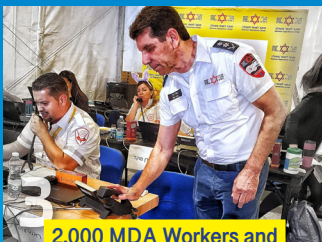


Drive-thru Corona Testing



2,000 MDA Workers and 24,000 Volunteers at the Forefront of the Fight Against Corona



Fighting the Virus in Every Way



Do you have an interesting story?  
An exciting news?

Send us to:  
[info@mda.org.il](mailto:info@mda.org.il)

People queue for blood donation,  
Rabin square in Tel Aviv

## Picture of the week



Photo: MDA Spokesmen



# Drive-thru Corona Testing

On Saturday, February 22, under the guidelines of the Ministry of Health, Magen David Adom opened a special hotline focusing on treating people suspected of Contracting Corona virus. Since the opening of the hotline, hundreds of citizen inquiries have been received regarding the Corona at Magen David Adom's 101 hotline.

Anyone who, according to the Department of Health's guidelines, is required to be in solitary confinement, or a person who has been in contact with a Corona patient or someone who is suspected of being infected with the virus, and who has symptoms such as fever, cough, or other respiratory symptoms, should call the MDA 101 Emergency Call Center. The medics and paramedics at the hotline will join the call with the on call doctor or nurse, who decides to consult with a physician of the Ministry of Health on how to proceed with medical care.

According to the patients symptoms, a decision is made whether to send an ambulance to evacuate the patient to the hospital, or to send a paramedic to the patient in his home and take a sample to be analyzed without evacuating the patient at this time. The sample will be sent forward to Sheba Medical Center in Tel Hashomer, in order to deny the presence of Corona virus. If necessary, an ambulance will be called to evacuate the patient to the hospital under special isolation conditions.

Dozens of paramedics at Magen David Adom underwent dedicated training on how to collect samples from the patients, in order to deny the presence of the Corona virus. As part of the training, paramedics practiced taking the patient's samples while staying fully protected against infection. The medics and paramedics in MDA 101 Emergency Call Center were also trained to question and manage the cases. Magen David Adom has developed a special system, where among other things, a video call with the patient can be made.



Magen David Adom continues to operate the inspection post at Ben Gurion Airport, where MDA EMTs and paramedics question travelers and perform tests to those who arrive at the stand. This is done according to clear medical protocols set by the Ministry of Health.

**MDA Director General, Eli Bin:** "At the request of the Ministry of Health, Magen David Adom, as Israel's national rescue organization, has set up a dedicated hotline for Corona treatment, and if necessary, MDA sends paramedics to patients' homes, to take a sample , in order to rule out the presence of the virus in their bodies. Dozens of experienced and professional paramedics have joined the mission, as they recognize the importance of conducting medical examinations in the patient's home to prevent the spread of the virus in Israel. Paramedics are protected at the highest level, using dedicated anti-infection kits, according to the protocol used in infectious cases, where we see routinely. Magen David Adom works in full cooperation and coordination with the Ministry of Health, Hospitals and health insurance companies, and will continue to do everything possible to assist in the national effort of preventing the spread of the Corona virus in Israel. "



# 2,000 MDA Workers and 24,000 Volunteers at the Forefront of the Fight Against Corona

MDA has been monitoring the spread of the virus in the world with concern and preparing for the inevitable. Indeed, a month ago, the virus arrived in Israel and since then, Magen David Adom, Israel's National Emergency Medical and Blood services Organization has teams fighting day and night in the uphill battle against the virus. MDA is leading the fight with its advanced technological and human resources..

One of the sure ways to win the battle is with advanced preparation and Magen David Adom was well prepared for the long battle. About a month ago, even before a first verified patient was diagnosed in Israel, the organization recruited large forces of workers and volunteers to staff the National Emergency Operations Center 24/7. At the same time and non-stop, EMTs and paramedics were trained to take samples from Israelis who were suspected of having contracted the virus, so that as soon as the number of patients began to climb - MDA already knew what to do and how.

MDA is prepared to provide care to all patients including the increase felt by the restrictions enacted by the government. To assist in this, MDA used the best of the human resources and developed a series of technological solutions. The new one includes promotional videos in all languages for training the MDA team how to deal with Corona patients and treating them, distributing instructive content to citizens on social media and using the "My MDA" app to ease the burden of the dispatch center, and many opportunities for distance learning and essential medical knowledge and training for employees and volunteers.

