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## Social work in hospitals - Gaps in the treatment of Covid 19 patients in Vietnam

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### Abstract:

For the health sector, social workers are a bridge between health workers and patients, effectively supporting in medical examination and treatment. For patients, social workers are spiritual friends, helping them recover quickly and soon to be released from the hospital. The 4th wave of COVID with the Delta variant is causing new infections and deaths in the provinces of South Vietnam. Along with medical solutions in treating covid patients, the need for social workers in hospitals for patients is clear. This study points to the absence of social workers in some covid patient treatment facilities from practice in Vietnam.

**Key word:** Social work, covid 19 patients, hospitals, Vietnam

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### 1. Introduction.

A hospital social worker serves to assist patients in dealing with the sometimes overwhelming effects of hospitalization. Patients and their families are often under a lot of emotional and financial stress due to illness or trauma. In addition, there are needs that are addressed after the patient is discharged from the hospital, such as the need for home care and rehabilitation services. Hospital social workers help patients meet all these needs by providing training, resources, and other support. (Gellis, 2001) In other words, hospital social workers help patients and their families navigate the course of illness and injury, from hospitalization to recovery. Social workers at hospitals play an important role in connecting patients with hospital staff but the development of social work in health facilities still faces many challenges. (Fantus et al., n.d.) Guiding new patients on medical procedures, providing information about hospital services, providing psychological

support to them, and organizing charitable activities is one of the many tasks that social workers perform.

In 2010, the Prime Minister approved the project on social work development in the next 10 years (2011-2020), creating an important legal framework for the development of social work in Vietnam. Many opinion that social workers are needed in hospitals to support patients and reduce pressure on doctors, thereby helping to improve the quality of treatment. Social workers have helped doctors classify patients and explain medical services to them, giving patients better access to medical services. While social work is highly valued in many other countries, public awareness of the profession in Vietnam, especially among policy makers, health workers, patients and the community, remains limited. In order to develop social work in hospitals in Vietnam,

comprehensive measures should be taken, including raising public awareness of social work, professional training and enhancing experience sharing with other countries. The Ministry of Health aims to establish social work units in all central-line hospitals, 60% of provincial-level hospitals and 30% of district hospitals by 2020. Although the Ministry of Health of Vietnam has a strategy to promote the development of social work networks in hospitals, responding to the 4th wave of COVID 19 in Vietnam lacks the role of social workers in hospitals. This directly affects the outcome of treatment and recovery of patients with covid 19.

## 2. Literature review

Social workers in hospitals necessarily work alongside other health care professionals, and the view of social work undertaken by senior doctors and nurses is relevant to both their relationships with social workers and the smooth functioning of the hospital. (care & 2016, n.d.) An investigation uncovered in the East Anglian Region has created a record of perceived social work practices in six different categories of patient care: surgery and orthopedics, accidents and emergencies, medicines for the elderly, psychiatric, psychiatric and paediatric medicines. The functions of social workers are recognized as covering statutory responsibilities in child protection and mental health, and there are a number of secondary roles that often reflect the personal or professional concerns of social workers. (Badger et al., n.d.; J. O.-S. Work & 1992, n.d.) However, the main role of social workers is seen as planning discharges – a task that has been assigned to the statutory force under the National Health Service (NHS) and the Community Care Act 1990.

Nurses and doctors interviewed assessed the quality of social work practices primarily based on the extent to which social work

staff are viewed for clarity with the hospital and its characteristics; but they also create a great store because of the presence and easy accessibility of a social worker, and they like regular contact with the same person. (M Cohen et al., n.d.) They see social workers as key actors within the healthcare framework and acknowledge that the role of social care and the association of social workers with the community are important factors for good hospital practice (Z. G.-A. in S. Work & 2001, n.d.)

At the basic level, hospital social workers act as liaisons for patients so that patients and their families can better navigate the health care system, which can sometimes be quite confusing. In that regard, the hospital's social work staff is the primary point of contact for patients and their families in terms of policies, procedures and services both within the hospital and after the patient's release. (Boland, 2002; Gellis, 2001) Sometimes, the hospital's social workers even act as a source of information about illness or injury itself. For example, in larger medical facilities, hospital social workers may specialize in working with a specific population, such as patients with cancer, or they may specialize in a certain department, such as an emergency room.

