

*Participatory health crisis management for pandemics*

**1. Pandemic situation**

Most pandemics are emerging infectious diseases (EIDs) that spread worldwide with a tendency to increase in frequency and severity as shown in Figure 1.



**Figure 1** Pandemics and major EIDs during 1957-present

**Note:** \*Blue represents pandemics

The most recent pandemic is coronavirus 2019 or COVID-19. This is a respiratory tract infection, with the first confirmed case identified in December 2019. The World Health Organization declared the coronavirus outbreak a public health emergency of international concern (PHEIC) on 30 January 2020. On 11 March 2020 it was declared a worldwide pandemic due to the rapidly increasing number of patients and death rates that spread to 215 countries (2) in every region of the world, with 34.5 million confirmed cases and 1.03 million reported deaths, representing a death rate of over 3 percent. In Thailand there were 3,575 confirmed cases and 59 reported deaths (as of 2 October 2020), with approximately 1.7 percent death rate (3). The severity of the disease, including symptoms, vary from no symptoms to common cold symptoms, shortness of breath and breathing difficulty, to pneumonia and complications in the case of patients with a weakened immune system or chronic health conditions. Patients with chronic diseases and older adults are the groups that are at risk of more severe symptoms than most people (4).

Reports on projected figures of deaths caused by suicide also suggest a tendency towards a rising number of suicidal deaths worldwide due to the “COVID-19” pandemic crisis. In Thailand, the suicide mortality rate increased from 6.32 deaths in 1999 to 6.64 deaths per 100,000 population (5).

1 Thailand is likely to see other pandemics in the future but it cannot be clearly predicted  
2 when they will happen and when the current COVID-19 pandemic will come to an end.

## 3 4 **2. Impact of the pandemic**

5 During the coronavirus outbreak, Thailand faced the problem of limitations of ‘Covid-19’  
6 testing kits, which were said to be “rapid testing with slow results”. In March 2020, during the  
7 early stage of the outbreak in Thailand, rapid testing took 5 to 10 days after getting infected  
8 before antibodies can be detected. Therefore, early testing right after the risk of exposure could  
9 produce false “negative” results. During that period, there were two main types of laboratory  
10 tests: (1) Tests that directly detect the virus. At present, the fastest are the “reverse transcription  
11 polymerase chain reaction (RT-PCR) tests that detect the virus genetic material. This is currently  
12 the main diagnostic method recommended by the World Health Organization. These tests yield  
13 the fastest results and the virus can be detected in the early stage of symptom appearance. At that  
14 time testing kits had to be ordered from China; and (2) Testing by using Rapid Test kits, which  
15 caused considerable public concern. To put it simply, these are quick tests taking only 5-15  
16 minutes to administer. These rapid test kits are used to look for antibodies. That is, the body’s  
17 immune system will make antibodies to fight infections caused by the virus. This will take 5-7  
18 days after a person is infected with the virus. Using this method, the tests will yield positive or  
19 negative results only when they are taken 5-10 days after the person is infected; and it takes over  
20 10 days to confirm the results. More importantly, if tested on the 1<sup>st</sup> or 3<sup>rd</sup> day after the risk of  
21 exposure, even when the result is negative, it still cannot be confirmed whether the person is  
22 infected or not. Therefore, to use these test kits, timing is important. The testing procedure is  
23 fast, taking only 5 minutes, but the test results are slow. Therefore, rapid tests are said to be  
24 “rapid testing with slow results” (6). During the same period, with the initial widespread  
25 outbreak, Thailand was also having problems regarding Personal Protection Equipment (PPE)  
26 needed by healthcare workers on duty for protection from potential harm due to the nature of  
27 their work, working conditions, and working environment at work place. There was also  
28 shortage of personal protection equipment to protect organs of healthcare professionals. This  
29 gave rise to the question regarding the government’s lack of management efficiency despite its  
30 past experience in responding to epidemics, especially when there was already an epidemic  
31 operation plan in place. Therefore, if the government reviews its role as the intermediary that  
32 coordinates with areas where the pandemic has not spread to and make requests for resource  
33 sharing between areas with and without epidemic outbreaks; the personnel and PPE shortage  
34 gaps can be closed. Or, the government should coordinate with the private sector, especially with  
35 technology companies, to provide medical devices. This is what the governments of Taiwan and  
36 Singapore have been using. Using this approach, the leaders of these countries have successfully  
37 played a role in coordinating with various sectors to control the number of people infected with  
38 COVID-19. Otherwise, the delay in the country’s response to the pandemic may further prolong  
39 the outbreaks (7). For this reason, action taken with respect to the test kits and the PPE needs  
40 cooperation from the private sector. Nevertheless, Thailand still lacks the capacity in innovation  
41 research and development in the private sector that can produce hundreds of thousands sets of  
42 PPE or RT-PCR test kits per day (8).

