

Community feedback considered in this report was collected between 18 and 31 October 2020 by Nepal Red Cross Society, 21 and 31 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 from a WhatsApp hotline, Radio and Instagram. Total number of feedbacks from Nepal is 59 (43 male, 16 female), Indonesia 19 (6 male, 11 female and 2 unknown). Feedback ranged from queries related to blood plasma, requesting contact number for blood transfusion center in various places, queries about organizations responding to the disease, questions around sudden hike in COVID-19 infected population, engagement towards the National Societies collecting and answering feedback.

#### EXAMPLES OF FEEDBACK FROM BOTH COUNTRIES

##### Questions about health professionals and organization responding to the disease:

**“What assistance does the PMI provide in pandemic times?”** (Female, age 18-29, Sulawesi Selatan, Indonesia)

**“Are there virtual discussions conducted by PMI during this pandemic? If anything, how do I join?”** (Unknown gender, age 40-49, Sulawesi Selatan, Indonesia)

**“It has been 2 days since I got corona, I am feeling so difficult, can you please give me number of doctor who would give me information about corona.”** (Male, age 30-39, Kathmandu Nepal)

**“Sick person needs blood plasma where do I contact?”** (Man, age 18-29, Kathmandu Nepal)

##### Questions about the disease and disease outbreak:

**“Despite of lockdown and other protective measures why is this increase in covid-19 patients?”**(Female, age 18-29, Sulawesi Selatan, Indonesia)

**“How to prevent ourselves from Corona virus?”** (Male, age 18-29, Lalitpur Nepal)

**“What are symptoms and preventive measures of Novel Corona Virus?”** (Female, age 18-29, Kathmandu Nepal)

##### Useful links:

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

##### Question that reveal mistrust and suspicion:

**“How to deal with this pandemic because many people do not believe in covid-19?”** (Female, age 18-29, Sulawesi Selatan, Indonesia)

**“How many covid-19 patients are there in secret?”** (Male, age 18-29, Sulawesi Selatan, Indonesia)

### **Questions about health institutions:**

**“What is the number of health ministry for corona virus related information?”** (Female, age 30-29, Kathmandu Nepal)

**“What is the number of Nawalparasi district chapter of Red Cross?”** (Female, age 30-39, Nawalparasi Nepal)

**“What is the number of ambulance for Lalitpur district?”** (Male, age 18-29, Lalitpur Nepal)

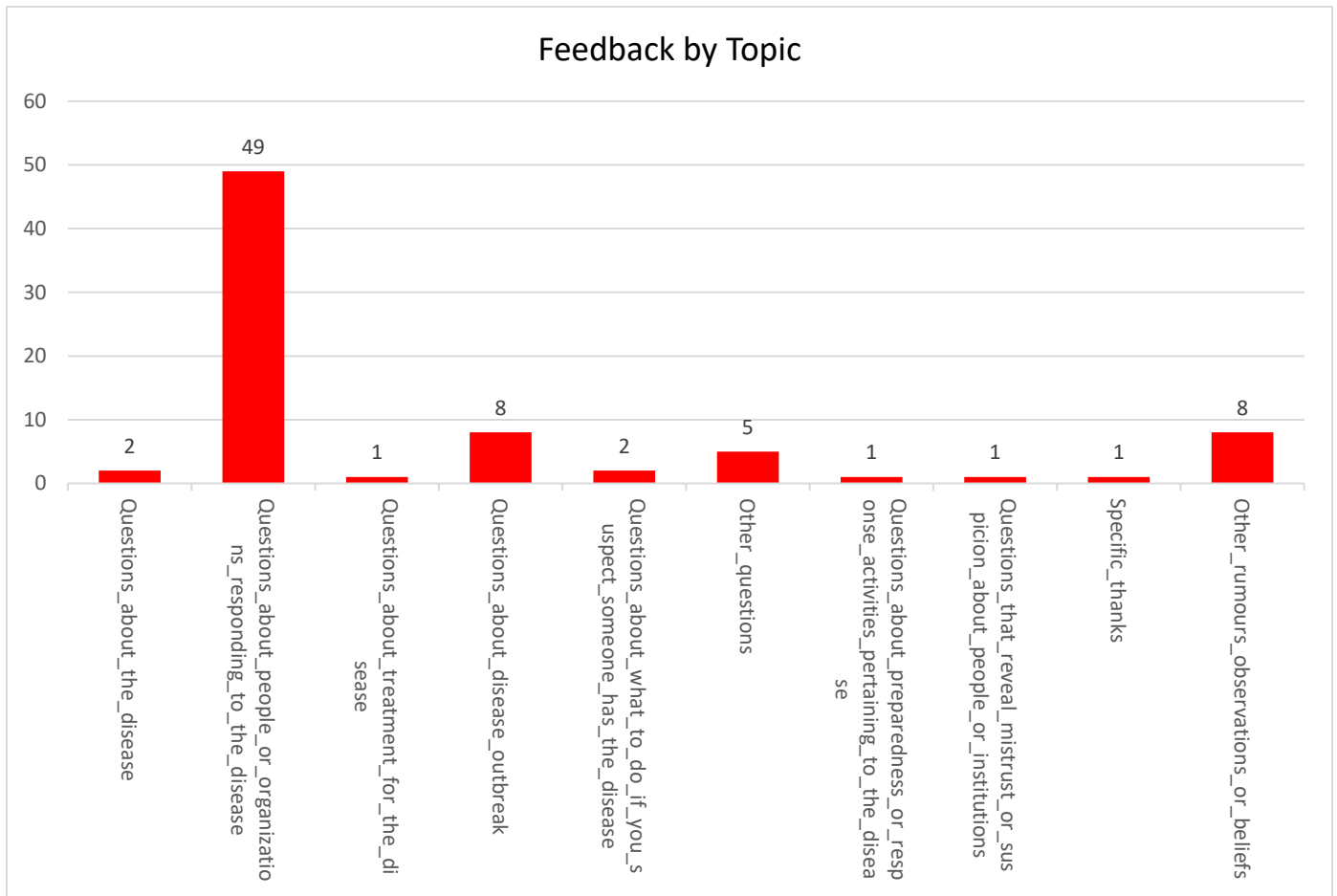
**“I have tested positive for COVID-19, I have been in home isolation for 15 days, now it is time to re-test, do I need to pay for re-test? If I have to pay again that will be double charge for me. Is there anything health ministry could do for me?”** (Male, 18-29, Kathmandu Nepal)