The highlight is undoubtedly the improvement of the operational capability at the National Operations Center through dedicated sorting software, and the opening of three additional dispatch centers staffed by MDA workers and volunteers including youth volunteers: one at a separate floor, the other

in a large tent that was placed outside the National Operations Center in Kiryat Ono, and another one at the Home Front Simulations Center in Ramle. With close and impressive cooperation with the Ministry of Health and the Home Front Command, the organization's members managed to navigate all the callers to their destination and provide professional and courteous care.





# Over 47,000 Emergency Calls Per Day

Since the virus erupted in the country and the uncertainty surrounding the issue of infection, isolation and symptoms began, tens of thousands of emergency calls have been received at the hotline. MDA teams were required to respond within seconds, gather information on the specific case, make a decision on whether it is a medical emergency and direct the patient to the correct treatment destination: isolation, sending MDA team to take a sample for diagnosis, or sending an ambulance treatment team in case of life threatening, while still responding to the thousands of routine emergencies

For this reason, MDA, almost overnight, upgraded its command and control system and added a dedicated corona filter to the system. The new system is capable of sorting, directing and documenting any medical case capable of conducting a mass of events in a short period of time. When the Ministry of Health announced about the regulation to isolate all returnees from abroad regardless of the country in which the passengers were staying, at the call center thousands of calls were received within the same day, and on that day 47,000 emergency calls were registered, compared with an average of 3,000-5,000 emergency calls per day. MDA increased the number of teams and prepare the system for receiving thousands of cases each hour, and succeed in the task.

But increased call volume is not the only challenge, as the nature of the virus has provided a new challenge that includes the need to manage an emergency event that lasts for weeks rather than minutes: It is already known that one of the characteristics of the virus is the length of time required for diagnosis, treatment and recovery, with the incubation period being approximately two weeks until the onset of symptoms. The infection is three weeks and only after five weeks of infection, when it can be determined that it can be healed. Therefore, MDA must provide a continuous response from the moment the emergency case is received at 101 Dispatch Center to the end after days or weeks.

The MDA Information Technology Department in conjunction with representatives from the Medical Department and the Training Department have improved the command and control system to



open inquiries from the concerned public, and obtain approval for testing. The system also tracks the inquiries long term.

Other options provided by the system include MDA representatives speaking different languages to better communicate with tourists and non-native Hebrew speakers, solutions for people with a hearing impairment and automatic answering that provides answers to frequently asked questions to callers. In addition, as part of the service improvement, the

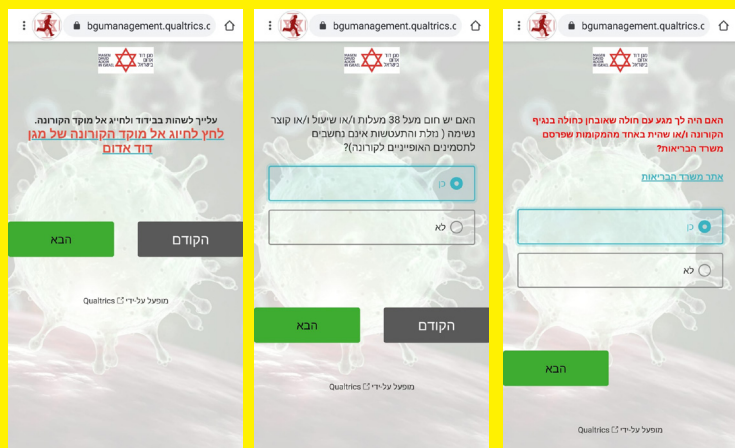


system automatically sends patients a message and provided them with continuous monitoring of their treatment status on the Ministry of Health website for those who have been tested. The system is easy to use, responsive and reliable, provides complete transparency and responsiveness. All of these help MDA successfully manage tens of thousands of emergency calls for weeks.

