

Our response to C-19 Health Crisis -2021

FOUNDATION FOR RURAL INTEGRATED ENTERPRISES & DEVELOPMENT [FRIEND]

COVID-19 Response

- During lockdown families in isolation were provided with Food relief at the request of Ministry of Health through the Commissioners Office
- When Lautoka hospital went into lockdown. FRIEND with FWCC provided beddings and personal items to staff of the hospital.
- In consultation with MHMS and WHO set up Telehealth services on toll free line 165, hired private GPs to attend to NCD patients and provided NCD medication to Lautoka and Nadi hospital pharmacies connected to 165 line. FRIEND provided all laptops, internet connections.
- When Suva went in crisis the line 165 was extended to central division. Service available in 3 languages through the toll free line served NCD patients, RHD, St Giles, Medical, Surgical, Ob Gyn and Opthomology
- Medication and equipment supplied to outreach teams
- COVID line and ambulance lines were added for Central and later Western division
- Emergency support is still continuing for families in quarantine and families impacted economically through the pandemic.
- Families in Suva, Nadi and Lautoka are being supported with fresh produce through UN Markets for Change.
- Requests received through the 165 COVID from families in quarantine are being supported through partners.



165 Helpline



- The operation of the 165 helpline will continue as per conversation of MoH
- The 4 ambulance lines for the Western Division are no longer in operation as the service is now once again being managed by MoH with the reduction in cases.
- Requests for food support from families in isolation received via line 2 are being assessed and assisted.
- FRIEND supported 15k families with food during the pandemic. Also supported children's and senior citizen homes in central and western division. Service now also focusses on livelihoods.



	22.06	.2021 – 30.06	.2021	01.07.2021 – 31.07.2021			01.08.2021 - 31.08.2021			01.09.2021 - 30.09.2021			01.10.2021 - 31.10.2021		
Extension	Total	Total	Total Calls	Total	Total	Total Calls	Total	Total	Total	Total	Total	Total Calls	Total	Total	Total
	Inbound	Outbound		Inbound	Outbound		Inbound	Outbound	Calls	Inbound	Outbound		Inbound	Outbound	Calls
Ext 1: Ambulance Central	0	0	0	3254	3349	6603	1501	1497	2998	480	473	953	626	536	1162
Ext 1: Ambulance Western	0	0	0	0	0	0	887	4	891	360	0	360	33	0	33
Ext 2: COVID Helpline [Counsellors]	0	0	0	3482	807	4289	8014	1382	9396	1562	391	1953	446	33	479
Ext 2: COVID Helpline [Doctors]	0	0	0	287	356	643	491	348	840	64	85	149	12	1	12
Ext 3: Medical & Cardiac Clinic	0	0	0	220	10	230	358	25	383	219	25	244	230	7	237
Ext 4: Diabetes Hub	86	17	103	261	87	348	98	25	123	44	29	73	17	16	33
Ext 4: Psychiatric Clinic [St Giles]	42	3	45	15	0	15	17	0	17	12	0	12	5	0	5
Ext 5: Children's Clinic	29	0	29	38	14	52	50	0	50	17	0	17	7	0	7
Ext 6: Surgical Clinic	0	0	0	148	53	201	92	4	96	78	1	79	57	1	58
Ext 7: Obstetrics & Gynecology Clinic	0	0	0	35	1	36	26	3	29	12	0	12	0	0	0
Ext 8: Cancer Clinic	0	0	0	29	0	29	15	0	15	15	0	15	6	0	6
Ext 9: Eye Clinic	0	0	0	30	0	30	135	0	135	249	0	249	358	0	358
Ext 0: Operator	299	162	461	1417	395	1812	802	235	1037	381	123	504	234	72	306
Total Calls	456	182	638	9216	5072	14288	12486	3523	16009	3493	1127	4620	2031	666	2697

Thank you