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. Several people also called the number to find out the number of Ambulance and blood transfusion centers in different districts.

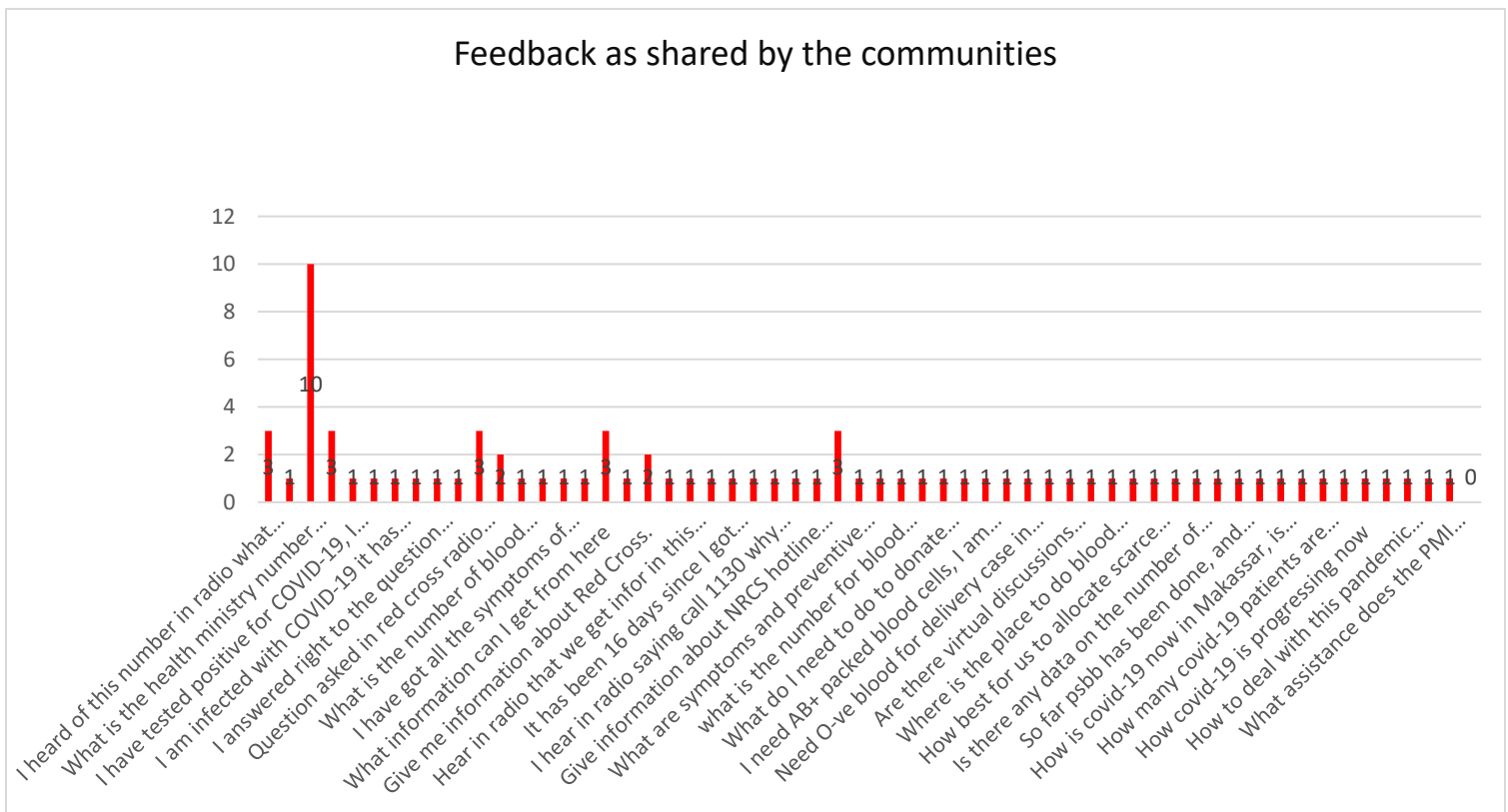
### **Queries related to blood:**

**“Where is the place to do blood donation?”** (Unknown gender, age 18-29, Sulawesi Selatan, Indonesia)

**“Need O-ve blood for delivery case in Thapathali Prasuti Griha, is blood available?”** (Female, age 18-29, Kathmandu Nepal)



Total number of feedback(n=78)



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**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](mailto:VIVIANE.FLUCK@IFRC.ORG).**