



LiveWell Initiative LWI TELEHEALTH SERVICES	Page 1 of 3
Title: SOP FOR LWI COVID-19 RESPONSE TEAM (LWI-CRT)	
Effective date: Immediately	

SOP FOR LWI VOLUNTEERS FOR COVID-19

Purpose: The purpose of this SOP is to establish the guidelines for the code and conducts of LWI Volunteers for COVID-19.

Responsibility: It is the responsibility of all volunteers to be a good representative of LWI by portraying LWI Culture: **Accountability, Transparency and Ethics**; with proper adherence to operational guidelines and procedures.

As LWI Volunteers for COVID-19 Response Team, your reporting officers are:

LWI COVID-19 Response Team Lead- *Abigail Peterson*

Deputy Team Lead- *Kingsley Henshaw*

Welfare Officer- *Joy Ekoh*

Clinical Team Lead- *Uche Okozie*

As need arises, you will however report to the above listed officers respectively, on all matters including remuneration and welfare.

Procedures:

1.0 LWI COVID-19 Response Team for Telehealth

1.1 Scope: This standard sets forth the basic requirements for a suitable LWI volunteer for COVID-19 response team (LWI-CRT)

1.2 Procedure:

- This is a 24 hours Telemedicine Service and a 2-man team of healthcare personnel to offer this service **per shift**.
- Volunteers must ensure that tasks entrusted to your care are dutifully executed by strict adherence to operational guidelines and protocols
- The Call Center must not in any way be vacant and all calls must be well attended to.
- There must be a proper bio-data (Name (First & Last name), Address, Phone Number, Sex and Age) capture of all callers.
- There must be proper keeping of records of the conversation done on phone, including referrals, if any.
- Knowing full well that this is a service rendered virtually, call responder must ensure to make your potential clients comfortable on phone. No nagging is allowed while receiving calls
- Responder should encourage video call with clients, if necessary.
- Referral should be done either by the Doctor on duty or by the Team Lead.
- You shall direct your question to any of the above listed team lead
- Operational guidelines must be strictly followed.
- The response team lead should send in a one-paragraph report of daily activities.

2.0 Team Lead Duties and Responsibility

2.1 Scope: This standard sets forth the basic requirements for the LWI-CRT Team Lead

2.2 Procedure:



- You shall always ensure the smooth running of the Call Centre services.
- You shall ensure proper documentation of services rendered.
- You will supervise overall activities of the Team from time to time.
- You shall work in synergy with your deputy to submit daily report to LWI Operations Manager.
- You shall ensure that no team member leave his call post vacant.
- You can re-schedule the team on a time shift level per day.
- You shall report any anomaly to LWI Management.
- You shall take necessary disciplinary action as indicated in this SOPs.

3.0 Deputy Team Lead Duties and Responsibility

3.1 Scope: This standard sets forth the basic requirements for the LWI-CRT Deputy Team Lead

3.2 Procedure:

- You shall work with your Team Lead to ensure a smooth running Telemedicine services.
- You shall compile a daily report of the documentation of all the services rendered for each day and send it to your Team Lead.
- You shall draw the attention of your Team Lead to any anomaly or misconduct by any of the team, who will then take necessary action.

4.0 Welfare Assistant Duties and Responsibility

4.1 Scope: This standard sets forth the basic requirements for the LWI-CRT Deputy Team Lead

4.2 Procedure:

- You shall ensure that your entire team members are in good healthy state.
- You shall oversee the general welfares' like feeding, lodging, etc., of the team.
- You shall report any gap to the Deputy Team Lead.
- You shall also prepare a daily report of welfare activities as need arises and send to the Deputy Team Lead.

5.0 Code of Conduct

5.1 Scope: The standard outlines the procedure for general etiquette and code of conduct to be adhered to at all times

5.2 Procedure:

- No staffer shall vacate his duty post for whatever reason during his or her shift
- No staffer shall depart from the duty post until his or her reliever comes.
- English is the official language
- Scrubs is the official dress code and **must be worn at all times**
- Work shoes must always be worn – Crocs are also allowed
- Staffers must communicate at a polite level of language and pitch, in proper
- English language. No pidgin English is allowed

6.0 Disciplinary Procedure

6.1 Scope: The standard outlines the disciplinary action that must be taken in the presence of breach of conducts

6.2 Procedure:

- In case of poor respondent (which can be observed through documentation), the Team Lead must ensure that the responder re-place the call to the clients, starting with apologies.



However, if noticed that a team member is in this habit, the Team Lead should report to the Operations Manager for immediate replacement.

- If observed that any team member is not working with enthusiasm or not diligent with his work, the Team Lead should see to it and seek for replacement when appropriate.
- There is **ZERO TOLERANCE** for immoral behavior, as this attracts immediate dismissal. All team members must learn to keep their emotion in check and concentrate on the work.

PICKING YOUR CALL:

- **Hello , Welcome to LiveWell Initiative LWI , How may I help you?**
- **Ask basic questions – If any symptoms proceed to recommend online test**
- **If no symptoms proceed to counseling and thereafter recommend simple remedies or refer to NON-COVID Hotline**

REFERRALS:

- **All referrals for COVID-19 SUSPECT OR PROBABLE CASES ARE AS FOLLOWS:**
- **SUSPECT CASE has been exposed or recently travelled with symptoms**
- **PROBABLE CASE is asymptomatic but has travel history or is exposed to a COVID-19 Positive person**
 - Refer the caller to run a COVID-19 online test
 - Caller to proceed to COVID-19 Testing Center if the Score is high in probability
 - Caller to call 08000CORONA
- **All referrals for NON-COVID CALLERS ARE AS FOLLOWS:**
 - After conversation, counsel and offer best advise on health
 - Recommend palliatives where necessary
 - For Prescription Refills or OTC Medicines refer to BERNADOS PHARMACY 08170307808 or 08075416272, or FAMILYCARE INTEGRATIVE PHARMACY 08094308361 OR DRUGSTOC 07037871214 or 08096879999 or ALPHA PHARMACY 08033472525 or 08022237157
 - If further NON-COVID care is needed, refer the client to dial 08000EKOMED (08000356633)

CHLOROQUINE POLICY: LWI believes in the Chloroquine Policy and we have launched our Study Protocols 1,2, 3....; currently in collaboration with a few hospitals including LUTH, UCH, EDO , KADUNA, BAUCHI institutions.

FORCE MAJEURE:

- The COVID-19 NCDC RESPONSE TEAM Toll Free **Number is:** 080097000010; Whatsapp: 07087110839; SMS **Number:** 08099555577; Call: 07036708970 to pick up such a person
- Please adhere strictly and you will be safe

OUR MANTRA:

#StaySafe #StayAtHome #TakeYourAntioxidants #FlattenTheCurve
#LWICovid19ResponseTeam
THANK YOU.

sgd

LWI Management