In addition to providing information to patients and their families, the hospital's social workers provide emotional support during times of crisis. For example, a hospital social worker may be on hand to see a family after learning that their loved one has been diagnosed with a life-threatening condition. (Black et al., n.d.; McMichael, 2000; Pugh, 2016) In that capacity, social workers can offer treatments, such as psychotherapy, to help families work beyond the emotions they feel. The hospital's social workers also work directly with patients with a variety of abilities. They can conduct a psychosocial assessment of the patient upon admission to the facility.

They may also work with a patient who is about to be discharged from the hospital on the forms of care available to them and how to purchase those services. (Miri Cohen & Gagin, 2005; education & 2000, n.d.; Zimmerman et al., 200 C.E.) Another important component of the hospital's social worker's mission is to help educate other health care professionals about the underlying problems they may encounter with their patients. For example, social workers may conduct training for hospital staff so that they are better equipped to recognize problems such as anxiety or depression that may appear in patients with serious health problems. (Matsumoto et al., n.d.)

There is also a great supporter of this cause. Hospital social workers don't just campaign on behalf of patients when they are in the hospital. Instead, they work closely with medical teams, families, and stakeholders in the community to ensure each patient has the support system they need to recover from illness or injury. That could involve partnering with Medicare or Medicaid to fund home health care services, contacting insurance companies for coverage for prescriptions, arranging outpatient treatment, or working on health care policies to protect all patients' health care rights. (P. Geoffroy et al., n.d.)

As mentioned above, the hospital's social work staff primarily helps patients navigate the health care system by providing various forms of support, which are mental support through therapy, organizational support by arranging post-discharge services, and everything involved. But working with children means having additional roles and tasks. An important part of the work of children's hospital social workers is to educate young patients about their condition. For example, if a child is diagnosed with covid 19, the social worker can be the one to help the patient understand what covid is, how it will affect their body,

the treatments that can be used to fight the disease, and so on. (Treibel et al., n.d.; Wiener et al., 2021) Naturally, much of this work revolves around helping the patient's parents and siblings deal with the severe emotions and emotions associated with a loved one being diagnosed with a serious illness. Again, as noted earlier, social workers often fulfill this role by providing counseling and therapy services that help alleviate some of that emotional stress.

The hospital's social worker is the ideal connector for patients and hospital staff. Not only do they help facilitate appropriate care during and after hospitalization, but they also help educate health workers on how to work effectively with different types of patients and how to support families in dealing with the stressors of illness and injury. In other words, these specialists are needed to help minimize the impact on patients and their families. (P. A. Geoffroy et al., 2020) Moreover, the hospital's social work staff is important in providing services after the patient is discharged. They play an important role in connecting patients to the necessary services, coordinating payments and insurance reimbursement, and facilitating communication between stakeholders to ensure that the best care is being provided. Although the hospital's social workers are not doctors or nurses, they still play an important role in helping patients recover and do so as quickly as possible. (Holmes et al., 2021)

To become a social worker in a hospital, at a minimum, the hospital's social work staff must have a Bachelor of Social Work (BSW) degree, which usually takes four years to complete. Like many undergraduate programs, the BSW program focuses on helping students develop the foundational skills needed to enter their desired career field. This is done through joint research courses such as science, mathematics, language arts and social

studies, as well as through subjects specific to social work. These courses may include psychology, introduction to social work, human development, social work practice, and guidance on elder care. (Semmens, 2020)

Hospital social workers must have a solid balance between hard skills, soft skills and personal characteristics to be effective in their work. This includes:

- *Communication skills* - Social workers must have excellent verbal and written communication skills. They must also have strong positive listening skills. (Gonzalez et al., n.d.)
- *Organizational skills* - Since the hospital's social work staff coordinates many of the work of caring for patients during and after admission, they must have a keen eye for details. (Matsumoto et al., n.d.)
- *Critical thinking skills* - Not only are everyone different, but every disease is different. That means the hospital's social workers must be able to think critically and creatively.
- *Emotional intelligence* - Social workers must be closely related to their feelings, the feelings of others, and must be self-aware and sensitive to the needs of others. (Holmes et al., 2021)
- *Understanding medical conditions* - To be effective in your position, hospital social workers must have an in-depth understanding of many common medical conditions.

