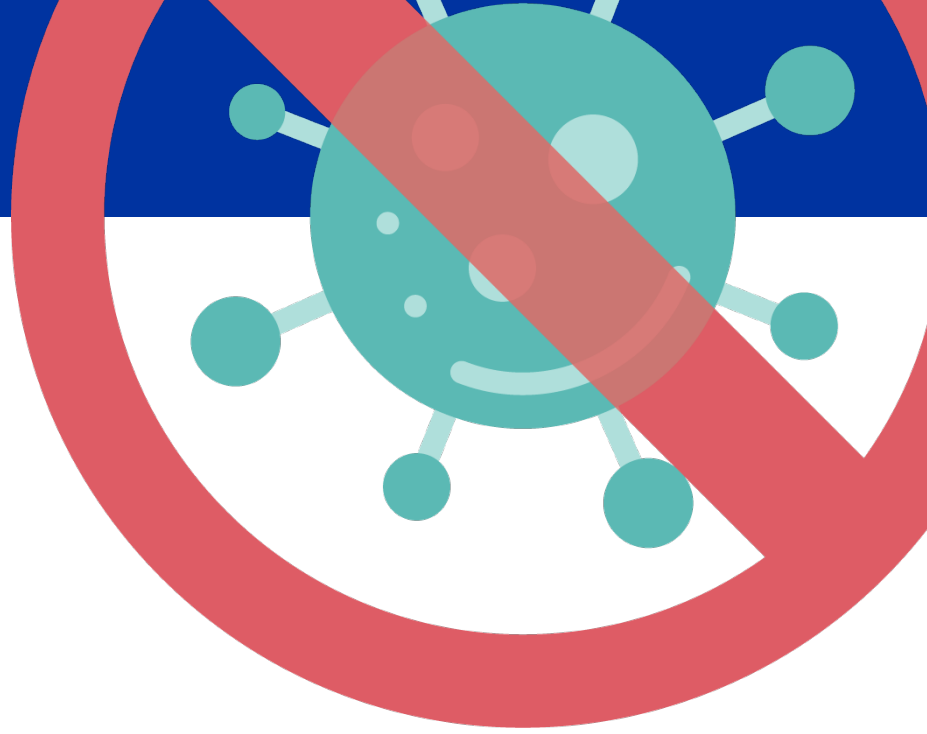


GENERAL ADVISORY ON IOM-MHC NEW PROCEDURES IN RELATION TO THE COVID-19 PANDEMIC

To Our Valued Clients:

To ensure your safety and protection within the clinic in the context of the COVID-19 pandemic, please be guided by the following intensified guidelines implemented in all points of contact as you proceed with your health assessment in IOM-Manila Health Centre.

GENERAL GUIDELINES



OBTAIN EMAIL CONFIRMATION OF APPOINTMENT PRIOR TO VISIT

To request for an appointment, please download the booking form found in the IOM - Manila Health Centre website. Once form is completed, send it to **mhc.can@iom.int** for Canada applicants or **mhc.uk@iom.int** for UK applicants. It is important that you receive a CONFIRMATION EMAIL before visiting the clinic for your appointment. Only those who received a confirmation email will be allowed to enter the IOM - MHC clinic.

For follow-up cases, please email also mhc.can@iom.int or mhc.uk@iom.int to coordinate your visit to the clinic. Kindly follow any instructions given in the reply to your email.

**Note: For applicants in need of special assistance such as the elderly, pregnant women, PWD or minors, only one (1) companion is allowed.*



APPLICANTS WILL ONLY BE PERMITTED TO ENTER THE CLINIC AT THEIR EXACT APPOINTMENT TIME

This policy is aimed at maintaining physical distancing and to avoid crowding.



NO WALK-INS

Please directly communicate with us through the IOM-Manila Health Centre official contact channels to schedule your appointment, for follow-ups and to make inquiries. Please refer to the contact details below:

Landline: **(+632) 8883-9333**
(+632) 8883-9339

Mobile Numbers: **+63-9175934688**
+63-9199934667

UK email: **mhc.uk@iom.int**
CAN email: **mhc.can@iom.int**



BRING ALL THE REQUIREMENTS FOR YOUR MEDICAL EXAM

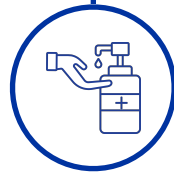
Please bring the documents indicated in the list of requirements for your test to avoid any delays during your health assessment.

The clinic only accepts cash payments. Please make sure to bring sufficient cash for your medical fees, with extra in case of additional test(s).



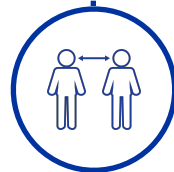
NO MASK AND FACE SHIELD, NO ENTRY

Although the use of face shields has been made voluntary in areas under Alert Levels 3, 2 and 1, the use of face shields in medical and quarantine facilities is still mandatory, as well as the requirement that healthcare professionals use them in healthcare settings.



PRACTICE FREQUENT HAND HYGIENE

Use the hand disinfectants readily available inside the clinic. Wash hands with soap and water when they are visibly soiled.



MAINTAIN PHYSICAL DISTANCING AT ALL TIMES

Please follow the markings on the seats and floors which indicate adequate distancing. Dedicated staff will help facilitate physical distancing between all clients from registration, photo capturing, payment, diagnostics and during the entire health assessment process.



BRINGING OUTSIDE FOOD AND DRINKS IS HIGHLY DISCOURAGED

However, if applicants need to eat due to certain medical condition(s) kindly inform IOM staff to assist you. Please note that fasting is not required for the medical exam. Water dispensers are available inside the clinic, please bring your own reusable water bottle.



STAY AWARE OF THE LATEST INFORMATION ON COVID-19

You may refer to the posters, and infographics from the WHO and DOH displayed inside the clinic.

SPECIFIC GUIDELINES

PRE-ENTRY

- 1 Upon reaching the clinic on the 15th floor, you are required to proceed directly to the hand washing area. Thoroughly clean your hands using soap and water; you may refer to the proper hand washing instructions available inside the wash room.
- 2 After thoroughly washing your hands, approach the security personnel (guard post) to verify your appointment, once verified the security personnel will give you a queue number.
- 3 Once queue number is collected, please proceed to the screening triage. An IOM-MHC medical staff will facilitate the screening process. Please adhere to all the instructions from the medical personnel in-charge during and after the screening process.
- 4 When permitted to enter the clinic, please use the disinfecting foot bath before going inside.

DURING HEALTH ASSESSMENT PROCEDURES

- 1 Upon entering the facility, a designated IOM Staff will check your requirements and provide assistance with regard to the guidelines to be followed while inside the clinic premises.
- 2 Please allow the designated staff to assist you from point to point to observe adequate physical distancing as you proceed with the health assessment process.
- 3 Most of the medical personnel will be on Personal Protective Equipment (PPE) as they provide health services to the clients. Please be aware that this is a way to ensure protection and safety of both the IOM staff and the applicants.
- 4 Please do not hesitate to approach any IOM-MHC staff for any assistance you may need during the course of your medical exam especially when experiencing symptoms of respiratory infection.

EXIT

- 1 Kindly wait for the final advice from the reception staff before leaving the clinic premises. Please avoid loitering or any unnecessary interactions with other clients.
- 2 Please be reminded that all follow ups should be made only through the clinic's official channels. Your health and safety is of paramount importance to us. We appreciate your support and understanding as we implement these precautionary measures to protect our clients, our staff, and our families from the spread of COVID-19.