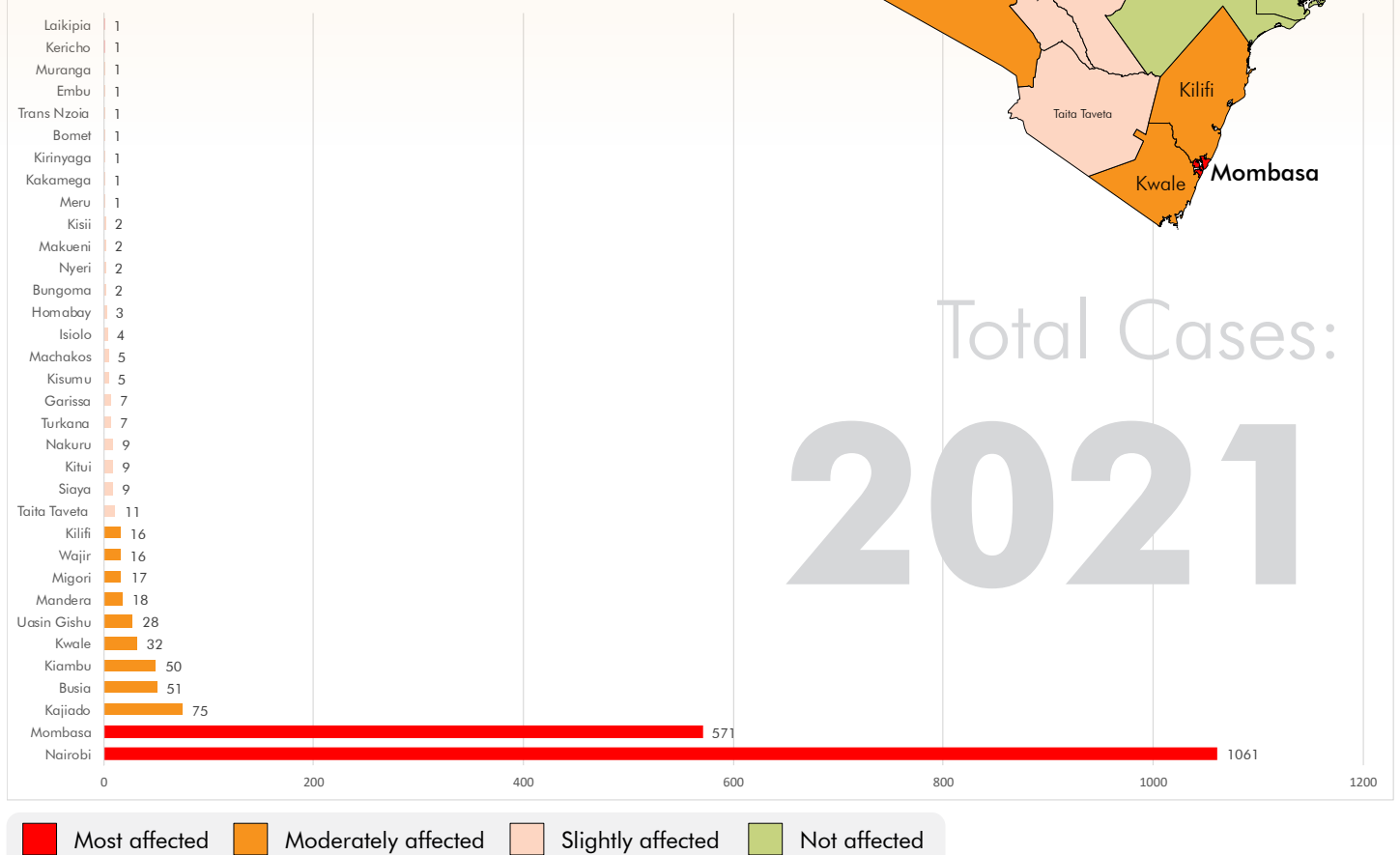
Recovered

**69**

Deaths

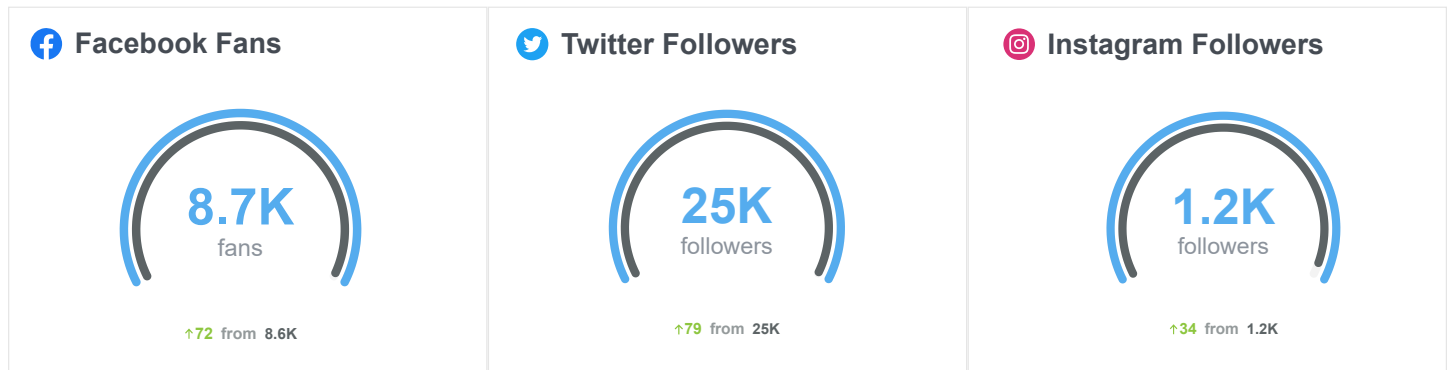