- *Understanding medical terms* - People who work in the field not only need to understand the medical terms used to describe different medical conditions, but they must also be able to communicate what those terms mean in layman terms so that patients and their families understand them. (Kwan et al., 2021)
- *Therapeutic Skills* - Much of this work is counseling and therapy for people with mental stress, so social work staff must be able to provide comfort and guidance in a therapeutic environment.
- *Ability to work in teams* - Hospital social workers can be considered as fas: Helpers for patients, their families, and hospital staff. As a result, they must be able to work well with others to achieve common goals. (Alston et al., n.d.)
- *Empathy* - The hospital's social worker must be able to empathy with the feelings and feelings of the patient and the patient's relatives.
- *Tolerance* - Illness and trauma rage in all kinds of different types of people from different walks of life. Hospital social workers must see the value in each person and respect each patient. (Boland, 2002)

### 3. Methodology

This study is conducted from quantitative research methods including group discussion methods and in-depth interviews. The observation of attendance is clearly described to the study subject. The



source of the calculated data is overviewed from the opinions of a group of health professionals including government covid 19 infectious disease strategy makers, treatment professionals including interventionist physicians and nurses at covid treatment facilities.

The overall study, the documents quoted from Google Scholar with the keyword phrase "Social workers + Hospital + Covid 19". Vietnam's legal grounds for the role of social workers in hospitals are seen as an important document in this study. The information gathering is conducted in a contactless state through the support tools of zalo, messenger and whatsapp including messaging and video calls. The information of the research object is kept secret and complies with the provisions of ethics in scientific research. Secondary data and information are extracted from articles, documents and academic reports and from statistics of the Ministry of Health of Vietnam on the situation of treatment for patients with covid 19.

## 4. Results and findings

### 4.1. Intervention planning

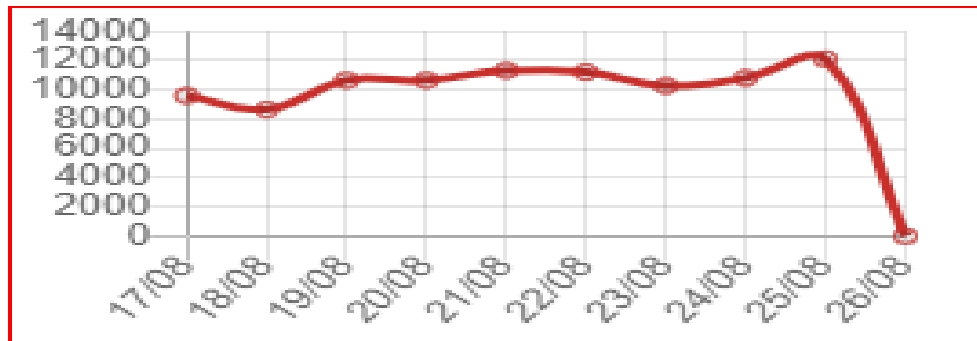
The first and most important step of the social work process is planning, which is the process of collecting and analyzing information to determine where the social insurance is in the process of treating covid patients. What to do and how to achieve those desired goals. Planning is the basic and first function of social security in the hospital. (M Cohen et al., n.d.)A good plan is an effective tool for managers to achieve their goals at the lowest cost and promote all human and material resources of the facility. There are many types of plans: plans of each specific activity, plans of programs, monthly, quarter and year plans... Each plan will include details of the steps taken, manpower and the necessary budget. Therefore, the planning helps the social insurance to better understand the situation of the current problem of caring for patients with COVID, the needs of disease groups according to symptoms and the current capacity and capacity of the system to meet that need. (table1)

