



CanSupport in the Time of COVID-19

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Impact of COVID-19 on External Environment

- Out-patient departments in hospitals, clinics, nursing homes, etc., closed during Lockdown.
- Public hospitals converted into COVID-19 only treating facilities.
- Patients with serious health issues advised to stay away and use telemedicine instead; treatments interrupted.
- Majority of population in rural areas unable to access medical facilities or do tele-consults.
- Loss of livelihoods among urban slum dwellers.

Effect on Majority of CanSupport Patients

- Majority live in crowded areas.
- Common toilet and water facilities.
- Unable to follow social distancing norms.
- Unable to pay rent or school fees or afford basic necessities.
- Unable to buy medicines, masks, sanitizers, etc.
- No access to emergency out-patient services.
- Patients stuck without necessary medications like oral morphine.



Emotional/Spiritual Impact

- Sense of helplessness.
- Anxiety that stigma will deny proper treatment.
- Concerned they will be separated from family in final hours.
- Worried about final death rites.
- Family unable to grieve together or perform prescribed death and bereavement rituals.



Impact of COVID-19 on CanSupport Services

Home-Based Palliative Care

- Visits restricted to patients with critical needs.
- Increase in procedures like catheterizations, ascitis taps, nasogastric tube insertions, dressing of fungating wounds, insertion/replacement of urinary catheters, etc.
- Emergency visits made for uncontrolled pain, delirium or breathlessness in the terminal phase.
- Greater use of tele-consults to communicate with patients and family members.
- Training in use of Digital App (*'Sevaat Home'*) fast tracked for use by home care teams.



Impact on CanSupport Services (contd)

Day Care

- Closed since Lockdown.
- Support, including counselling, offered by volunteers over the telephone.
- A special income generation program started for caregivers; making masks and sanitary napkins.
- Patients come mainly for medicines, nutritional supplements, dry food, rations, masks, soap & sanitizers.

Out-Patient Clinics

- Steep fall in number of patient visits due to closure of OPDs.
- Patients come mainly for medications like oral morphine.



Impact on CanSupport Services (Contd)

Training

- Request for external trainings increase by 1.5 times.
- Training of new recruits on zoom; field trainings stopped.

Telephone Helpline

- Extensive training done on COVID-19 precautions.
- Calls seeking emotional support have doubled.

Third Party Resource Mobilization

- Social workers helped 2346 patients access funds from government schemes as well as in-kind resources.
- Marked increase in requests for practical support: shelter, money for everyday living and travel, blood, etc.



Changes Likely to Stay

- Greater use of telemedicine.
- Tele-consults for counselling and emotional and spiritual support.
- Triage system established for home visits to continue.
- All home care teams will use a Digital App.
- 1 doctor for three teams (earlier one doctor serviced two teams).
- Use of PPEs and sanitizers.
- Fortnightly sanitation of all CanSupport facilities and vehicles.
- Safe disposal of hazardous waste.



THANK YOU

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