## COVID-19 County Tally



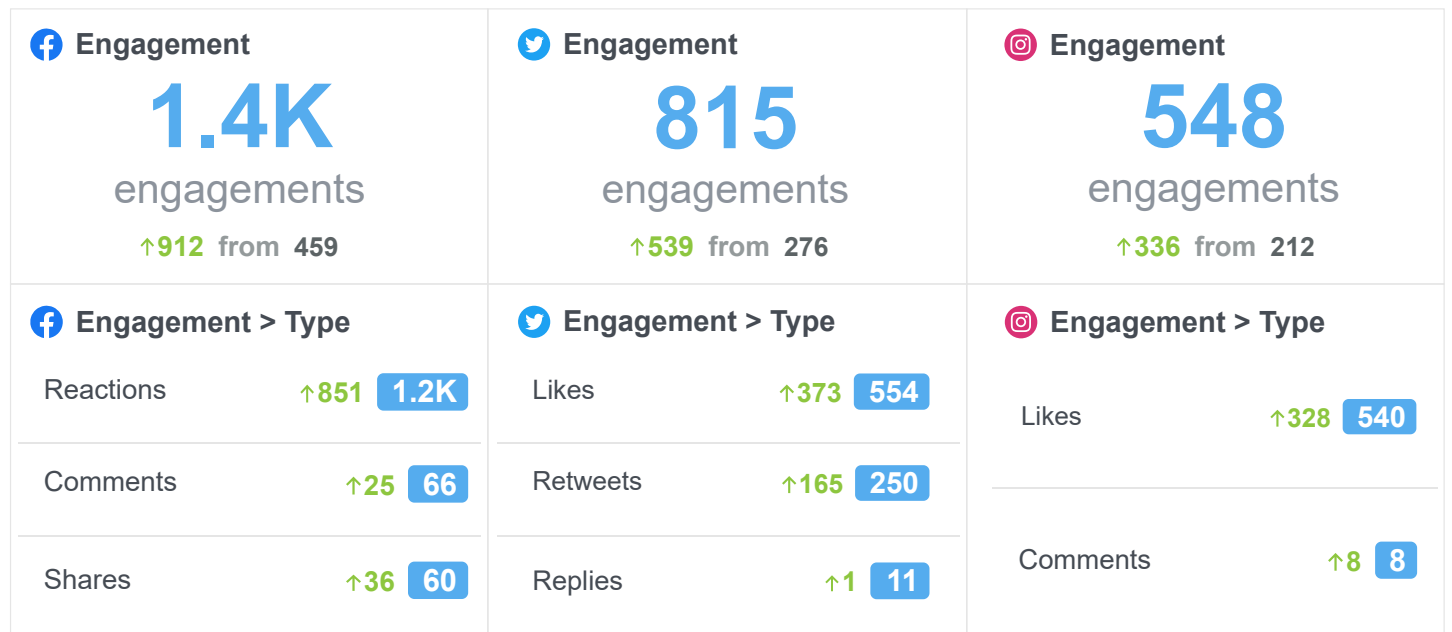
Data as at 1<sup>st</sup> June 2020 | Source: MoH & WHO