**Table 1. Guiding Principles for Social Needs Screenings**

<b>Empathy.</b> The ability to understand and share the feelings of another.	Empathy builds connections between clinicians and their patients to better understand their life circumstances and emotions. It allows the clinician to listen and react nonjudgmentally to the patient's challenges.
<b>Respect.</b> Regard for the feelings, wishes, rights or traditions of others.	Demonstrate respect by considering patients' willingness to share their challenges related to socioeconomic risk factors. Asking patients about their priorities demonstrates respect for their wishes and goals.
<b>Autonomy.</b> The right of patients to make independent decisions about their care.	Respect individual autonomy to make decisions about what social support they want to accept. The patient's choice is critical in seeking his or her buy-in for the screening process and any subsequent actions.
<b>Trust.</b> The reassuring feeling of confidence in the clinician.	Build trust with patients to reduce the barriers discussed above; this enables a clinician to gain insight into a patient's life circumstances and priorities, and elicit their on-going input on their health status and social needs. Key traits related to trust include competence, compassion, privacy, confidentiality, reliability and communication. <sup>10</sup>
<b>Dignity.</b> Sense of self-respect.	Recognize patients as an equal, value their needs, inform them about their medical diagnoses and social risk, recommend treatment, but give them the right to make decisions.
<b>Collaboration.</b> Working with someone to create an outcome.	Partner and foster relationships with community stakeholders to develop strategies that meet the unique social needs of patients and community members.
<b>Support.</b> The act of helping or assisting someone.	Show support by valuing patients' priorities, giving them time to comprehend their health and social needs, and respecting their decision to seek help, based on their preferences.
<b>Sensitivity.</b> An appreciation of others' feelings.	Recognize the sensitivities associated with individuals being asked to share their deepest concerns. Build a safe environment for patients to share their life circumstances.
<b>Cultural Competence.</b> Being respectful and responsive to the health beliefs and practices of diverse population groups.	Recognize the diversity of the community and establish a culture where clinicians acknowledge that societal norms and attitudes towards health are grounded in culture. Leverage this openness to empower individuals to address their health and social needs in a culturally appropriate manner.
<b>Community-engaged.</b> The process of working collaboratively with community groups and members to address issues that impact the well-being of those groups.	Prioritize engaging patients and the community the hospital services by partnering with community organizations and listening to the life experiences of community members to gain insight on community needs as well as assets.

Source: American Hospital Association, 2019.

**Figure 1: Number of people infected with COVID 19 during the day in Vietnam during the week**



Source: Ministry of Health of Vietnam

**4.2. Implement an intervention plan**

Social workers help the client come to a final decision and implement a specific action plan to implement the selected solution. During the implementation, avoid the situation of the client dependence on

social workers. Social workers help their client make decisions that are appropriate to their abilities. Social care workers can update or exchange psychological changes, or social services that have been supported for patients with health care workers so that they better understand the needs of patients when treating at the hospital. (Table 2)

**Table 2. Skills for Engaging in Sensitive Conversations**

Approach	Description
<b>Cultural Competency.</b> The ability to interact effectively with people from different cultures.	Cultural competency training helps care team members increase their sensitivity to cultural diversity, reduce language barriers and build understanding for life experiences that shape a person's identity. <sup>12</sup>
<b>Motivational Interviewing.</b> Counseling method that helps people resolve challenges and find the internal motivation to change their behavior.	Motivational interviewing empowers patients to take control of their own health and behaviors by setting goals based on their wishes and current circumstances. <sup>13</sup>
<b>Active Listening.</b> Technique where the listener fully concentrates, understands, responds and remembers what is being said.	Active listening teaches providers how to properly listen to what patients are saying, identify any underlying hesitance and in return ask leading, open-ended, closed-ended and reflective questions related to their challenges.
<b>Empathic Inquiry.</b> The technique that integrates motivational interviewing and trauma-informed care to facilitate collaboration and emotional support.	Empathic inquiry trains care team members to connect with patients, increase relatability and suggest nonjudgmental approaches to improve health.
<b>Asset-based.</b> An approach to care that focuses on the individual's strengths and potentials.	Recognize that, alongside having needs, patients and communities have many assets that can be leveraged to address their social needs. An asset-based approach allows the provider-patient conversation to be reframed from a focus on deficits to connecting with their strengths, interests and areas the patient finds meaningful. At the community level, an asset-based approach helps identify, partner with and leverage resourceful organizations such as schools, community-based or faith-based organizations, government, local businesses, etc., and people in the community to collectively build on existing resources and form new community connections.
<b>Trauma-informed.</b> A framework that involves understanding and responding to behaviors/actions and needs as a result of trauma.	Trauma-informed care is a holistic approach of treating a patient, where it is assumed that each individual has a history of trauma and coping mechanisms. Integrate questions and practices that are trauma-sensitive to increase resiliency and build a culture that supports personalized patient care. <sup>14</sup>

Source: American Hospital Association, 2019.

