

Analysis of Public Inquiries Received by CPRC During COVID-19 Pandemic

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INTRODUCTION

National Crisis Preparedness and Response Centre (CPRC) is the national command centre for infectious disease surveillance under Ministry of Health Malaysia which was established under the 9th Malaysia Plan (2006-2010) for the management of health-related crises and disasters [1]. Disease outbreaks are increasingly becoming more frequent and diverse around the world due to a combination of ecological, environmental, and socio-economic factors [2].

In essence, preparedness and response capacity are prerequisites for effective risk reduction and effective information transmission during emergency outbreaks in Malaysia.

METHODS:

This study involved secondary data obtained from CPRC Putrajaya. The inquiry calls, emails and WhatsApp on COVID-19 issues submitted by the public from March until April 2020 were descriptively analyzed.

Linear regression models were fitted to identify the correlation between the trend of incoming inquiries with the imposition of movement control order (MCO).

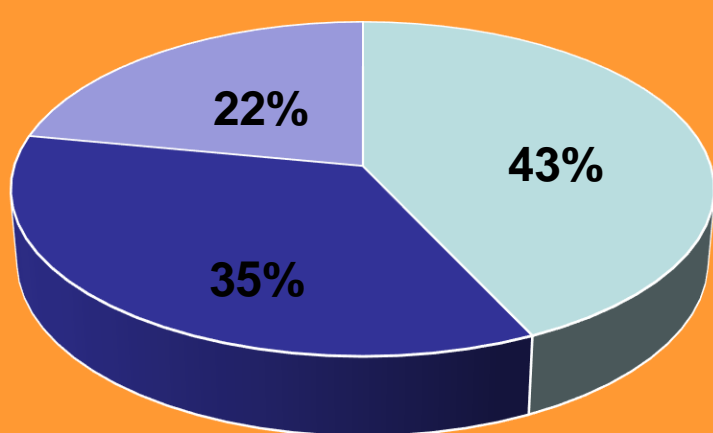
The inquiries received were grouped into few categories:

-  Symptoms and Spread
-  Preventive Measure
-  Screening
-  Complaint of violation of Movement Control Order
-  Treatment
-  Volunteer Assistance
-  Risk Groups (Tabligh, Bus Passengers, Travelers)
-  Donations

RESULTS:

Overall, 22% of inquiries were about symptoms and spread of the virus, while inquiries regarding donations were the least in concern (7%).

64,331 inquiries were assessed



- Phone calls
- WhatsApp
- Emails

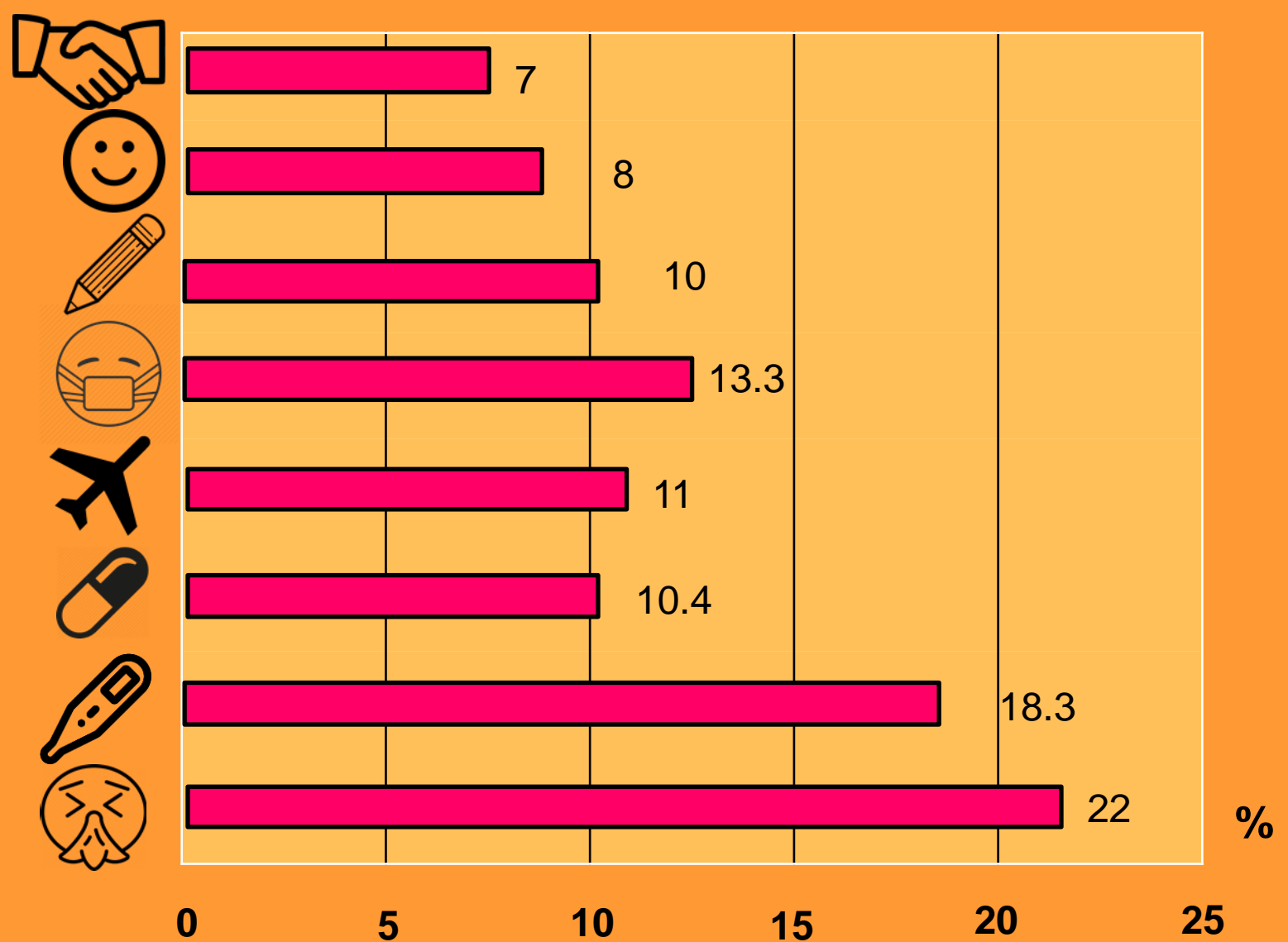


Fig 1: Overall inquiries received by categories

The inquiry trend changed significantly ($p < 0.05$) with MCO imposition as the total number of inquiries increased from 38% to 62%; mostly inquire about symptoms and spread (26%), screening (22%) and preventive measure (15%).

CONCLUSION:

Our data suggest that Malaysians opt for a trusted source of information and CPRCs are considered to be the central nerve point in providing relevant information during the COVID-19 pandemic.

However, our study also found that a proper data management system is highly needed in CPRCs to strengthen the command capacity overall.

Besides, CPRCs should develop an effective risk communication format to cater to the public's concern on health education during pandemics.

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ACKNOWLEDGEMENT:

We would like to thank the Director General of Health Malaysia for his Permission to present these findings.