

COVID-19 FAQs for International Community Support - Chiang Mai (updated 17th April 2020)

Health Advice

The objective of these FAQs is to provide clear advice about how to protect and care for yourself and your family, to recognize when you need medical services, and how to contact them in an emergency. We advise against panic and reliance on social media for information. It is important to remain calm, avoid hysteria and maintain your mental health during this outbreak.

Groups at increased risk of severe disease include persons over 60 years of age and those with chronic illnesses, obesity, and cigarette smokers.

Essential advice to protect yourself includes; 1) stay at home unless it is absolutely necessary to go out, 2) wear a cloth or paper mask when outside your home, 3) wash your hands often, 4) keep frequently touched surfaces clean and, 5) maintain a distance of at least 1.5 meters from other persons.

The Ministry of Public Health has published a dedicated hotline for non-Thai speakers to call in cases of COVID-19-related emergencies.

The two numbers are *096 8478209* and *092 7260474*. [sometimes it takes them a while to answer, if you do not get a response, try the general number below]

1422 is a general number operated by the Disease Control Department for all coronavirus related questions (recommended for Thai language speakers only).

What are the symptoms of COVID-19 infection?

You might not feel anything for a few days. Some young people do become infected, but generally the older you are, the higher the chance of having symptoms or complications.

Key symptoms are

- Fever (body temperature of 37.5 Celsius or higher)
- fatigue
- sore throat
- a dry cough
- difficulty breathing
- diarrhoea (in some cases)
- loss of taste and smell (in some cases)

If you develop these symptoms and they persist for more than 24 hours, you should call a doctor or hospital to get advice on what to do and where to go.

There is an assessment form here that the Public Health Office wishes us to fill prior to contacting doctors. You can also scan one of these QR codes.

<https://w2.med.cmu.ac.th/opd/covid19/1377>



Who should I contact if I develop symptoms?

If you have recently returned from Bangkok or outside Thailand, or if you have been in contact with a sick person, please self-assess (using the link) and then follow the instructions, or call the COVID-19 numbers provided by the Ministry of Public Health for the benefit of non-Thai speakers.

If you have difficulty breathing, chest pain, severe fatigue or high fever, you should call 1669 for emergency assistance, stating your symptoms clearly to the Call Centre. An ambulance will be sent with a team equipped with protective wear.

If your symptoms are less severe, you can contact any medical professional or go to Nakhon Ping Hospital or to Suan Dok Hospital, both of which have separate buildings for respiratory infections. Follow the signs carefully and do not enter the main hospital building.

Private hospitals may refer you to these two hospitals. It is very important that you also inform the hospitals or the call centre at the designated numbers (see above) about your symptoms and risk factors.

Where can I go to get a Covid-19 test?

If you have symptoms and are in an at-risk group, please get tested either at Suan Dok Hospital (Chiang Mai University Hospital) or Nakhon Ping Hospital. Do NOT go to the normal emergency department. They will direct you to the building dedicated to COVID-19 patients. See more details below.

The private hospitals (Bangkok Hospital, Chiang Mai Ram Hospital) can also collect a specimen for testing and will charge 7,500 baht. Chiangmai Ram Hospital had a drive-thru service but this has been temporarily suspended. The result should be available in 3-5 days because the specimens may be sent to Bangkok for testing. If you are quite ill, or are in a high-risk group, you may be sent to one of the two designated public hospitals. If you test positive, the hospital will inform the Ministry of Public Health and you will be contacted.

Please do not request a test if you do not have symptoms.

Several private clinics are now also offering rapid tests for 1,800 baht. We will reconfirm their availability and add more details to the next version of this FAQ document.

The Ministry of Public Health has published a dedicated hotline for non-Thai speakers to call in cases of COVID-19-related emergencies.

The two numbers are +66 968 478209 +66 927 260474

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Nakorn Ping Hospital, 053 999 200, 053-999000 Ext.0
<http://www.nkp-hospital.go.th/en/>

Maharaj Nakorn Chiang Mai Hospital, CMU Suan Dok,

If you would like to go to hospital please contact ☎ 053-938-591 (URI Clinic 8AM - 4PM) OR if you need more information, please contact ☎ 093-692-8562 ☎ 093-693-1535 Website.
COVID-19 Health Line Tel: 096-7546516 and 083-9278400

QR code for google map to URI Clinic



For serious cases (risk self-assessment), please contact their PUI clinic at 093 693 1535.
Nimmanhaemin - Chutima Building

QR code for google map



Bangkok Hospital Tel 052 089 888 and Tel. 1719
<https://www.bangkokhospital-chiangmai.com>

Ram Hospital: Tel 053-920-300 <https://www.chiangmairam.com/>

What might happen after a test?

