

Community feedback considered in this report was collected between 1 and 17 October 2020 by Nepal Red Cross Society, 1 and 20 October 2020 by Indonesian Red Cross Society (Palang Merah Indonesia - PMI). Nepal shared only feedback that were received via free of cost telephone hotline number whereas in Indonesia feedback was received through a WhatsApp hotline, Radio and Instagram. Total number of feedbacks from Nepal is 69 (69 male), Indonesia 30 (13 male, 12 female and 5 unknown). It is important to acknowledge the gender imbalance of the Nepal data when analysing the feedback. Feedback ranged from specific queries about the disease to more general questions about how to contact other health providers and gratitude and engagement towards the National Societies collecting and answering feedback.

Most common feedback in both countries

Questions about the COVID-19 and other diseases

“I have a headache and fever is there anything I should be aware of? What shall I do?” (Unknown gender, unknown age, Jawa Timur Indonesia)

“I have got headache, fever, nausea, I have not gone outside, even if I stayed home I have got corona like symptoms what do I do?” (Man, age 30-39, Jhapa, Nepal)

“My mother has tested positive for COVID-19 now she is in home quarantine, mother also has a thyroid problem, in such situation can she continue taking thyroid medicine?” (Man, age 30-39, Kathmandu, Nepal)

“I have tested positive for COVID-19, I also have SUGAR, can I take medicine for SUGAR in this situation?” (Man, age 30-39, Kathmandu Nepal)

While some community members are still unclear about symptoms of COVID-19 there are also queries in both countries on how COVID-19 interacts with other diseases and medication individuals take for other diseases.

Useful links:

There are currently no treatments for COVID-19. Read more [here](#)

Symptoms and advice on COVID-19 [here](#)

Taking medication for other diseases if you have tested positive for COVID-19: as there are so many different diseases please contact a doctor to check if there is any individual advice.

Questions about health institutions

“What is the number of health ministry for corona virus related information?” (Man, age 18-29, Kathmandu Nepal)

“What is the contact number for blood transfusion center in Kavre?” (Man, age 18-29, Kavre Nepal)

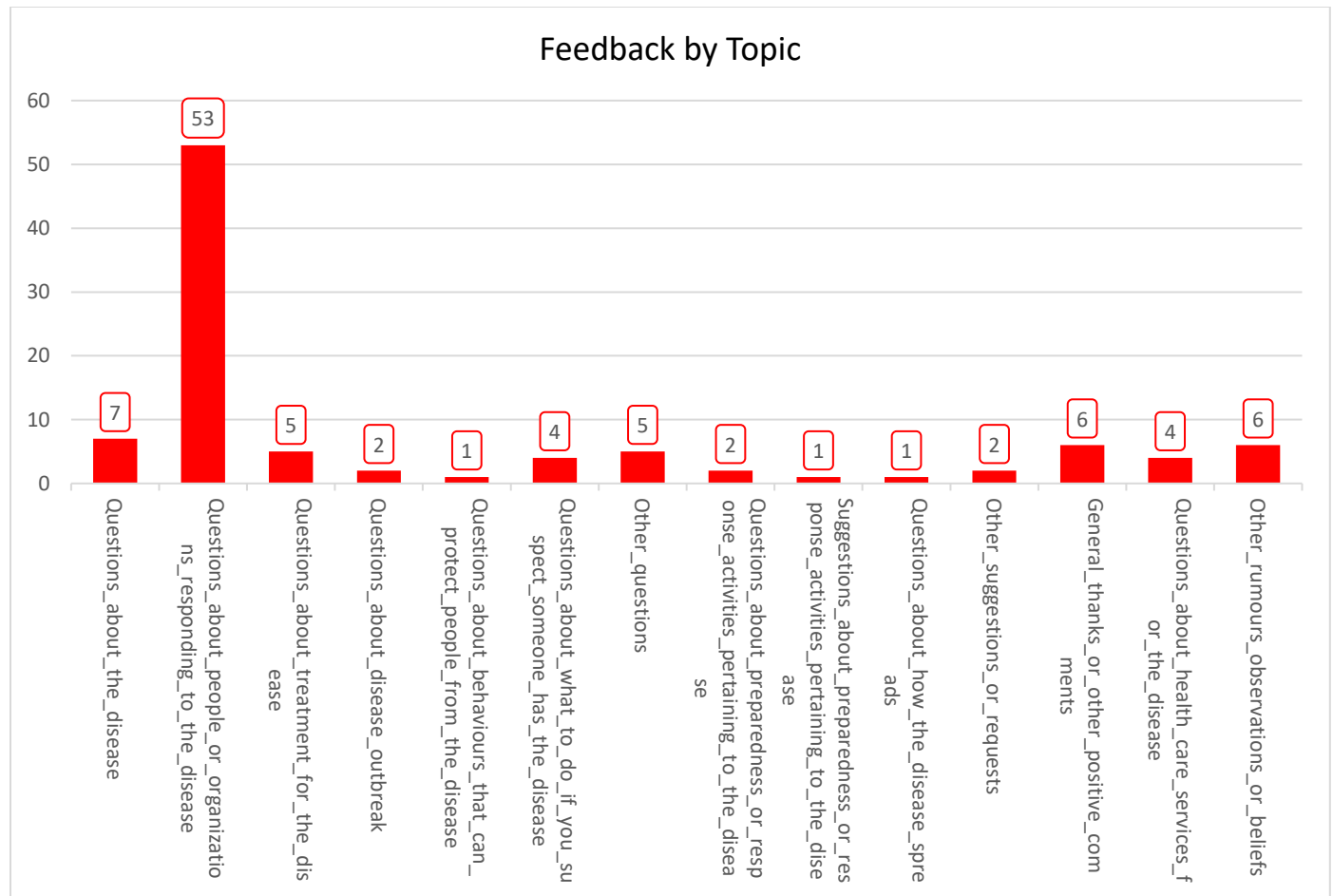
In Nepal, several individuals reached out to NRCS to get information on health institutions such as the ministry of health. This highlights that the NRCS hotline is a point of reference beyond programmatic questions but may be a trusted provider for other information too.