Provide basic psychosocial support to people who may have COVID-19 by asking them about their needs and concerns and efforts to address that. Pay attention to asking people about their needs and concerns in addition to diagnosis, prognosis, and other social or work problems. Listen carefully, try to understand what is most important to the person at the moment and help them figure out what their priorities are. Provide accurate information about the person's condition and treatment plan in language that is easy to understand and not too specialized. Help people address urgent needs and concerns, and help make decisions, when necessary. Help connect people with loved ones and social support, including over the phone or the internet where appropriate.

*I am FO treated at home, regularly talked about the progress of the disease by the medical staff, I believe to be cured early (covid 19 patient)*

*I treat at the hospital, my friends are always encouraging on the phone every day, I feel like I'm not being left out and trying to get rid of the disease quickly (covid 19 patient)*

*We need to avoid discrimination against covid patients. They are very sick, so love and sympathize with them (doctor treats covid 19)*

People diagnosed with COVID-19 may have symptoms of anxiety and depression especially for those hospitalized, due to acute stress because of concern for their own health or the health of others, requiring supportive intervention. Acute stressors can trigger new symptoms or exacerbate underlying mental or neurological conditions. Social workers in the hospital need to address:

Considering the prevalence of anxiety and depressive symptoms in the context of covid-19, it is necessary to assess and identify in a timely manner. Psychosocial support strategies are the first interventions to short-term manage new anxieties and depressive symptoms in the context of COVID-19.

For people who are experiencing symptoms of anxiety, psychosocial support strategies such as psychological support or stress management (including relaxation and mindfulness techniques) If the person's anxiety is severely distressed and does not respond to psychosocial support strategies, especially in a hospital setting, consider the use of the drug. Benzodiazepine medications can be used for short periods of time to reduce feelings of anxiety that cause severe distress, but are extremely cautious about the risks of confusion and respiratory suppression in the context of COVID-19, as well as the risk of tolerance and dependence. If benzodiazepine drugs are used, short-term semi-destructive drugs should be prioritized. The lowest dose should be used and for the shortest possible time. Avoid injections and avoid using high-dose or long-term benzodiazepine.

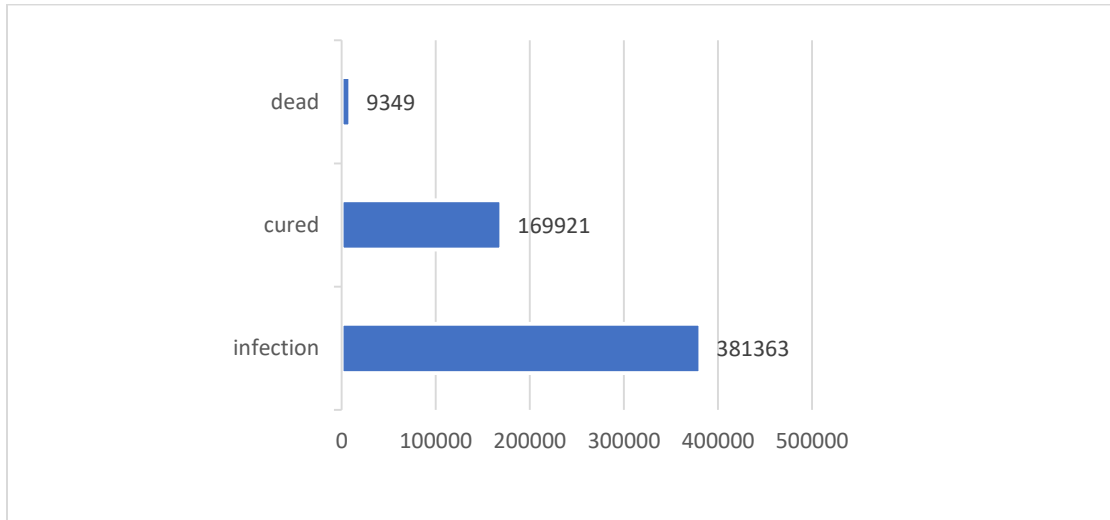
For people who are suffering from depression, short psychological interventions may be considered based on the principles of cognitive behavioral therapy, problem-solving therapy, and relaxation exercise, if feasible. If the person's symptoms are uncontrollable or excessive (e.g., prolonged or very severe), then an underlying depressive disorder may be thought of and the person needs to be seen by a psychiatrist.

