

## **ETC PACIFIC •** COVID-19 OPERATIONAL PREPARATORY ACTIONS



Using telecommunications effectively for COVID-19 preparedness and response

National Emergency Telecommunications COVID-19 preparedness and response

> Continual functioning of essential telecommunications infrastructure & systems for COVID-19 preparedness and response

Work with ministry/department of health to define likely telecommunications/ICT problems and solutions

Work with ministry/department of health to define their telecommunications/ICT requirements for COVID-19 preparedness and response including for a PHEOC Facilitate public interaction with health authorities - 1) country wide short code, toll free number, same for all providers; 2) radio communication for outer islands; 3) radio/tv; 4) internet

Facilitate other sector deployment teams with technical [tele]communications/ICT advice

Facilitate technical means and modes for ministry/department of health to send and receive messaging and information Multi platform, multi format

Continue with all of the above actions

Check service provider capability regarding business and service continuity in case of reduced personnel capacity

## Facilitate Public Interaction with Health Authorities Short Code, Toll Free Number

- Public health advice encourages people to call in for COVID-19 reporting and/or queries
- 2) Set up a short code (3-digit) number for COVID-19, same for the whole country and for all providers
- 3) The 3-digit short code should go to a number provided by the health authorities
- 4) Health authorities should take the lead in receiving calls
- 5) Toll free to encourage people to call cost/lack of phone credit should not be a barrier

## TIPS In case of potential call centre set up for COVID-19

- 1) Short code allocation
- 2) Short code implementation
  - a. Ministry/department of health needs to provide what numbers the short code will be routed to <u>or</u> if the call centre will be for initial screening and then routing
- 3) COVID-19 FAQs for call centre operators
  - a. Including numbers for where non-health related calls/queries should go
- 4) Investigate both government and private call centre options
- 5) Training for call centre operators
- 6) Funding for call centre and/or toll-free line
- 7) Propagation of short code number to the public