Today, the organization operates 3 major centers and their information is completely synchronized. MDA teams' leaders, the Home Front Command and the Ministry of Health are always present at the centers and answer questions, and although the treatment protocols are updated in accordance with the state of morbidity and the Ministry of Health guidelines, MDA manages to keep a close eye on the call and provide professional answers

Ido Rosenblat, Information and Technology Department "I would like to thank all the suppliers who have been working around the clock: Ness Company in reinforcing teams, Bezek company for their

hard work and adding infrastructure, Cellcom for providing call takers and support, Ergocom for supporting the switchboard and the possibility of adding hundreds work statouns in a short time and of course to the support and development teams who have been working around the clock for days.



# The Future Generation is Proving Once Again to be Trusted

Along with the many challenges, there are consolations too: The Ministry of Health ordered the closure of educational institutions in an effort to prevent the outbreak of the corona virus in the country, and millions of students were sent home, but instead of indulging in watching Netflix, thousands of MDA youth volunteers decided to join the national anti-Corona battle. For a month, young people are making great efforts to help both MDA teams in the field and at the National Operations Center and provide answers to concerned civilians.

Volunteers, ages 15-18, arrive to MDA Logistics Department every day and pack protective kits used by MDA EMTs and paramedics when testing patients for the virus. The young people pack their face masks, gloves and protective suits quickly and professionally, and their willingness to help has enabled the streaming of thousands of kits.

Thanks to them, thousands of Israelis have been tested fast and citizen's fears abated.

Moreover, every day, dozens of volunteers from all over the country come to the MDA National Operations Center and provide information by telephone to concerned callers. The young people demonstrate high abilities, maturity and readiness and do a wonderful job. For hours, in the morning or evening shifts, they receive thousands of calls and stand up to the task with pride.

At the same time, thousands of teenagers are



reinforcing MDA's ambulance array and assisting the teams in responding to routine emergency calls. In accordance with the instructions of MDA Director General Eli Bin and out of concern for their health, teens do not respond to emergency calls from people suspected of being corona patients, and concentrate on responding to thousands of routine emergency calls, the young people do a wonderful job and save lives day by day, hour by hour.

## The Ultra-Orthodox Community Joined in Full Force

With advanced masks and protective kits, dozens of ultra-Orthodox volunteers serving in the MDA Civil Service track have integrated into MDA's trained providers who take samples for testing and are helping corona patients and civilians staying in isolation. Many of them also volunteer at the Corona Dispatch Center that was opened by MDA in addition to reinforcing the life-saving system in ambulances.

The volunteers underwent specialized training for dispatch and field positions and are an integral part in the fight against corona.

Director-General of the National Civil Service, Reuven Pinsky, praised the volunteers for their

dedication and willingness to take part in the effort: "In such a complex situation, every MDA volunteer from the civil service who can take part and assist - contributes to the overall effort. On the key part they take out of endless dedication to the important cause."

Itzik Shushan, MDA Civil Service Manager added: "The spirit of volunteering is at its peak, many dozens of ultra-Orthodox volunteers come to MDA stations with motivation. They serve in the Corona sample taking, emergency hotline and ambulances and do inspiring work. Proud of each of them."

## Answering in Any Language

Magen David Adom has also been assisted by dozens of additional language-speaking volunteers offering citizens assistance in every language, for their convenience. For example, in the National Emergency Operations Center, personnel speak English, Arabic, Spanish, Italian, French, Russian

and Amharic. MDA also makes sure to publish information to the public in various languages, on the organization's website, press releases, social media and direct communication through brochures and posters, all emphasizing the need for accessibility these days of fear and panic.

## Blood Services Personnel Join the Effort



MDA provides 100% of the blood to the IDF and hospitals in Israel and its activities are critical to maintaining the health and safety of the nation's citizens. With the outbreak of the virus in Israel, the isolation and restriction of movement, a significant reduction in the number of blood donors and inventory was also felt.

In MDA, the public came out to emphasize the need for blood donations on the one hand, and the advanced measures taken by donors to maintain donors' health. Messages and videos in all languages were published in the media and social media and to the joy of the organization, the community responded.

Within a few hours, 1,100 blood units were collected and the queues to blood mobile were becoming longer. The blood phlebotomists, most of them volunteers, worked long hours to collect the blood and deliver it to MDA's blood services lab, where it was quickly tested and transported to

hospitals across the country.