43 Thailand is now in the process of developing a vaccine to prevent the COVID -19  
44 pandemic. Normally vaccine development takes several years, or in some cases, several decades.

1 Now over 150 companies around the world are attempting to produce COVID -19 vaccines.  
2 Some have made satisfactory progress as the developed vaccines cause the immune system to  
3 respond by producing antibodies without serious side effects. When the regulators approve the  
4 vaccines, billions of doses will be produced. Still, there may be other headaches, i.e., global  
5 shipments and management that call for cooperation among concerned parties to ascertain that  
6 the poor will not miss the opportunities to access the vaccines. Healthcare professionals are  
7 expected to be the first group to be vaccinated. Yet questions have been raised as to who or  
8 which group will be the next target group for vaccinations (9). Hence, universal and timely  
9 access to vaccines is another matter that should be considered significant. The World Health  
10 Organization has anticipated that COVID -19 may cause as many as 2 million deaths around the  
11 world. The figures may be higher before vaccines became universally available.

12 Regarding drugs for treatment of COVID-19, the Government Pharmaceutical Organization  
13 has been conducting research and development of Favipiravia, since mid-March, 2020.  
14 Favipiravia, is one of the drugs that have effective results in treatment of COVID-19. It is  
15 imperative that Thailand must have a sufficient quantity available for usage because this  
16 pandemic could last for another year or two. At present Thailand is reviewing prototypes  
17 imported from Japan and China. Raw materials have been procured to be used for development  
18 and production of Favipiravia tablets locally. Sources of raw materials of acceptable standards  
19 have been selected from China. With regard to research, development and synthesis of  
20 Favipiravia, the Government Pharmaceutical Organization has collaborated with the National  
21 Science and Technology Development Agency (NSTDA) to carry out the raw material synthesis  
22 process at the laboratory level. This process is expected to be completed within 3-6 months.  
23 Then the Government Pharmaceutical Organization will increase the synthesis to the semi-  
24 industrial level (10).

25 With limitations of our knowledge about the COVID-19 pandemic, which is an emerging  
26 disease, and the lack of clarity regarding the nature of the incidents of disease; there is an urgent  
27 need to develop new knowledge for prevention and treatment. For example, initially the World  
28 Health Organization recommended that there was no need for everyone to wear masks; only  
29 infected people needed to wear them. However, later on people were advised to protect  
30 themselves from getting infected by wearing masks, and that screening kits for rapid testing with  
31 a high specificity for the disease should be developed, so that the services will be equitably and  
32 fairly accessible to the public. In order to develop vaccines that are effective, at present several  
33 agencies have been willing to accept research proposals or provided more funding for research  
34 related to pandemics, including the following: (1) the Ministry of Higher Education, Science,  
35 Research and Innovation (MHESI) has made an announcement to accept proposals for grants to  
36 carry out research and innovation to solve the problems of coronavirus 2019, or COVID-19  
37 outbreaks; (2) the National Research Council of Thailand (NRCT) has offered grants for research  
38 and innovation on COVID-19, aiming for the development of health innovation for disease  
39 prevention and control, on the condition that there must be concrete product and output goals  
40 towards four important issues: research and development of N95 face masks for medical use;  
41 PPE for health professionals; respirators; systems for negative pressure rooms, negative pressure  
42 air conditioning and field hospitals; and (3) the Foreign Affairs Division of the NRCT has offered  
43 opportunities for researchers to develop research cooperation networks with counter parts in other  
44 countries, aiming towards prevention and alleviation of COVID-19 impact in Southeast Asia; and

1 (4) Office of National Higher Education Science Research and Innovation Policy Council  
2 (NXPO) has provided support for advanced knowledge in humanity, social science, and fine arts,  
3 by learning and reviewing the phenomena emerging from the coronavirus outbreaks.

