



**Novel Coronavirus
Pneumonia (NCP)
Public Safety Guidelines
from the University Hospital**
**科大醫院編制：
新型冠狀病毒肺炎（NCP）
公共衛生安全防護手冊**

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INTRODUCTION

序言

The University Hospital urges citizens of the Macao SAR to continue public health vigilance during this dire time of the Novel coronavirus pneumonia (NCP).

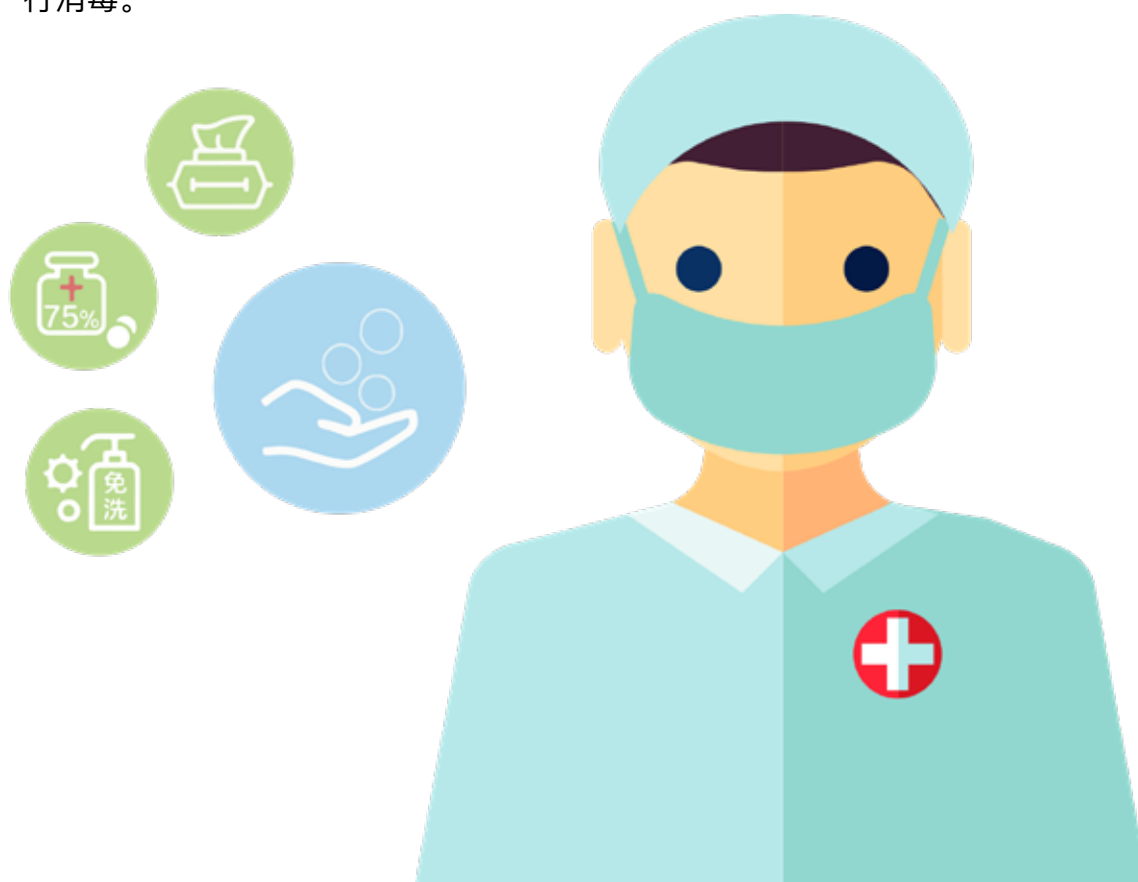
在新型冠狀病毒肺炎（NCP）流行趨勢嚴峻之際，科大醫院呼籲澳門特別行政區市民對該公共衛生形勢保持警惕。

Staying hygienic and aware of ongoing medical and scientific facts is the strongest way to prevent the spread of the Novel coronavirus pneumonia (NCP) with a clear mind and body.

保持衛生，瞭解實時更新的醫學和科學事實並保持理性是防止新型冠狀病毒肺炎（NCP）傳播的最有力方法。

We urge basic and regular hygiene with hand washing with alcohol based sanitizers, wearing of masks, and to avoid touching your mouth, nose or eyes with your hands. We also encourage keeping your mobile phone sanitized before using.