"We realized that we had to do everything to collect blood units," said Saussen, a phlebotomist with the MDA Blood Services, "and at one point we just moved with the bloodmobile in the neighborhoods and called people in the public address system." Miriam, a blood phlebotomist from the center of the country, took unconventional actions to attract the potential donors' attention. "We stood on the roads at the entrance to the villages asking people to come and donate blood. It was exciting to see their responsiveness. Jews and Arabs together came to donate blood until the late hours. "

In MDA, efforts are continuing to collect blood donations, increase the number of samples taken each day, answer tens of thousands of calls and best manage the Corona Challenge, at the best way this organization has known for 90 years.





# Fighting the Virus in Every Way

Dozens of MDA employees and volunteers respond to the calls of citizens every day, all day.

In order to maintain the health and safety of the teams, MDA set up a special tent to suit the requirements of the Ministry of Health.

The tent is divided into four areas, so each hotline team only works in its designated area and one responsible team member passes between the areas.

Dividing was done using temporary wooden partitions and PVC-

Partition height: 2 m, to prevent transmission of the virus in the air during coughing or sneezing.

## Working place:

The people sit in one direction so the one person turns his back to the other - which is to prevent the virus from transmitting during coughing or sneezing to its face.

Following the Ministry of Health's instruction to use disinfectant as a replacement for hand washing, disinfection facilities have been installed to prevent a special departure from the tent outside in order to wash their hands.

## Air purification and filtration system

The system has five layers of filters and arms that are installed in the tent that are responsible of filtering the air from bacteria and pollutants and creates a circulation of 70 air changes per hour.

The air purification system clearly shows the air quality by changing colors in the front of the device:

Red: Poor air quality



Green: Good air quality



Blue: Very good air quality



Entry to the complex is limited to authorized teams only.





Fight against the Coronavirus:

## President of the State of Israel inaugurated another Magen David Adom hotline







Reuven Rivlin, President of the State of Israel, inaugurated another hotline for Magen David Adom, at the base of the Home Front Command in Ramla. The hotline, set up by a joint initiative of the IDF and MDA, will activate 100 additional call center positions, and will help provide the best response to the tens of thousands of calls that are received in MDA's 101 Emergency Call Center daily, since the arrival of the Coronavirus to Israel. With assistance from the commander of the Home Front Command Major General Tamir Yadai, Chief of Staff of the Home Front Command, medical home front command chief,

the simulation center at the home front in Ramla has become a state-of-the-art Call Center operated by MDA, and manned by Home Front Reserve Special Forces trained by medics and paramedics at MDA.

One Hundred hotline positions are being added to some 270 telephone stations at MDA 101 Call Centers across the country, which are operating non-stop these days. The special center was built up by the IDF

Teleprocessing Battalion and the MDA's

Teleprocessing personnel, all the means needed to establish the call center were brought in especially for the mission. Magen David Adom's manage and control system, which was developed within the organization, were particularly well-equipped to handle the high load.

**President of Israel, Reuven (Ruvy) Rivlin:** "The people of Israel, alongside the whole world are in a campaign, a campaign against a severe blow to the whole of humanity. Of course in Israel, we have the

protectors of the people, Magen David Adom, and the Israel Defense Forces, which are the people's shield and the army of the nation. It is natural that the forces work together as in every moment of danger. Everyone trusts you and knows that there is someone to trust. We must obey the instructions. Often we are a little disrespectful to the instructions or we think, 'They are very important to others, not to us.' We must take great care to follow every directive that we are commanded to do, for it has been knowledgeably decided, with the thought of avoiding any danger that is worrying us all. I came here to thank you and I thank you."

**Following his remarks, the President of the State addressed medics and paramedics at the MDA call center, saying:** "You are used to being at the forefront. Accustomed to arrive first in any urgent case that arises and appears. Against this unique threat, you are at the forefront, you are leading the chain. This is a critical step in preventing the spread of the virus. It also involves accurate explanation and diagnosis."

**MDA Director General, Eli Bin:** "I thank the President of the State for his visit to MDA's new call center, and the Home Front Command and his standing on the quality of operating systems and resources available to the call center, MDA staff and volunteers and the Home Front Command's reserve soldiers who work through the nights to respond to the tens of thousands of inquiries from citizens. MDA is at the forefront of the Corona fight, and as the national EMS organization, it does so with pride, dedication and endless sense of mission. I would like to thank each and every one of you from MDA, whose dedication is a source of national pride."







