

## COVID-19 HEALTH PROTOCOL IN ESTONIA

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### 1. GENERAL INFORMATION

COVID-19 is a new form of virus with which that neither Estonian nor world doctors have had any previous experience. The virus is highly contagious and it may lead to more serious health problems, which mainly affect people with weaker immune systems and the elderly.

In order to provide care to patients with severe symptoms in difficult situations, it is important that not too many patients are admitted to the hospitals at once and that everyone would receive the respiratory support they need to survive. Adhering to the familiar hygiene rules, plus social distancing, will help keep the number of seriously ill low enough at one point in time not to overload Estonian medical system.

Hotline for coronavirus +372 600 1247

Medical advice (answers in English every day from 3-5 PM) +372 634 6630

Hotline for consular assistance (24h) +372 5301 9999

Emergency line for ambulance, police and rescue 112

In order to slow down the spread of the coronavirus, it is important for everyone to take responsibility. This is made sure by taking the following actions

- Wash your hands frequently with soap and under running water for at least 20 seconds, hand disinfectant should be used if needed.
- Avoid contact and keep distance.
- Wear a mask and observe good respiratory hygiene.
- Stay at home if you have symptoms and contact your general practitioner, if you do not have access to a general practitioner, call the GP hotline at 1220

## 2. ESTONIAN HEALTHCARE

If you are visiting Estonia and become ill or get injured, call +372 600 1247 for information about illness and Estonian Healthcare. In case of emergency, call 112 for an ambulance.

During the Covid-19 pandemic, there may be a reduction in healthcare services because of the handling of Covid-19. Do not visit a health centre if you have any symptoms associated with Covid-19. Instead call +372 600 1247 where you will get medical advice from a registered nurse.

More information provided <https://www.kriis.ee/en/work-hospitals-clinics-and-pharmacies>

### 2.1. If you feel sick

A foreign national staying in Estonia can get advice in case of simpler health problems, instructions for first aid and if necessary, information on health care organisation, by calling the family doctor's

information line at +372 6346630 (free of charge if the foreign national has a contract with a local telephone operator and a certain amount of call minutes are part of the contract).

When in Estonia, calling the helpline 1220 (price per minute 30 cents in Elisa network, 23 cents per minute in Tele2 network and 22.78 cents per minute in Telia network). Caller waiting list times may be up to 45 minutes.

On the family doctor's information line, family doctors and family nurses provide advice 24/7 hours a day in both Estonian and Russian. Advice in English is offered every day from 3 pm to 5 pm.

### 2.2. COVID-19 testing

COVID-19 testing can determine whether a person is carrying the virus or not, but is not a guide to the rate of recovery. It is important to be aware that tests can give a false-negative result when administered, meaning the person being tested is actually positive. The majority of the cases have mild symptoms that can be treated in a similar way to other viral diseases.

People with the symptoms of the disease are tested, with the emphasis to those belonging to a health risk group, patients who have received a medical indication and those who are hospitalized with the signs of viral disease.

The necessity for the test is determined by a general practitioner or a medical specialist. Random sampling will be applied to people who are in physical contact with others at work who they could potentially infect. More information about testing provided <https://www.kriis.ee/en/testing-virus>.

### 2.3. Advice on face masks

Wearing a mask helps to limit the virus particles to be carried from one person to another while coughing or sneezing. Masks are effective when used indoors in a crowded space, where keeping a 2-meter distance is difficult. In outdoor environments, the particles are not carried further than 2 meters and thereby wearing a mask is not essential. Masks need not be worn at home when all family members are healthy.

Masks can be bought from stores (both single-use and reusable) or you can make your own. The latter one is not equivalent to surgical masks but serves enough protection in everyday life. It is important to pay attention that the masks are effective only when used in combination with frequent hand-cleaning, 2+2 rules and with proper usage. People who feel unhealthy or experience any symptoms should not leave their house even while wearing a mask <https://www.kriis.ee/en/personal-protection-equipment-masks>

### 3. RESTRICTIONS AND PROHIBITIONS

#### 3.1. During a cruise call

A cruise call is not considered a public gathering but the passenger and crew must comply with social distancing and if showing symptoms isolate themselves at any time.

Terminals and movement of passengers has been arranged in such a way crowding is limited and social distancing is complied with.

Terminal measures include:

- Information signs about restrictions.
- Opportunities to wash hands with soap or sanitizers.
- Frequent cleaning of surfaces.
- Make a risk assessment and minimize the risk of spreading the virus.
- Instructions and protocols for all personnel.

### 4. ACTIVITIES

#### 4.1. Everyday life & basic needs

Due to an ever-changing situation, majority of us probably feel rather confused. Rightfully so, questions about storing sufficient amount of food, public transport and commuting in general, commuting between the mainland and islands, waste and waste management and sustainable providing of social services have arisen.

More information provided <https://www.kriis.ee/en/everyday-life-basic-needs>.

#### 4.2. Culture and sports

For the time being, all educational institutions, cultural institutions and sports facilities continue to operate.

Starting from 2021 February 3, **public meetings and events** including **theatre performances, cinemas, conferences** are allowed all over Estonia (from 2021 February 1 in Harju County, including Tallinn, and Ida-Viru County) under the strict conditions.

More information provided <https://www.kriis.ee/en/culture-sports>

#### 4.3. Shops and stores

Most shops and stores are open. These may have reduced opening hours and limits to the number of customers allowed. Make sure to maintain a safe distance from other people and Wear mask <https://www.kriis.ee/en/guidelines-shops-shopping-centres-and-food-service-institutions>

#### 4.4. Domestic travel and public transport

As of November 24, wearing a mask is obligatory on public transport.

More information provided <https://www.kriis.ee/en/public-transport-within-estonia>

#### 4.5. Consumer rights

In case of cancelling or renouncing trip or an event, contact your agent.

More information provided <https://www.kriis.ee/en/consumer-rights-and-business-owners-rights>

## 5. BORDER CONTROL

Due to the emergency situation, a border control was established on 17th of March 2020 on all borders, including internal borders with Latvia, air borders and sea borders. Anyone entering Estonia has to provide information about their travel itinerary, travel companions, any possible contact with a person showing the COVID-19 symptoms and their current health situation

More information provided <https://www.kriis.ee/en/travelling-and-border-crossing>

## 6. PUBLIC ORDER

During the emergency situation, Estonian police has the right to apply additional limitations, according to the circumstances. The possible limitations include but are not limited to, movement and gathering rules, public events and meetings. In addition, it is allowed for the police to use force and other more unconventional methods to avoid danger.

More information provided <https://www.kriis.ee/en/public-order-national-defence>