

Joint Press Release by the Ministry of Health, the Health Insurance Organization and the Cyprus Medical Association — Guidelines to citizens

The Ministry of Health (MoH), the Health Insurance Organisation (OAT) and the Pan-Cypriot Medical Association (EPP), in addressing the consequences of the proliferation of the coronavirus, inform citizens of the following:

If a citizen experiences suspect symptoms related to the coronavirus, they are to communicate with their doctor by phone, who will give them the initial instructions to follow. The Personal Physician will communicate, where necessary, with the Unit of Epidemiological Surveillance and Control of Infectious Diseases of the Ministry of Health and will jointly decide on the plan to deal with each case and inform the citizen accordingly.

If a citizen has been diagnosed positive and should be confined home, they will be observed by telephone from their Personal Physician who will provide him with relevant instructions. Therefore these citizens should contact their Personal Physicians and follow their instructions closely.

Given the exceptional situation, all citizens are expected to cooperate to the maximum extent and in particular to help the health professionals stay in action by providing their services during this period. In order to do this, citizens are asked for non-urgent cases, which do not concern symptomatic coronavirus, to be assisted by their Personal Physicians or Specialized Doctors via phone. Only in the case of urgent and serious incidents, according to the doctor's judgement and following a telephone assessment, will the citizens be served by doctors in their surgeries. Similar guidelines have already been sent to all doctors on the grounds of the General Healthcare System.

If the Personal Physicians are unable to serve the beneficiaries on their list, they will have a replacement medical practitioner who will attend to them temporarily. If a beneficiary does not receive any response neither from the doctor of the doctor nor his replacement, he must inform the Organization at the following email address: pdavailability@hio.org.cy so that it can be directly dealt with.

All citizens are expected to adhere strictly to the above instructions as the successful management of the extraordinary situation depends on ALL. Please show compliance to the above instructions so that the work of the providers will be made easier and the impact of the pandemic Cyprus faces today will be minimized. Our aim is the safety of our citizens' health and life.