4 Amid the health crisis caused by the pandemic came the impact of infodemic outbreaks.  
5 Fake news or false information has been rapidly mushrooming, causing an outburst of false,  
6 inaccurate, and distorted information on the COVID-19 pandemic. Such information ranged  
7 from knowledge about the disease to the nature of its outbreaks. Questions were raised whether  
8 the virus could spread through air borne transmission, and whether cleaning specific areas or  
9 risky areas could cause diffusion of particulates in the air. Wrong interpretation could lead to  
10 panics, and distorted or incorrect information could cause social destabilization. People became  
11 confused and did not know how behave, resulting in questions being raised and lack of  
12 confidence in the information received. Moreover, receiving incorrect information combined  
13 with worries has led to hoarding of food and consumer products, resulting in shortage and higher  
14 prices of some kinds of consumer goods. At the same time, policy makers need to have correct  
15 information in order to set policies and implement measures for effective management of the  
16 pandemic.

17 Besides the cooperation between the public and the private sectors, another thing that can  
18 help combatting the COVID-19 pandemic is “Big Data”. During the period of over 4 months of  
19 extensive outbreaks faced by countries all over the world, normal ways of life of millions of  
20 people were disrupted. The “loophole” of the public health systems that were not prepared to  
21 cope with the pandemic was exposed. Taiwan was the country where “Big Data” was introduced  
22 to be well prepared for and increase efficiency in dealing with the pandemic. The context of  
23 Taiwan’s public health system is conducive to efficient response to pandemic outbreaks, through  
24 its “single-payer healthcare system” whereby payment is made from a single fund, under the  
25 “National Health Insurance (NHI) Program”. The system offers medical coverage to 99.9  
26 percent of the population, with the government being the main payer. The advantage of the  
27 single-payer system is that all demographic data are stored in a data warehouse and can be  
28 connected to data from other agencies such as the National Immigration Agency, allowing  
29 hospital staff to see the patients’ timelines. In addition, data on exposures to the disease of in-  
30 patients at hospitals or clinics nationwide are also connected to the system. The normal process  
31 requires that people seeking medical service from the hospital be registered in their computer  
32 systems first, to allow doctors to see the patients’ medical history before they come for treatment  
33 at the hospital. At the same time, the National Police Headquarters was using the tracking system  
34 via mobile phones to check whether the persons required to be quarantined have stayed at the  
35 designated quarantine facilities throughout the required period. If not, the quarantine system will  
36 notify the government authorities concerned. Thus, Taiwan is an example of utilization of  
37 information technology systems for pandemic prevention and situation control (11). At any rate,  
38 Thailand still lacks systematic data connectivity that can be put for good use for pandemic  
39 management.

40 Limited medical and public health resources have impact on service accessibility and  
41 equality of the “vulnerable group” such as the disabled, old people, and ethnic groups who are  
42 Thai nationals waiting for documents of rights from the Thai government. Also affected are  
43 migrant workers who do not have access to assistance from government agencies or local  
44 government organizations

1 because they have no personal status and no ID cards. Moreover, it affects another group of  
2 people i.e., patients with chronic diseases who can no longer access treatment they used to get at  
3 healthcare establishments and, therefore, are unable to control flare-ups that happen rapidly.  
4 Homebound and bed-ridden patients also receive health care with less efficiency than the way it  
5 should be.

6 The pandemic has impact on loss of income in vulnerable groups. Income of several  
7 families is below the poverty line. The economy is at risk, and economic activities have been  
8 disrupted. Less income and reduced working hours are common and workers in some  
9 professions have lost their jobs. There have been problems in food production and distribution.  
10 People's health is affected and health professionals are very likely to be at risk of exposures. The  
11 responses and capacity of the healthcare system have dropped. Schools/educational institutions  
12 were ordered closed, and distance learning may have decreased learning efficiency. Moreover,  
13 online learning is not accessible to some students. Interpersonal coordination and certain kinds  
14 of work cannot be achieved by working from home. There have been delays in work  
15 performance because initially gatherings and meetings were suspended. For different people,  
16 there are differences in terms of availability and capacity of information and technology  
17 equipment for working online. Inconvenient access to clean and adequate restrooms are barriers  
18 to accessibility to hand washing facilities while hand washing is one of the most important  
19 COVID-19 prevention measures. There are problems of unavailability of energy and manpower.  
20 People living in urban slums are more at risk of getting infected than those residing in other areas  
21 because these are highly populated areas with sanitation problems. Conflicts also cause  
22 inefficiency of measures to combat COVID-19. People living in conflict affected areas have the  
23 highest risk of losses caused by the disease. The pandemic also aggravates the negative  
24 perspectives toward globalization - the outcome of the development in communications,  
25 transportation, and information technology that signifies the growth derived from economic,  
26 political, technological and cultural relationships, which represent connectivity of individuals,  
27 communities, business units, and governments all over the world. Yet, it also highlights the  
28 importance of international cooperation in public health. Furthermore, the impact is reflected in  
29 the extra costs of living incurred from complying with pandemic outbreak control and prevention  
30 measures. The communication costs are also rising with the need to procure electronic devices to  
31 accommodate working online, both at work place and individual levels.