General thanks in Indonesia

“We salute to volunteers who are always ready to help anyone.”(Man, age 18-29, DKI Jakarta, Indonesia)

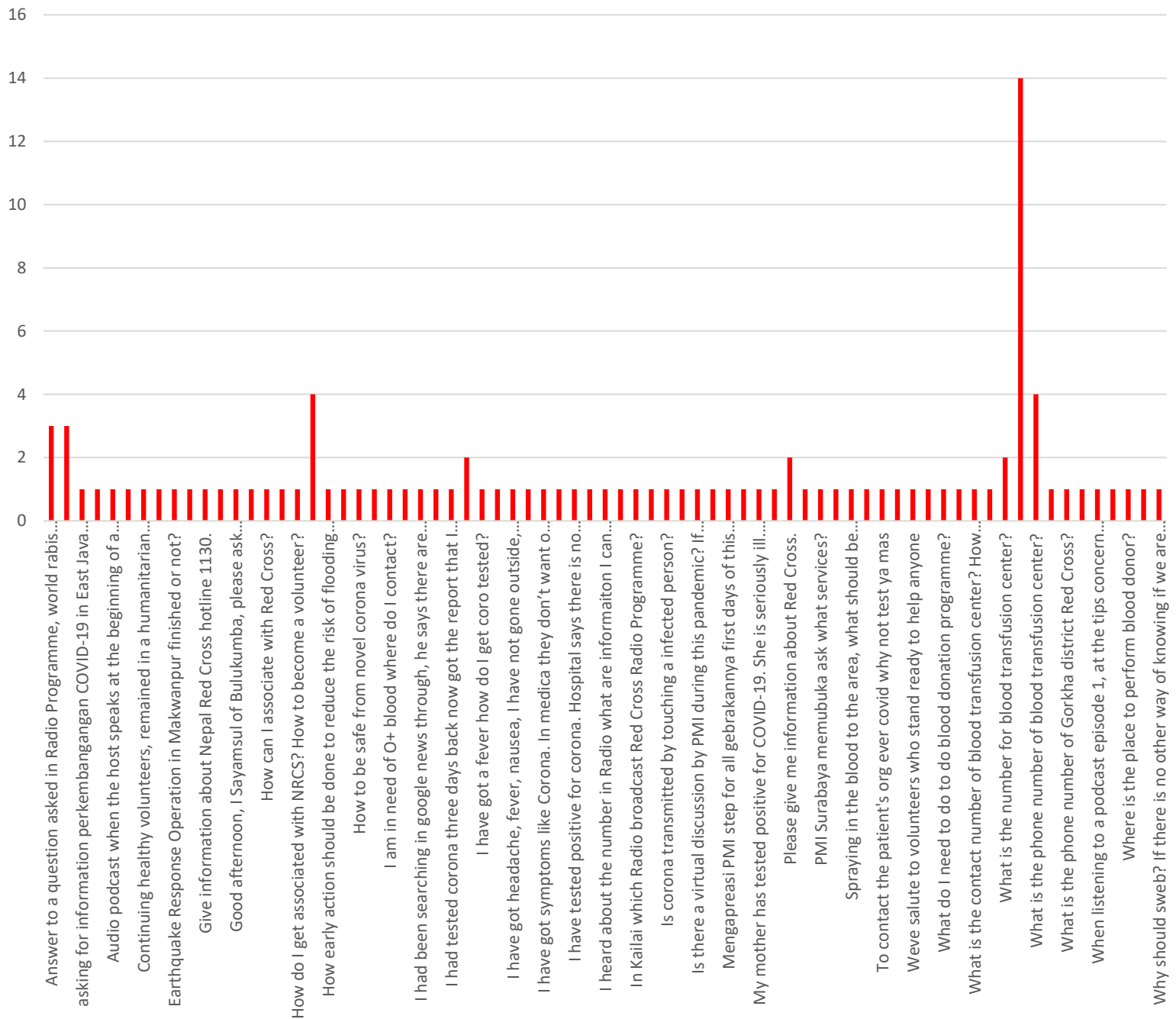
“Highly appreciating activities conducted by PMI and BPBDs. You are always successful, Congratulations on your success and take care of your health as well.”(Man, age 40-49, Sulawesi, Indonesia)

In Indonesia feedback also showed appreciation for the work of PMI, especially acknowledging the help volunteers are providing.



Total number of feedback from Indonesia and Nepal (n=99)

Feedback as shared by the communities



Total number of feedback from Indonesia and Nepal (n=99)

FOR MORE INFORMATION ON IFRC RISK COMMUNICATION AND COMMUNITY ENGAGEMENT EFFORTS ON COVID-19 IN ASIA PACIFIC, PLEASE CONTACT VIVIANE FLUCK AT VIVIANE.FLUCK@IFRC.ORG.