我們提倡基本及日常的衛生清潔，如洗手、酒精消毒液搓手、佩戴口罩，以及避免用手觸碰口、鼻或眼睛。同時，我們也提倡在使用手機前，對手機進行消毒。



Based on conversations with our doctors, we have isolated the following key guidelines to raise the awareness amongst the general public. These cover:

- 1) What is Novel coronavirus pneumonia (NCP) and why is everyone so concerned?
- 2) What are the symptoms and how does this virus spread?
- 3) How to reduce your risk of being infected and stay healthy?
- 4) What are the current effective measures taken by the Macao SAR Government
- 5) How to stay calm amidst public panic?
- 6) In the face of this viral outbreak, how can one manage anxiety and uncertainty to cope with the situation?

在諮詢本院醫生之後，我們撰寫了下述指引以提高市民大眾的認知。內容包括：

- 1) 什麼是新型冠狀病毒肺炎（NCP），為何大家如此關注？
- 2) 感染新型冠狀病毒肺炎（NCP）的症狀是什麼？病毒如何傳播？
- 3) 如何降低感染風險並保持健康？
- 4) 澳門特區政府目前採取了哪些有效措施？
- 5) 在公眾恐慌中如何保持冷靜？
- 6) 面對病毒疫情爆發，應該如何應對焦慮和不確定性？



1) What is Novel coronavirus pneumonia (NCP) and why is everyone so concerned?

It is a new virus that was discovered in late 2019 and originated in Wuhan, Hubei Province of China. One of the more prominent complications resulting from this infection is pneumonia, which can be fatal.

This virus has now spread to many cities in the Mainland China, Hong Kong SAR, Macau SAR, Singapore, the USA, and many other countries. It is highly contagious and carries a significantly increased death rate when compared to other viruses like common cold and influenza (current estimated mortality rate – NCP: ~2%, influenza: ~0.05%). Globally the actual mortality rate outside of Wuhan is less than 1% (compare with 9.6% SARS, and 34% for MERS). Annually, Influenza kills between 290,000– 650,000 people (WHO estimate), Death reported from NCP thus far below 1000.

1) 什麼是新型冠狀病毒肺炎 (NCP)，為何大家如此關注？

新型冠狀病毒肺炎 (NCP) 於 2019 年底於中國湖北省武漢市發現。感染該病毒後，肺炎為主要併發症之一，可導致死亡。

目前，該病毒已傳播至中國內地許多城市、香港特別行政區、澳門特別行政區、以及新加坡、美國等其他國家。新型冠狀病毒具有高傳染性，其致死率與其他病毒（如引起普通感冒及流感的病毒）相比顯著偏高。目前估計致死率約為 2%，流感病毒為 0.05%。全球範圍內，除武漢市以外，新型冠狀病毒肺炎 NCP 的實際死亡率低於 1%（已知 SARS 為 9.6%，MERS 為 34%）。根據世界衛生組織的數據，每年，流感可導致 29 萬至 65 萬人死亡（世界衛生組織估計），迄今，新型冠狀病毒肺炎 NCP 已報道的死亡人數低於 1000 人。

2) What are the symptoms and how does this virus spread?

With regards to this new virus, once infected, one may experience fever, cough, and shortness of breath as few as 2 days to as long as 14 days after exposure. Currently, there is no definite treatment for nor vaccine against this viral infection. Some early successful results using new drugs for this virus has been reported.

You may contract the disease through infected persons' respiratory droplets and feces and by coming into contact with contaminated objects by the infected. A coronavirus can survive in aerosols for 24 hours, in feces up to 4 days, and on hard surfaces like stainless steel surface for 36 hours, especially at cool temperature and low humidity.

Sunlight will cut the virus ability to survive in half. This means the half-life will be 2.5 minutes and in the dark it's about 20 minutes. In regards to temperature and humidity, the virus can remain intact at cold and dry temperature—which is why it spread rapidly in Wuhan and Beijing.

At 30 degrees with humid weather the virus becomes inactivated. It is therefore likely this virus epidemic will stop around May and June— that's when there's more sunlight and more humidity in Macao and Southern China. The environment is a crucial factor.