32 The social impact of the pandemic comes in the form of social stigmas. The three key  
33 factors include the following: 1) COVID-19 is an emerging disease with several issues that  
34 cannot be explained by academic knowledge; 2) Men tend to fear the unknown; and 3) It is easy  
35 to show the fear of "other people". These factors proliferate stereotyping that is even more  
36 dangerous. Social stigmas result in destruction of solidarity in society and social isolation of  
37 some groups of people.

38 Nevertheless, there have been positive consequences from the pandemic. Lessons learned  
39 from the COVID-19 pandemic have changed the way we live, especially during the early stage of  
40 the outbreak when some people had to be quarantined at state facilities or in their own homes.  
41 These crises become stimuli that allow us to recognize the importance of digital technology to a

1 greater extent. With the advent of COVID-19, several countries around the world have  
2 introduced the use of digital technology for disease prevention and control. For example, China,  
3 the origin country of the COVID-19 outbreaks, has a large population, but digital technology has  
4 been employed to solve the problems comprehensively in nearly all aspects. The Alipay  
5 application of Alibaba, an E-Commerce Giant, launched its QR Code system using colors to  
6 identify the levels of risks based on the individuals' travel history and contact records. Also used  
7 is the application Ping an Good Doctor, which is a telemedicine system that allows people who  
8 are quarantined at home to contact their doctors and pharmacies online. The system also supports  
9 "non-touch" deliveries of food and medical devices to high-risk hospitals and areas, by using  
10 self-driving vans. All this has contributed to China's quick recovery. In Singapore, strictest  
11 measures have been used for screening patients who meet and do not meet the case screening  
12 criteria. Accurate information is quickly disseminated to the public with the use of AI for  
13 language translation. This application features a position tracking system that reports the  
14 locations of people under surveillance to check whether they actually stay at home. This is  
15 achieved by SMS messages randomly sent to those requiring daily observations. The system will  
16 then automatically report their current locations in real time. There is also a Chat-bot system for  
17 the public to make queries directly to the parties concerned in order to acquire accurate  
18 information. As for Thailand, 'Save Doctors' telemedicine robots produced by Chulalongkorn  
19 University Alumni Association together with the Faculty of Engineering have been delivered to  
20 hospitals nationwide to increase performance efficiency and reduce the risks of healthcare  
21 professionals caused by exposures and close contacts with infected persons. These robots were  
22 used for the first time in Thailand to care for CO-19 patients and to follow up on people put  
23 under surveillance. Online consultation is also enabled via the telemedicine system. Another  
24 application is the Self D-care Heat map. This is a position tracking system used with people who  
25 are at risk of getting infected. The system can provide timelines of the past 14 days, and is  
26 capable of keeping treatment and physical examination records to be used by doctors for  
27 surveillance and treatment follow-ups. The Klai Mor (Within Reach of Doctors) application  
28 from the Thai Health Promotion Foundation can check early symptoms without the need to  
29 actually travel to the hospital. The Tankoon application serves as an information center of  
30 medical services provided by health professionals that are available to old people quarantined at  
31 home. Other platforms have been created and developed, includes the COVID Tracker platform  
32 that provides real-time information on the website covidtracker.5lab.co. This website gathers  
33 important information on COVID-19 for people to follow and update the pandemic situation  
34 anywhere and at any time. Thai Chana is a platform for organizing the density of service users  
35 at shops in order to follow up and control the spread of COVID-19 (12). The National Health  
36 Security Office has been cooperating with Thailand Post to deliver medications to patients with  
37 chronic diseases nationwide in order to reduce congestion in hospitals and the risk of COVID 19  
38 spreading.

