COVID-19: FAQ For Auroville Residents

All important phone numbers and working hours are given at the end of this document

All major hospitals that are designated for treating COVID-19 patients in and around Auroville/Pondicherry are overloaded and are concentrating their attention and resources on handling very critical cases of COVID-19 ONLY.

Our own internal resources for dealing with COVID-19 are very limited, both physically and medically. However, we are trying to help you to the best of our ability

Q. I have COVID-19 like symptoms such as fever, cough, cold, bodyache, loss of smell, loss of taste.

Please call Sante Reception during working hours (see below for hours and numbers) and share your information with the receptionist. The Sante Receptionist will schedule a call back for you from the doctor on duty as soon as possible.

Due to the highly contagious nature of COVID-19 and limited medical staff, a doctor or nurse will probably not be able to visit you in person, and neither should you visit Sante

Q. I am very sick with COVID-19 like high fever above 39.0 °C (or 102.2 °F), persistent cough, breathlessness, feeling very restless, tired/exhausted, low on energy.

Please call the Ambulance Dispatch. The ambulance duty person will evaluate your symptoms and organize a priority call back from a Doctor or if needed and based on resources available, organize a priority visit to your location if stabilization or admission is needed

Q. I don’t feel well at all

Please call the Ambulance Dispatch. The ambulance duty person will evaluate your symptoms and organize a priority call back from a Doctor or if needed and based on resources available, organize a priority visit to your location if stabilization or admission is needed

Q. I am in quarantine/isolation and I need non-medical help at home

Please call the Sante COVID-19 Coordination number. Please let the Coordinator know if you can’t isolate at home.

For groceries - here are the details for the Basket service. Check out the guidelines for delivery link

Sante Coordination Team AUROVILLE, April 2021
PTPS:
Contact Person: Kala
Email: ptpservice@auroville.org.in
landline: 0413- 2622152
Web: https://consciously.auroville.org.in

Hers:
Contact Person: Thulasi
Email: hers@auroville.org.in
Phone: +91-7598553406
Web: https://consciously.auroville.org.in
Delivery to be organised by family or friends till they get volunteers.

PTDC:
Contact Person: Arul
Email: ptdcbasketservice@auroville.org.in
Whatsapp: +91-9659626618
Web: https://consciously.auroville.org.in

Q. I tested positive. Or I had close contact with a person who has tested positive

Please call the Sante COVID-19 Coordination number.

Please also let the Sante COVID-19 Coordinator know if you can’t isolate at home or need help with delivering groceries, food or other essential items.

If you have tested positive, the Sante COVID-19 Coordinator will:

- Schedule a tele consultation with a doctor
- Schedule a call with a volunteer to trace any close contacts you may have had over the past 7 days
- And provide you with
  - A printed copy or email/WhatsApp the guidelines on isolation including dos and don’ts & contact numbers. These guidelines can be viewed (or downloaded) here https://bit.ly/2S3tLEX
  - A vitals monitoring kit that includes a Pulse Oxymeter, Blood Pressure meter and thermometer along
  - Links to online material to learn how to self monitor you vitals and other useful information on COVID-19
- You will be requested to self-monitor your vitals and report them regularly to a volunteer who will tabulate them and escalate to a doctor if there is any cause for concern

Q. I want to get a RT-PCR test done

Please see guidelines on testing here https://bit.ly/2S4IJdN
Q. I want to get vaccinated

Please see information on vaccination here https://bit.ly/3xq5pVQ

Contacts Directory

1. Sante Reception
   a. Working Hours:
      i. From 9:00 AM to 12:30 PM, 2:00 PM to 4:30 PM, Mon to Sat
      ii. Tuesday Afternoon Closed
   b. Telephone No: 0413- 2622803

2. Auroville Health Centre
   a. Working Hours
      i. 9.00 AM- 4.30 PM, Mon to Sat
   b. Telephone No: 0413-2622123

3. Sante COVID Coordination (Aurosugan)
   a. Working Hours
      i. 8.00 AM- 8:00 PM, Mon to Sat
      ii. Outside these hours only for emergencies
   b. Telephone Nos
      Mob: 80123 05151: 8778614902
      WhatsApp: 80123 05151

4. Ambulance Dispatch
   a. Working Hours
      i. 24 x 7
   ii. Telephone No: 9442224680

Notes

- As per Government Rules, your information will be shared with the Block Medical Officer and the key health monitoring team.

- The public health system in our region and in Auroville itself is under severe stress at the moment due to the spike in the number of cases. It is very hard to find available beds and the health professionals & facilities are under strain.

- Sante, along with the Ambulance Team and volunteers from the community are attempting to close the gap and provide community members with a service that assists with home isolation and seeking medical attention if required.

- While we do try to assist you to the best of our ability, our internal resources are very limited and it can take us some time to serve your needs.
You can help us by reading this document carefully and following the guidelines and suggestions.

Thanks & Regards,

On behalf of Sante Medical Team, Sante COVID Coordination and Auroville Ambulance team

Please use this link to view the latest version of this FAQ: https://bit.ly/3nr8Cjx