A word from MDA Director General



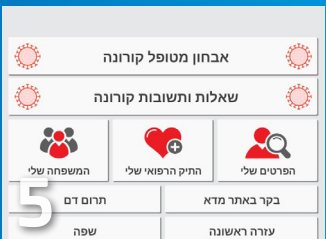
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Photo: MDA Spokesmen



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Megillah reading at the MDA Emergency National Operations Center

## A word from MDA Director General



Good Evening,

Over the past several days, MDA has faced new challenges, with an increased workload for our teams in the field and a significant increase in calls to our emergency call center as a result of the public's uncertainty.

In full cooperation and coordination with the Ministry of Health, the teams at the call centers are able to provide complete and professional guidance to the thousands of callers, our field teams have responded to each and every request to take samples from patients who are suspected to have contracted the virus and all of the senior management and field teams of all levels have been working around the clock.

Several days ago, the CEO of the Central Elections Committee turned to me with a request that MDA staff polling stations for those under quarantine.

I had no doubt that MDA personnel would perform this task with the same success as all others, and I would like to express my sincerest appreciation for all who have given of their time and themselves during this time.

I have no doubt that the past several days have brought additional and new challenges. Thanks to you, Magen David Adom, Israel's national emergency medical and blood services organization has been successful in showing once again that we can be trusted to be available at all time and anywhere.

The organization is blessed with very special people, dedicated and professional employees and volunteers who act in the interest of the nation and the people.

I would like to express my appreciation and gratitude to you and your families who allow you to perform the tasks at hand. May we continue to have success in our endeavors.

With great appreciation,

Eli Bin



## The Joint Hotline of the Ministry of Health, Health Insurance Companies and Magen David Adom Opens

**Tens of thousands of inquiries pertaining to Corona virus were received at Magen David Adom's 101 Emergency call center this evening**

On Saturday, February 22, under the guidelines of the Ministry of Health, Magen David Adom opened a special hotline focusing on treating people suspected of Contracting Corona virus. Since the opening of the hotline, hundreds of citizen inquiries have been received regarding the Corona at Magen David Adom's 101 hotline.

Anyone who, according to the Department of Health's guidelines, is required to be in solitary confinement, or a person who has been in contact with a Corona patient or someone who is suspected of being infected with the virus, and who has symptoms such as fever, cough, or other respiratory symptoms, should call the MDA 101 Emergency Call Center. The medics and paramedics at the hotline will join the call with the on call doctor or nurse, who decides to consult with a physician of the Ministry of Health on how to proceed with medical care.

According to the patients symptoms, a decision is made whether to send an ambulance to evacuate the patient to the hospital, or to send a paramedic to the patient in his home and take a sample to be analyzed without evacuating the patient at this time. The sample will be sent forward to Sheba Medical Center in Tel Hashomer, in order to deny the presence of Corona virus. If necessary, an ambulance will be called to evacuate the patient to the hospital under special isolation conditions.

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presence of the Corona virus. As part of the training, paramedics practiced taking the patient's samples while staying fully protected against infection. The medics and paramedics in MDA 101 Emergency Call Center were also trained to question and manage the cases. Magen David Adom has developed a special system, where among other things, a video call with the patient can be made.

Magen David Adom continues to operate the inspection post at Ben Gurion Airport, where MDA EMTs and paramedics question travelers and perform tests to those who arrive at the stand. This is done according to clear medical protocols set by the Ministry of Health.

**MDA Director General, Eli Bin:** "At the request of the Ministry of Health, Magen David Adom, as Israel's national rescue organization, has set up a dedicated hotline for Corona treatment, and if necessary, MDA sends paramedics to patients' homes, to take a sample , in order to rule out the presence of the virus in their bodies. Dozens of experienced and professional paramedics have joined the mission, as they recognize the importance of conducting medical examinations in the patient's home to prevent the spread of the virus in Israel. Paramedics are protected at the highest level, using dedicated anti-infection kits, according to the protocol used in infectious cases, where we see routinely. Magen David Adom works in full cooperation and coordination with the Ministry of Health, Hospitals and health insurance companies, and will continue to do everything possible to assist in the national effort of preventing the spread of the Corona virus in Israel."