39 Other positive impact from the pandemic can also be seen in the environment of the seas  
40 and forests as it gives natural resources time to recover. Traffic congestions, accidents and  
41 crimes have declined while there has been exponential development in information technology  
42 and communication, as well as in medicine and public health technology. The business sector

1 has adapted to the new situation and new businesses have emerged. There have been more  
2 channels for learning and more research has been carried out in different dimensions and from  
3 different perspectives. The public became more aware of the disease breakouts and took better  
4 care of themselves. More synergy and sharing activities were happening in communities. In  
5 educational institutions, new learning systems have been developed, with changes in learning  
6 models. The learning process has been faster and more comprehensive. Technology has been  
7 integrated in the teaching and learning process, and the learning outlook has shifted from  
8 classroom learning to learning in any settings. From the community perspective, synergy and  
9 sharing have become more common, leading to a more flexible management system in the  
10 community, as community members help, share with, and take care of one another. Agreements  
11 have been made for joint actions, giving rise to a new way of living known as New Normal.  
12

### 13 **3. Participatory health crisis management for pandemics**

14 Having healthy life and wellbeing is one of the seventeen Sustainable Development Goals  
15 that every country must recognize (13).

16 **“Health Crisis”** means health conditions in physical, psychological, social, and intellectual  
17 dimensions that are not normal due to a natural or unnatural cause. These are incidents found in  
18 critical conditions that may have overall health, economic, social or environmental effects, that  
19 call for policy or decision making to solve the problems within a limited time<sup>1</sup>.

20 **“Participatory management”** means management that provides opportunities for parties  
21 from all sectors who are involved in management of pandemic-induced health crises to  
22 participate in decision making, planning, collaborating, making commitments; and jointly agree  
23 to play a role in the administration of the country, communities or society to achieve the  
24 Sustainable Development Goals to ensure that “everyone in Thailand has good health and  
25 wellbeing”

26 **“Pandemic”** means outbreaks of diseases that spread worldwide or occur in wide areas  
27 crossing international borders that, mostly, are not normally found in humans. A pandemic such  
28 as the COVID-19 can be transmitted from person to person, but there is still no evidence of the  
29 origin of the disease (14). There have been scientific evidences that pandemics tend to originate  
30 from animals. For example, MERS originated from infections from a coronavirus in civet cats  
31 that was transmitted to camels before being transmitted to humans (15). SARS was caused by  
32 infections from coronavirus in bats that was transmitted to humans through intermediary animals  
33 such as civets (16).

#### 34 **Health crisis management for pandemics**

35 With regard to health crisis management during the early stage of pandemics in Thailand,  
36 the Communicable Disease Act 2015 was enforced to monitor and control the outbreaks of  
37 communicable disease. The “National Communicable Disease Committee” chaired by the  
38 Minister of Public Health was established. The Committee has decentralized management  
39 authority to provincial areas through Provincial Communicable Disease Committees chaired by  
40 the Provincial Governors. However, the COVID-19 situations were, globally and locally, still in a  
41 critical stage. It became imperative that preventive law be enforced in various circumstances,  
42 e.g., to control entry into and departure from the Kingdom, prepare tracking systems, and enforce

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<sup>1</sup> Read the explanation on the development process of the policy recommendations in the National Health Assembly and the source of discussions in the attached additional documents.

1 disease control measures that apply to all businesses and activities. Therefore, the government  
2 declared a state of emergency under the Emergency Decree on Public Administration in  
3 Emergency Situation and established the Center for Coronavirus 2019 (COVID-19) Situation  
4 Administration, or CCSA with the Prime Minister being the Director of the Center. The structure  
5 of the organization was set to be appropriate for the performance of its duties and in order to  
6 remedy the emergency situation in an appropriate and effective manner, with details as follow:  
7 (1) Office of the Secretariat, with the Deputy Secretary-General to the Prime Minister for  
8 Political Affairs, assigned by the Prime Minister as Head of the Office; (2) Central Coordination  
9 Office, with the Secretary-General of the National Security Council as Head of the Office; (3)  
10 Emergency Operation Center for Medical and Public Health Issues Relating to the  
11 Communicable Disease COVID-19, with the Permanent Secretary of the Ministry of Public  
12 Health as Head of the Center; (4) Operation Center for Measures on the Protection and  
13 Assistance of the Public, with the Permanent Secretary of the Ministry of Interior as Head of the  
14 Center; (5) Operation Center for the Distribution of Masks and Medical Supplies to the Public,  
15 with the Permanent Secretary of the Ministry of Interior as Head of the Center; (6) Operation  
16 Center for the Control of Goods, with the Permanent Secretary of the Ministry of Commerce as  
17 Head of the Center; (7) Operation Center for Measures on the Entry into and Departure from the  
18 Kingdom, and the Protection of Thai Nationals Abroad, with the Permanent Secretary of the  
19 Ministry of Foreign Affairs as Head of the Center; (8) Operation Center for Telecommunications  
20 and Online Social Media, with the Permanent Secretary of the Ministry of Digital Economy and  
21 Society as Head of the Center; (9) Operation Center for Remediating the Emergency Situation on  
22 Security, with the Supreme Commander as Head of the Center; and (10) Operation Center for  
23 Information on Measures to Remedy the Communicable Disease COVID-19 Situation with the  
24 Permanent Secretary of the Office of the Prime Minister as Head of the Center. All the 10 centers  
25 are required to report to the Prime Minister in his capacity as the Director of the Center. CCSA  
26 has been giving daily COVID-19 situation reports to encourage the public to cooperate in  
27 prevention and control of the outbreaks as well as to reduce people's anxiety and provide  
28 explanations about the measures implemented by the government.