In serious cases you might be required to stay for observation. So be conscientious and prepare, and bring some personal items for a hospital stay. The test results typically take 1-5 days (not including the rapid tests for which the results should be available sooner, but at the loss of some accuracy).

How do I protect myself and my family from contracting the virus?

- remain at home unless it is necessary to go out (e.g. for groceries or pharmacy)
- wear a cloth or paper face mask when outside your home
- carefully wash your hands often and immediately after entering your home
- maintain a distance of at least 1.5 meters from other persons
- do not share eating or drinking utensils
- change clothes if you have been out
- take a shower immediately on returning home
- clean all frequently touched surfaces regularly (phones, door handles, hand rails)

Extra precautions may be necessary if you live with elderly persons or if you are over 60 yourself, or if you have children. The Thai Government strongly advises that children under the age of 5, and older people over 60, should stay home.

Children and young people easily become infected and can infect others, though they usually do not become as seriously ill as adults do. Some persons without symptoms may still be infectious. We strongly recommend wearing a mask when outside your home. All businesses should require a mask to be worn before entering.

A simple cloth mask, or a disposable paper mask, is sufficient to block the spread of small droplets from mouth and nose. Cloth masks should be laundered daily. N95 masks are only necessary if you have to go outside during high air-pollution.

How do I stay healthy?

Take measures to reduce stress, sleep well, exercise regularly, and eat healthily. People in poor health may be more susceptible to infection. High levels of air pollution, excessive consumption of alcohol, smoking and vaping can increase the risk of developing more serious symptoms. During Chiang Mai's seasonal, heavy air pollution, wear a N95 mask when outside, and use air purifiers at home to create safe zones.

Do switch off sometimes, do not follow social media all the time, limit your daily consumption.

Advice for those in quarantine

If you are in quarantine, follow the rules. It might take seven days or more before you experience any symptoms. Normally the quarantine duration is 14 days or longer. If you need medical assistance, or food and other supplies, there are various groups to help you restock. You can contact them via this page or website. Many restaurants, stores and supermarkets offer delivery services of food and groceries to your door.

Home care for mild symptoms of COVID-19

If you have a minor cold or cough, wait for 24 hours. If your symptoms persist please do the self-assessment and follow the instructions. Probably you will be told to go to the hospital, but you need to contact the hospital beforehand. This health advice might change, so please check. The WHO also has released guidelines for home care.

<https://apps.who.int/iris/rest/bitstreams/1272288/retrieve>

Where can I access accurate news on the pandemic?

WHO Thailand issues a daily situation report: <https://www.who.int/thailand/>

The Ministry of Public Health has published a dedicated hotline for non-Thai speakers to call in case of any COVID-19-related emergency.

The two numbers are +66 968 478209 +66 927 260474. 1422 is a general number operated by the Department. Only use this if you have a problem with the other two numbers.

For further information:

<https://ddc.moph.go.th/viralpneumonia/eng/index.php>

Other trusted sources:

<https://www.gov.uk/government/organisations/public-health-england>

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

<https://hub.jhu.edu/novel-coronavirus-information/>

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

In Thailand, the Ministry of Public Health has two helpful sites in English:

<https://ddc.moph.go.th/viralpneumonia/eng/index.php>

https://ddc.moph.go.th/viralpneumonia/eng/index_more.php

Where can I get insurance to cover COVID-19?

If you already have insurance, it should cover COVID-19. If you do not have insurance yet, it might be very difficult to obtain cover specifically for Coronavirus.

If I need to go to hospital what should I take with me?

- Your passport / Identity Card
- Insurance Company Name. Insurance Card. Policy Number
- Thai Social security number/card if you have one
- Some cash
- Any regular medication that you are taking
- Phone and phone charger
- Pen and small notebook
- Toothbrush, toothpaste, hand sanitiser
- Facemask (many if you have them)
- Bottle of water, disposable tissues

List of personal details:

- Full name
- Nationality
- Blood group (+/-), allergies
- Daily medication
- Information about specific medical conditions
- Address and phone number in Chiang Mai
- Person to contact in an emergency with phone number, e-mail, Facebook, WhatsApp, Line. Specify a person living locally and anyone else you would like to add.