2) 感染新型冠狀病毒的症狀是什麼？病毒如何傳播？

暴露於新型冠狀病毒2~14天內，感染者可將出現發熱、咳嗽、呼吸急促等症狀。目前，沒有特效治療及疫苗，但已有一些針對該病毒的新藥研究早期成果。

該病毒可通過感染者的呼吸道飛沫、糞便傳播，亦可通過接觸環境中被污染物品而間接傳播給他人。冠狀病毒可在氣溶膠中存活24小時，糞便中最高存活4天，硬質表面（如不鏽鋼表面）可存活36小時，尤其是在涼爽及低濕度環境中。

太陽光可使得病毒的存活能力削弱，如病毒繁殖的半衰期可降低至2.5分鐘，而陰暗環境中將為20分鐘。就溫度與濕度而言，病毒在涼爽及乾燥的環境下可保持其完整性，以至於在武漢及北京可快速傳播。

在30°C的潮濕環境中，病毒將不具有活躍性。環境因素將是關鍵因素，因此推測，在陽光及濕度增加的5月及6月，該病毒的流行將結束。

3) How to reduce your risk of being infected and stay healthy?

In order to lower the risk of being infected by the Novel coronavirus pneumonia (NCP), we must do the following that are easy but effective:

A. Wear your surgical face mask properly when you go out of your homes. If you are at increased risk to be exposed, such as healthcare providers, border controls and allied health, etc. you may put on an eye-shield. However, if you have respiratory symptoms like coughing, sneezing, etc, you should wear a mask at home as well, keep your home well-ventilated, and clean the surfaces or objects that have been contaminated by the droplets.

B. Upon returning to your home, wash your hands and take a shower. Change into clean clothing. Shoes should be cleaned outside and shelved.

C. Wash hands thoroughly and frequently with either soap and water or alcohol hand rub (at least 20 seconds), especially after coming into contact with objects that are frequently touched by others like door knobs, hand rails on trains or buses, and elevator buttons, etc. Avoid touching your eyes, nose, and mouth.

D. Clean objects and surfaces that our hands and fingers are constantly coming into contact with, e.g. mobile phone, keyboard and mouse, and tablets.

E. Maintain a good washroom hygiene by flushing the toilet with the cover down and filling the u-shaped drainage pipes with plain water, to prevent the sewage which may be contaminated by this virus and bugs from backing up into your washroom.

F. Avoid going to crowded and poorly ventilated places. Do some exercise at home to stay fit.

G. Limit unnecessary travels and gatherings and utilize more social media as mean of communication and learning.

H. Receive flu and other vaccines to reduce other communicable diseases. Having enough rest, eating a balanced diet, and quitting smoking and alcohol are also crucial in fighting against this virus.

I. Dispose of masks and gloves properly.

3) 如何降低感染風險並保持健康?

為了降低被新型冠狀病毒感染的風險，我們必須做好以下簡單有效的預防措施：

A. 外出時要佩戴醫用外科口罩。如果你的工作存在較高的暴露風險，例如醫療服務人員、邊境管制人員和專職醫療人員等，你可以佩戴護目鏡。然而，如果你有咳嗽、打噴嚏等呼吸道症狀，在家中也應該戴上口罩，保持室內空氣流通，並及時清潔已被飛沫污染的物體及其表面。

B. 回到家後，洗手、洗澡。換上乾淨的衣服。鞋子應在室外清潔並存放。

C. 經常用肥皂水或酒精搓手液徹底洗手（至少 20 秒），尤其是接觸到他人經常觸碰的物體後，如門把手、火車或公共汽車的扶手、電梯按鈕等。避免用手觸摸眼睛、鼻、口。

D. 清潔手和手指經常接觸的物體和表面，如手機、鍵盤、滑鼠、平板電腦等。

E. 保持良好的廁所衛生，如廁後請將馬桶蓋蓋好後再沖廁，並在 U 形排水管內注入清水，以防止可能被該細菌和病毒污染的污水進入洗手間。

F. 避免到人多擁擠和空間密閉的場所，在家做適當的運動以保持身體健康。

G. 減少不必要的出門和聚會，多使用社交媒體來進行交流和學習。

H. 接種流感疫苗和其他疫苗，以減少感染其他傳染病的風險。有充足的休息，飲食均衡，戒煙戒酒對於抵抗這種病毒也至關重要。

I. 正確使用及處理口罩及手套。



4) What are the effective measures taken by the Macao SAR Government

This illness is spread by droplets and close personal contact. There are reports of the virus is being transmitted along the fecal-oral route. This is important because illness which spread in this way can potentially be contained by public health measures such as: 1) isolation of infected individuals and social distancing such as closure of schools and large community events and gatherings (such as Casinos closure and stringent border control) 2) hand washing, personal hygiene and mask. The controlled distribution of face masks to residents by the government is among the measures that are effective to avoid panics.