29 Besides public agencies, over one million village health volunteers (VHVs) and monk  
30 health volunteers (MHVs) have been playing an important role in assisting the public sector to  
31 combat the COVID-19 pandemic. Their participation portrays the cooperation between the  
32 public sector and civil society in many aspects, e.g., people playing a role in public policies at the  
33 community level, and the way people care for one another. This is an important opportunity for  
34 the government and the people to work together and set up social measures to cope with the  
35 epidemic, and an opportunity for parties involved with pandemics to review the issues of health  
36 and inequality, including urban planning, to deal with health crises from pandemics in the future.

37 The COVID-19 pandemic enables us to see management at the national, organizational and  
38 community levels. Measures from health crisis management have both positive and negative  
39 impacts on people in the country. Lockdowns and suspensions of travels, business operations,  
40 and social activities have resulted in losses of income for a large number of people and disruption  
41 of food distribution. There was also social and economic impact caused by the global pandemic,  
42 such as losses of sources of income from tourism and disruption of international trade. Various  
43 measures defined and implemented at international, national, and local levels can be summarized  
44 as follows:



- 1 (1) Measures to provide daily COVID-19 Situation Reports to give information on the  
2 situation of confirmed infected cases and deaths, for the purpose of monitoring and  
3 control of the outbreaks. The World Health Organization has asked countries to  
4 provide “open and transparent” reports on the situation of confirmed cases and deaths  
5 caused by COVID-19. As of now, there were no fewer than 28 million confirmed  
6 cases and 915,000 deaths globally. In Thailand, there have been daily COVID-19  
7 situation reports and as of 11 September 2020 <sup>(17)</sup> there were 3,461 confirmed cases  
8 and 58 deaths.
- 9 (2) Lockdown measures have been imposed at the national level and for specific areas.  
10 Because of this, a large number of people had to be confined to their houses. With this  
11 emerged a new normal way of life, with people working online from home and not  
12 being able to go to public places or congested, crowded areas. Social distancing has  
13 been imposed.
- 14 (3) Risk communication measures that are timely, keeping abreast of the situation,  
15 systematic, and consistent with the situation have been implemented. This is evident in  
16 the daily situation reports and other related information to respond to the needs of the  
17 target groups, in order to reduce their misunderstanding, anxiety and panic, and also to  
18 reinforce people’s behavior regarding appropriate prevention and control of the  
19 disease. In addition, this has raised people’s awareness and understanding, reducing  
20 their anxiety, and promoting safe behavior to prevent and control of the spread of the  
21 pandemic and health hazards. Consideration has been given to health, social, religious,  
22 cultural, and economic impact on the people and the country as a whole, and also to the  
23 views of those affected by the impact. In an emergency, people are entitled to know  
24 how to protect themselves from risks to their health and lives and must have access to  
25 information to be used for decision making so that they can take action to protect  
26 themselves, their loved ones, and other people around them from illnesses and losses  
27 caused by risks. Risk communication efficiency does not only save lives and reduce  
28 sickness, but also reduce social, economic, and policy security during such state of  
29 emergency. Moreover, it is necessary to communicate with the public to create  
30 people’s awareness by conveying information that is easy to understand and to put into  
31 practice in order to reduce anxiety.
- 32 (4) Measures to screen, separate, isolate, quarantine, or place under observation travelers  
33 arriving from areas or ports outside the Kingdom have been imposed for the purposes  
34 of monitoring, prevention and control of the disease. Also implemented are measures  
35 to keep people suspected of getting infected and travelers from other countries under  
36 strict quarantine for COVID-19 monitoring, prevention and control for a period of at  
37 least 14 days, in compliance with the government’s criteria and guidelines, e.g., home  
38 quarantine, local quarantine, state quarantine, and alternative state quarantine.  
39 Alternative state quarantine facilities used to quarantine Thai and foreign travelers  
40 entering the Kingdom via all channels are hotels or other establishments approved by  
41 the government. People who voluntarily accept this option agree to pay for all  
42 expenses incurred for using the facilities.
- 43 (5) Environmental health measures have been implemented, such as environmental health  
44 measures related to public transportation, condominiums and residential buildings, and

