

COVID-19

Dear Customers,

You will be aware of the ongoing outbreak of respiratory illness caused by a novel coronavirus (COVID-19), which was first identified in Wuhan, in the Hubei province of China. On 30 January 2020, the WHO declared the outbreak as a **Public Health Emergency of International Concern**.

Ministries of Health and National Public Health Agencies worldwide are taking the necessary steps to keep people informed, protect citizens and introduce interventions to help curb the spread of this outbreak.

Diagnostic testing for COVID-19, for patients who meet the case definition (suspected case of pneumonia associated with a novel coronavirus), continues to be carried out by reference laboratories and specialist laboratories with assured testing capabilities. Country guidelines have also been issued for specimen collection and laboratory testing.

To ensure that this new organism is imported into ICNET, please check with your local laboratory on how this test will be reported. Contact the ICNET Service Desk with a sample message detailing:

- the test code that will be sent in the feed and
- the result code e.g. detected/ positive/ negative etc.

Our Service Desk team will then work with the right ICNET team(s) to ensure that the tests are configured in Rhapsody lookups, the codes are added to Codes Explorer and LabSift rules updated (if required). Please note, a small service charge may apply.

As an ICNET user, we would like to remind you that the system offers tools that can assist with the infection prevention and control efforts at local healthcare facilities in situations like this. You can utilise various functionalities including alerting, tagging, re-admission alerts, contact tracing and symptom tracker. Our new Outbreak Manager product is also available with advanced technological capabilities to deal with the vast amounts of data that are processed in outbreak situations.

At this time, we know that as public health and infection prevention and control (IPC) professionals you will be strictly monitoring adherence to IPC guidelines and as such you can utilise the surveillance utility function to document and analyse audits of preventative processes including hand hygiene, use of PPE, isolation precautions, etc.

All major Ministries of Health and national Public Health Agencies continue to closely monitor developments in their respective countries and around the world and share information as necessary, so please refer to the relevant website(s) for most up-to-date information on this rapidly evolving situation. We, at ICNET are continually dedicated to supporting all our customers so please contact your local Account Manager if you have any further questions.