## MDA EMTs and Paramedics were Trained to Operate an Ambulance Disinfection System

Thirty EMTs and paramedics at Magen David Adom from across the country underwent training last week on how to fully disinfect ambulances and MICUs, using a new, American-made advanced system.

The system will be integrated among other means available in MDA for disinfecting ambulances and MICUs, and will be used in various cases, following the evacuation of people who may be carrying infectious diseases.

"Magen David Adom began examining new disinfectant systems even before the world's Coronavirus began to spread, and now the need is even higher," **explains MDA Medical Division Director Rami Miller.** "A comprehensive comparison

of this system, alongside other systems, found that its effectiveness in fully disinfecting ambulances was extremely high."

**MDA Director General Eli Bin:** "Magen David Adom constantly examines and develops measures to optimize medical care and evacuation in ambulances and MICUs, while keeping an eye on the health and safety of sick and injured patients, as well as MDA staff and volunteers. We have purchased ten disinfection systems, which will be operated by MDA employees and volunteers around the country, so that we can operate independently in cases where a comprehensive and thorough disinfection of the emergency vehicles is required."





## MDA Teams Took Samples from Thousands of People who are Quarantined- 200 Additional Senior Medics in MDA were Trained to Take Samples

Last week MDA stations throughout the country held training sessions on how to treat patients, and take samples of those who are suspected of contracting the Coronavirus.

They practiced taking samples from the patient, while wearing full anti-contamination suits, and they have joined the 200 paramedics who have already started to carry out the testing last week.

Since the opening of the hotline of Magen David Adom and the Ministry of Health, medics and paramedics have responded to tens of thousands calls from citizens regarding the Coronavirus. A MDA paramedic has been sent to each of the thousands patients who are in isolation and suffering from symptoms, who took a sample in order to check the coronavirus's presence in their bodies.

Anyone who, according to the Ministry of Health's guidelines, is required to be quarantined, and who has symptoms such as fever, cough, or other respiratory symptoms, should call the MDA 101 Emergency Dispatch Center. The medics and paramedics at the hotline will join the call with a physician who decides whether or not to consult with the district physician, and how to move forward with medical care.

According to the symptoms, a decision is made

whether or not to send a paramedic or senior medic to the patients' home, where they will be examined and have a sample taken, without evacuating them to the hospital at this time. The samples are then sent forward to the laboratory, where they will be tested, in order to rule out the presence of the Coronavirus in their body. If necessary, an ambulance is sent to transport the patient to the hospital under special isolation conditions

**MDA Director General Eli Bin:** "For the second week, Magen David Adom continues to take samples from patients in their homes, in order to rule out the presence of the Coronavirus in their bodies. Hundreds of senior medics at Magen David Adom are committed to the mission, as they recognize the importance of performing medical exams in the patient's home to prevent the spread of the virus in Israel. The medics and paramedics are protected at the highest level, using dedicated anti-infection kits, according to the protocol used in routine cases, where we are practiced. Magen David Adom works in collaboration and in full coordination with the Ministry of Health, Hospitals and health insurance companies, and will continue to do everything possible to assist in the national effort of preventing the spread of the Coronavirus in Israel."





# Corona Online: Automatic Response on 'My MDA App'

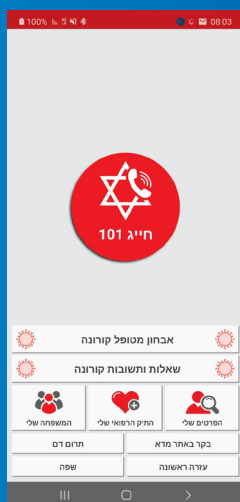
As a public service, Magen David Adom launches a digital questionnaire within the 'My MDA' app. By answering the questionnaire, every citizen can understand what the correct guidelines are for him, and how he should behave and conduct himself regarding the issue of the Coronavirus. The computerized questionnaire will ask questions such as: Did you stay abroad and in what country?, or do you have fever or any other symptoms? Depending on the answers, the app automatically directs the caller to the MDA 101 Emergency Call Center, or alternatively, to continue his routine.

