

GSACS COUNSELORS TO COUNSEL PATIENTS IN QUARANTINE

April 12, 2020

GSACS counselors are first line of contact who take up telephone calls on working landlines and counsel patients in quarantine and isolation in facilities and Home. This service will be extended using mobile phones in the coming days.

These Counselors assess the callers on a psychological scale, and if they score more than 6 points or if they have severe anxiety, suicidal ideas or severe loss of appetite and sleeplessness. They then ask the caller to seek an appointment on covidav.com. If one is unable to do so then a health worker maybe asked to help the patient.

Once they seek an appointment those in quarantine and isolation get priority consultation with a psychiatrist volunteer. Who either decides to medicate patient or refers patient to a clinical psychologist for sessions.

The treating team also schedules follow-up sessions as per each doctors or psychologists assessment.

Alternately any one in quarantine or isolation can directly seek an appointment on covidav.com.

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DIRECTORATE OF INFORMATION AND PUBLICITY.
THIRD FLOOR,UDYOG BHAVAN,
NEAR AZAD MAIDAN, PANAJI GOA