1 places of worship (temples, churches, mosques, shrines and other places where  
2 religious rites are performed); sanitation/hygiene measures for restaurants and fresh  
3 markets; environmental health measures for public buildings, private offices and  
4 business establishments, department stores or shopping malls, prisons, and  
5 entertainment establishments; as well as measures for management of waste from used  
6 masks<sup>18</sup>.

- 7 (6) Self-protection measures against getting infected, with emphasis on personal hygiene,  
8 to prevent and reduce the spread of COVID-19 by using the three principles: Reduce,  
9 Avoid, and Care. This goes from measures to reduce touching, such as campaigns to  
10 wear masks and washing hands thoroughly with soap and water or alcohol gel; avoid  
11 risky places, and social distancing; and take care of personal and social health such as  
12 not sharing utensils and using serving spoons to reduce viral spread and getting  
13 infected<sup>(18)</sup>. The National Health Security Office and the Social Security Office have  
14 provided support for corona virus infection testing in groups at risk and for treatment  
15 of patients. At the same time the Center for Coronavirus 2019 (COVID-19) Situation  
16 Administration has been playing a role in management of medical resources and  
17 shortage of drugs and medical supplies such as masks and personal protective  
18 equipment.
- 19 (7) Measures for mental healthcare have been implemented by the Department of Health.  
20 The Combat 4<sup>th</sup>Wave of Covid-19 Plan 2063-2064 has been developed, aiming to  
21 reduce impact on mental health of health professionals and the public, and to boost  
22 mental health capacity of individuals, families and communities so that they will have  
23 psychological immunity<sup>(19)</sup>.
- 24 (8) Legal measures have been enforced, such as the Communicable Disease Act 2015 and  
25 the Emergency Decree on Public Administration in Emergency Situation 2015. In the  
26 COVID-19 situation, the latter has played an active role in regulating or issuing orders  
27 nationwide, because the Communicable Disease Act does not contain all provisions to  
28 prevent or control the widespread of COVID-19. In addition, the Emergency Decree on  
29 Public Administration in Emergency Situation has been enforced for a long time.
- 30 (9) Central mechanisms for management of the pandemic have been established. The  
31 cabinet has passed a resolution to assign the Office of the Secretariat of the Prime  
32 Minister to establish the Center for Coronavirus 2019 (COVID-19) Situation  
33 Administration, or CCSA, chaired by the Prime Ministry to have the duties to set  
34 policies and emergency measures to manage the situation. The National Executive  
35 Committee on Preparedness and Response to Emerging Infectious Diseases and the  
36 Operation Center for Information on Measures to Remedy the Communicable Disease  
37 COVID-19 Situation and the Operation Center for Information on Measures to  
38 Remedy the Communicable Disease have been assigned to perform their duties under  
39 the CCSA.
- 40 (10) An emergency response guideline has been developed. The Guideline is divided  
41 according to the 6-dimension strategies of Department of Disease Control, Ministry of  
42 Public Health: 1) Screening and surveillance of patients at ports of entry and in  
43 medical facilities and communities; 2) Care and treatment of patients and infection  
44 prevention; 3) Contact tracing and control of outbreaks in communities; 4) Risk

1 Communication; 5) Use of social and legal measures and 6) Coordination and data  
2 management

### 3 **5. Issue for consideration of the National Health Assembly**

4 The National Health Assembly is requested to consider the 13<sup>th</sup> National Health  
5 Assembly Document/Draft Resolution 2, Participatory health crisis management for pandemics.

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