Macao has a world class public health system and quite rightly public health measures have to be introduced to protect the healthcare providers, and also the most vulnerable members of the community, because all infectious illness has greatest impact on the infant, the old, the poor and the immunocompromised. This is one of the reasons why the WHO has declared a Global Health Emergency.

4) 澳門特區政府目前採取的有效措施。

該病毒通過呼吸道飛沫和人與人之間密切接觸傳播。有報告稱該病毒也會通過糞口傳播。這一點很重要，因為以這種方式傳播的疾病可以通過公共衛生措施加以控制，例如：1) 隔離受感染的個人和疏遠社交活動，如關閉學校、取消大型社區活動和集會（如關閉賭場和嚴格的出入境控制）2) 勤洗手，注意個人衛生並佩戴口罩。特區政府有控制地向居民發放口罩，是有效避免恐慌的措施之一，避免市民恐慌地搶購口罩。

澳門擁有世界一流的公共衛生體系，採取適當的公共衛生措施以保護醫療保健提供者及社區中最易感染人群。因為所有傳染病對幼年人，老年人，貧困人口和免疫力薄弱人群影響最大。這也是世界衛生組織宣佈全球進入緊急狀態的原因。

5) How to stay calm amidst public panic

We should be cautious, but must not panic! If you put the tips described above into practice, your risk of being infected will be much lower.

Trust the government to provide adequate fresh food and water in the long run. Finally, do not just believe everything you see on the internet. Please consult your doctor when you are unsure about your health or not feeling well.

Remember: Viruses can infect anybody. Please be smart and act immediately with the above safety measures. Fight smart, and also fight together! See how you can contribute to help those in the Macao community with the least opportunity to receive protection and care, such as single elderly citizens at home.

5) 在公眾恐慌中保持冷靜

我們應該謹慎，但不要驚慌！如果你把上述建議付諸實踐，那麼被感染的風險會大大降低。

我們要相信特區政府會繼續為社會提供長期穩定且充足的新鮮食物和水。最後，不要相信你在網上看到的每一件事情。當你不确定你的健康狀況是否良好或感覺不舒服時，應及時向醫生諮詢。

請記住：病毒可以感染任何人，請理性地立即採取上述安全措施。讓我們科學戰“疫”，共同戰“疫”！瞭解如何幫助社區中那些最需要受到保護和照顧的人，例如獨居長者。

6) In the face of this viral outbreak, how can one manage anxiety and uncertainty to cope with the situation?

It is understandable for people to experience fear and anxiety in face of uncertainty, there may also be other reactions such as low mood, insomnia, anger, etc. It is important for us to adjust emotionally into a healthy mind and body. Here are some tips:

- A. Fact check any news against more trustworthy sources.
- B. Educate yourself with proper cleansing and protective practices, and know where to seek medical help and supplies.
- C. Maintain a daily routine and engage in meaningful activities even at home, like spending time with family, pets, reading, relaxing and talking with friends over phone.
- D. Keep in touch with your family and friends to show your care for each other.
- E. Be aware of your feelings of fear and helplessness.
- F. Do not blindly follow without fact-checking information that causes fear, confusion, irrational behaviors, and unreasonable stigma against people with sickness.

6) 面對病毒疫情爆發，應該如何應對焦慮和不確定性？

人們在面臨不確定情況時而感到恐懼和焦慮是可以理解的，這種情況發生時也可能會伴隨出現情緒低落、失眠、脾氣暴躁等其他反應。疫情當前，對我們來說，從情感上調整到一個健康的身心水準是很重要的。以下是一些建議：

- A. 注重事實，獲得任何消息後，應與更為可靠的消息來源核對後再次確認之。
- B. 學習並掌握正確的清潔及消毒方式和個人防護措施，並瞭解尋求醫療協助和用品的地點。
- C. 保持良好的生活規律，即使在家中也應儘量從事有意義的活動，比如陪伴家人和寵物、適當的閱讀、充足的休息、與朋友通電話等。
- D. 與你的家人和朋友保持聯絡，以表達你對他們的關心。
- E. 關注自己的恐懼和無助感。
- F. 不要在沒有事實核查的情況下盲目信謠傳謠，以免導致更多的恐懼和困惑從而做出某些不合理行為，甚至是令患者被標籤。