# E-Plus Social Media Statistics for May 2020



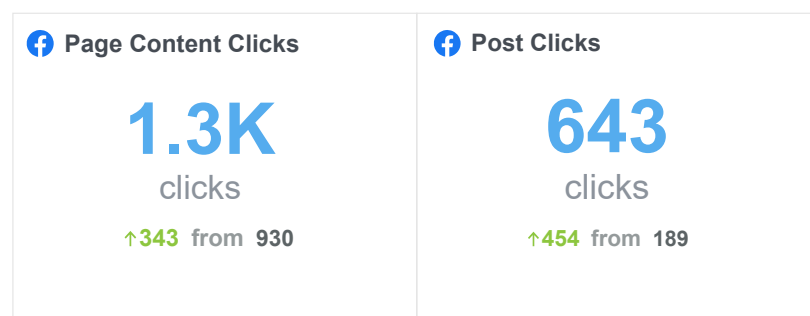
Within the month of April, we received increase of 72 fans on Facebook, 79 followers on Twitter and 34 followers on Instagram

## Engagements



Throughout the month, there was increase of online engagement with audience, reaching 1.4k on Facebook, 815 on Twitter and 548 on Instagram

## Clicks



Facebook: Within the month of April, we received increase of 343 Content clicks from 930 to 1.3k and 454 Post clicks from 189 to 643



# Highlights of the Month of May

## in the Country:

- Targeted mass testing done in areas identified as hotspots; Kawangware, Eastleigh & Mvita Mombasa.
- Cessation of movement in and out of Eastleigh and Old Town Mombasa for 15 days. Eateries, markets within the two areas to remain shut.
- Thursday 28th May recorded the highest number of new cases, 147.
- All truck drivers coming to Kenya or going to neighboring countries must be tested 48hrs prior. Certificate must be renewed every 14 days.
- Government quarantine facilities made free, only essential services to operate in Mombasa's port, a new ferry was introduced at Likoni Ferry to ensure social distance.
- National testing capacities expanded with 16 laboratories as compared to the 2 prior labs.
- Launching of a WhatsApp bot (Number 0110 719 719), a self-diagnostic tool to provide information on Covid-19 as requested.
- Cross border trade hitch between Kenya and Tanzania as a result of tough measures on testing all truck drivers at the main borders of Holili and Namanga.
- Calls for proposals on schools re-opening options and plans

## E-Plus:

- Continuous staff briefings on preparedness and response for covid-19
- Training on the Use of Ventilators in the ambulance conducted
- Crew Interviews by AFP media for E-plus response feature conducted
- 1057 Evacuations done as at 28th May, 2020
- E-Plus Acquires 10 More Ambulances as a Measure to Support Covid-19 response.

## E-Plus in The News (May)



"This has been a good experience, in the beginning it wasn't as easy dealing with COVID cases but with time and more training, it got easier and better"

– Qamar Gullied, E-Plus Paramedic  
| [Click here](#)

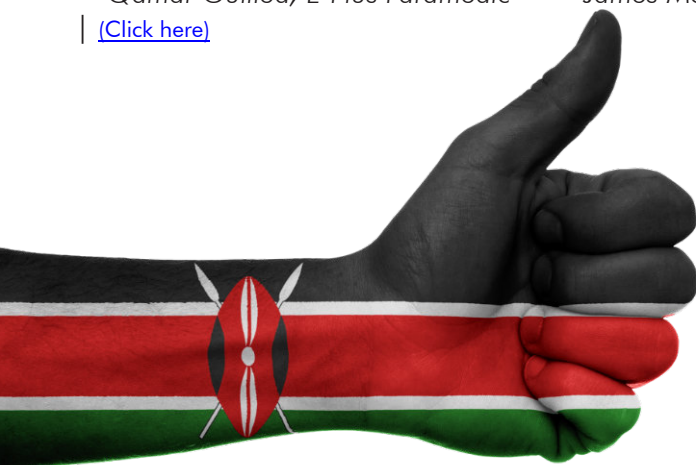


"Have emergency numbers. Ensure you have basic first aid knowledge, first aid may save someone's life or reduce severity of the incident."

–James Mochama | [Click here](#)



How Kenya's E-Plus ambulances respond to COVID-19 emergencies | [Click here](#)



Happy  
**MADARAKA**  
Day

We wish you a **Happy Madaraka Day** as Kenya celebrates **57 years** of self independence

*We will appreciate your comments for the next issue*