"In the last few days, we received tens of thousands of inquiries every day from citizens asking about the Coronavirus. We have mapped out the questions that concern the public, and created a comprehensive Q&A bank. The user enters the app, and answers the structured questions aimed at diagnosing whether he is at risk of becoming infected with Corona or not," **Ido Rosenblatt, MDA's communications department manager, explains\*** "According to the

user's answers, instructions will be given in the app on how to continue forward, and required treatment." Since last night until this hour, more than 25,000 calls have been received at MDA's 101 Emergency Call Center, compared to about 5,500 received during a routine day. This is a significant increase, with most calls being received from citizens seeking details about the Corona epidemic.

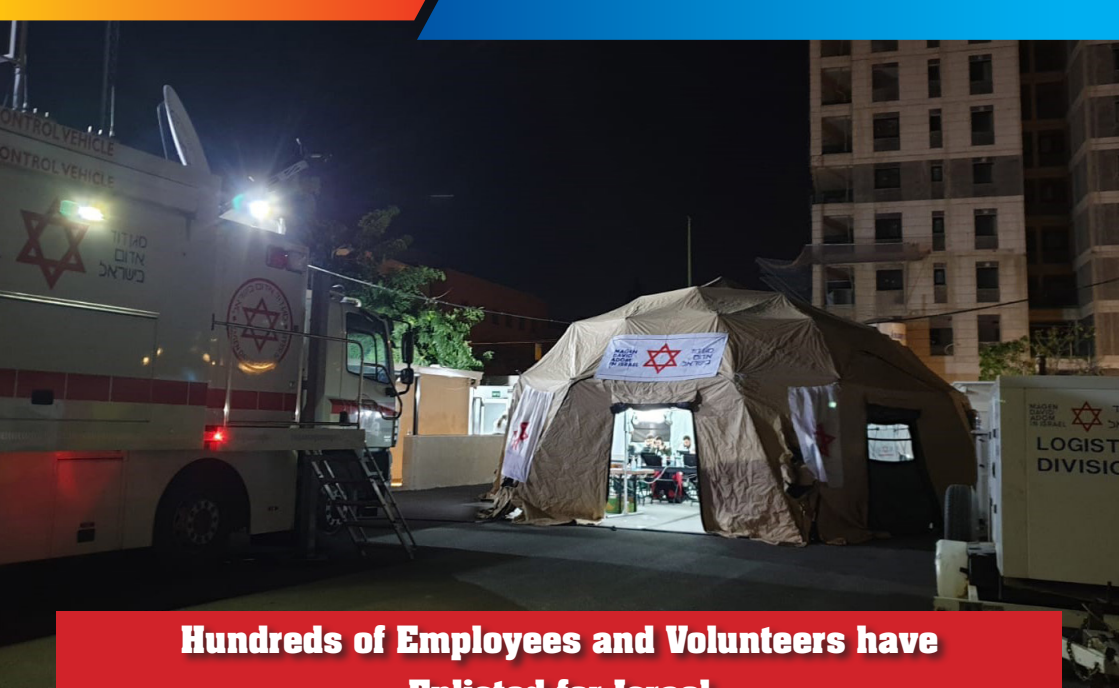
**MDA Director General Eli Bin:** "MDA EMTs and paramedics continue to take samples from patients who are quarantined, and have reported symptoms such as fever, cough and shortness of breath, and in accordance with a district physician's decision, are required by the Department of Health to have a sample taken to be tested. We urge the public to use the app and acquire the initial information they need. This will help to make the information easily and quickly accessible, and also to relieve the burden at the Dispatch Center, which is required in order to continue routine life-saving activities."

Download My MDA widget <http://q-r.to/bafscX>



MDA emphasizes that in cases where there are no physical symptoms, general details and guidelines regarding the corona can also be obtained at the Ministry of Health website, the Health Ministry hotline at \*5400 or the HMO hotlines, and now - also in the 'My MDA' app.





## Hundreds of Employees and Volunteers have Enlisted for Israel

The 101 National Dispatch Center is receiving thousands of calls during the last days, from citizens thinking they may have been infected with the Corona virus. Dispatch teams are working around the clock in order to provide the response needed, but the workload is growing. In order to successfully deal with the huge amount of calls, MDA has called upon the employees and volunteers in the organization to come to the national Dispatch Center to help responding to the citizens. We are glad to report that MDA team members have come in masses! A control room has opened at the dispatch center and dozens of new stands have been built which will be staffed by employees and volunteers in the coming hours. Don't worry, Israel, we are here!

