

## Current Event

### 937 Hotline

A recent survey conducted by the Ministry of Health (MoH) showed that around 83% of the Sample (n=1373, 2016) are not aware of the 937 hotline services.

## Editorial Notes

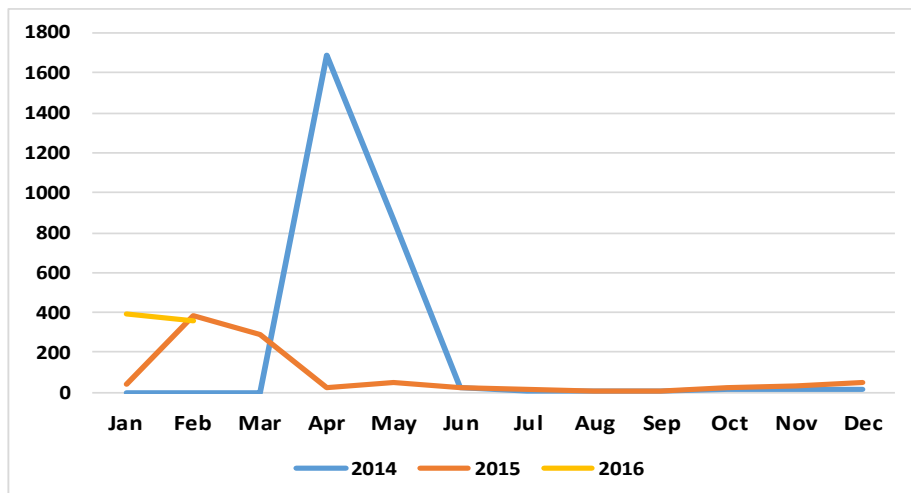
On May 2013, MoH established a 24/7 hotline service (937) to respond to queries raised by the public related to health and medical services provided by the ministry. The calls are managed by a group of well trained staff backed up by highly qualified professionals. The 937-hotline proved to be effective in reducing problems associated with transportation of patients to health facilities, resolving different problems related to provision of medical care at emergency departments among others. The main languages of the 937-hotline are Arabic and English. In Hajj season other languages like Urdu, Turkish, Farsi and French are added.

Following emergence of MERS outbreaks, the 937-hotline provided accurate information to increase public awareness about transmission and management of MERS.

MERS related calls were around 29% of the total calls received in the last three years. The most common questions about MERS that have been documented by the 937 team varied significantly and contained all aspects of MERS (*see box*). The number of calls were associated with the emergence of outbreaks (*Figure 1*).

MoH needs to implement advocacy activities to promote more utilization of the 937-hotline service. The educational component of the services of 937-hotline by the public should not be limited to outbreaks of emergent

Figure 1: MERS-Related Calls through the 937 Hotline Service



### Cases of MERS-CoV: International Week (IW) No. 19: 8 – 14 May 2016

Total	0
Symptomatic (S)	0
Asymptomatic (AS)	0
Healthcare worker (S)	0
Healthcare Worker (AS)	0

diseases. This would further increase the level of awareness of the public, promote health seeking behaviors and early detection of MERS cases.

### Frequently Asked Questions (FAQs):

- What are the main signs and symptoms of MERS?
- How to differentiate MERS from common cold?
- What are the methods of transmission of MERS?
- Can I get infected with MERS through handling camels only or by consuming their milks and meats?
- What can I do to protect myself from catching MERS?
- Is there a treatment for MERS
- Is there a vaccine against MERS?
- What are the hospitals designated for management of MERS cases?
- How can I handle a suspected case of MERS at home?

## Recent Publications:

Alraddadi B, Bawareth N, Omar H, Alsalmi H, Alshukairi A, Qushmaq I, Feteih M, Qutob M, Wali G, Khalid I. Patient characteristics infected with Middle East respiratory syndrome coronavirus infection in a tertiary hospital. *Ann Thorac Med.* 2016 Apr-Jun;11 (2):128-31. doi: 10.4103/1817-1737.180027.

### MERS-CoV in KSA 2016\*

Region	Case	Primary	Secondary	U.C.
Qassim	36	10	23	3
Riyadh	30	19	9	2
Hail	6	5	0	1
Jeddah	5	4	0	1
Asir	5	4	1	0
Taif	4	3	1	0
Najran	4	3	0	1
Al-Ahsaa	3	3	0	0
Madinah	2	2	0	0
Eastern Region	2	2	0	0
Al-Baha	1	0	0	1
Bisha	1	1	0	0
Makkah	0	0	0	0
Tabuk	0	0	0	0
Al-Joaf	0	0	0	0
Jazan	0	0	0	0
Northern Borders	0	0	0	0
Qunfotha	0	0	0	0
Hafr Al-Batin	0	0	0	0
Qurayyat	0	0	0	0
<b>Total</b>	<b>99</b>	<b>56</b>	<b>34</b>	<b>9</b>

Case: Confirmed Symptomatic. U.C.: Unclassified cases  
\*Period: Form 3 Jan to 14 May 2016  
Regions with new cases of this week are highlighted in yellow.