

Global Congress on Integrated Healthcare

A joint Conference in Collaboration with United Research Forum, UK and Mutah University, Jordan

Under The Patronage of his Excellency Dr Yousef Goussous

May 15 - 16, 2022 | Hotel Crowne Plaza Dead Sea, Jordan



A solution to the issue of high demand for the emergency department services during the Covid-19 pandemic, done by newly graduated students from the faculty of Medicine

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Abstract

Introduction: For decades, the triage system in the Accident and Emergency Departments in Jordan was facing multiple challenges due to cultural and medical issues, during the COVID-19 pandemic, the pressure increased even more during the lockdown. In this paper, we discuss how newly graduated students from the faculty of medicine from Mutah University started the initiative “For a Healthier Jordan”, to cope with the issue of elevated pressure over the Accident and Emergency Department services during the lockdown, by communicating with patients on the phone and by doing a home-based triage system all over the country.

Methods: A team of 150 doctors from different specialties, 50 nurses, and 10 pharmacists were triaging patients, providing medical and surgical services at home, and helping in the transportation process for cases that need hospital care. The team also provided free medical care including medications, lab investigations, and medical supplements to insure full home management for most of the cases without the need for transfer. Suspected COVID-19 cases were all transferred to the Ministry of Health facilities for further evaluations and management. Moreover, after 2 months of lockdown, around 40 doctors of the team were trained on COVID-19 PCR swabs and then volunteered in the Survey Investigation Team of the Ministry of Health.

Results: 50,000 phone calls from patients were dealt with by our doctors, all the patients' questions were answered, their cases were evaluated, and medical care was provided to them.

3000 home visits were done by the team to provide home-based evaluation and management and we were able to treat 74% of the patients at home without the need for Accident and Emergency transfer.

1000 patients received medications from our available resources for free, including pain killers, chronic medications, antibiotics, and surgical wound dressing.

After our team took a place in the Survey investigation team of the Ministry of Health, around 40,000 COVID PCR swabs have been done by us.

Conclusion: The initiative showed how much our Jordanian doctors are willing to work together for the interest of their country and their patients, and how much we needed to work more to upgrade our triage system in order to enhance the quality of the medical services that is provided.

Biography

Fresh graduated doctor from Muath university in 2019
Junior doctor In different emergency departments in Jordan private hospitals.
General medical council registration 2021
Junior doctor in Salford Royal Hospital Urology department starting from 6/2022
Founder for “ For A Healthier Jordan Innitiative “ in Covid-19 pandemic