If a person has previously been diagnosed with anxiety or depressive disorder and has taken psychotropic

medications, take a close look at these medications (or whether discontinuation) may affect COVID-19 symptoms. Stopping, adjusting the dose, or starting to use any

new psychotropic drugs in people with COVID-19 are decisions that need to be analyzed carefully, and where possible, consult a psychiatrist.

**Figure 2: Covid 19 situation in Vietnam**



*Source: Ministry of Health of Vietnam*

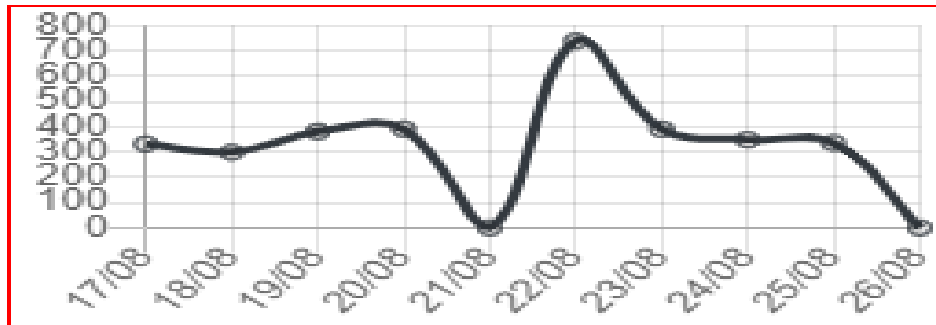
People with COVID-19 are at higher risk of experiencing sleep problems due to acute stress responses, as well as other reasons for those hospitalized such as environmental factors, invasive medical procedures (e.g. ventilator) and a frequent combination of multiple medications that can disrupt sleep, social workers need to deal with:

Psychosocial support strategies are the first interventions to manage sleep problems in the context of acute stress. For those hospitalized, social workers should address environmental factors that can cause sleep disturbances (e.g., reduced excessive light and noise at night). You may be instructed on sleep hygiene (including avoiding the use of stimulants such as

caffeine, nicotine, or alcohol) and stress management (including relaxation and mindfulness techniques) aimed at reducing sleep disturbances. Psychological intervention may be considered based on the principles of cognitive behavioral therapy if feasible. If psychosocial support strategies don't work, and people with severe sleep disorders and/or sleep problems affect medical care, then sleep aids such as trazodone can be considered, but extreme caution should be exercised with respiratory suppression with most sedatives.

If you use sleep aids, the minimum dose should be used for as short a time as possible and not in combination with other calming medications.



**Figure 3: Number of deaths from covid 19 during the week**

Source: Ministry of Health of Vietnam

People with COVID-19 are at high risk of delirium, which is characterized by a changing state of consciousness in which a person may feel confused, disoriented, drowsy, or agitated. Social workers need to intervene:

a) Delirium is considered a medical emergency, as it is associated with underlying serious medical pathologies and doctors should immediately evaluate people with COVID-19 who are experiencing symptoms of delirium. For people hospitalized with COVID-19, measures should be taken to prevent and address any potential causes of delirium.

b) Provide adequate measures to prevent delirium including monitoring oxidation and fluid status, correcting metabolic or endocrine abnormalities, addressing co-infections, minimizing the use of drugs that may cause or worsen delirium (such as painkillers, anticholinergic or opioid painkillers), normal sleep cycles as much as possible, and often help the person reorient and explain medical procedures, whenever possible.

c) When delirium occurs and a person is agitated (defined as pronounced restlessness or excessive motor activity, often accompanied by anxiety), use calming communication strategies and try to reorient

the person. Be aware, acute pain caused by a physical illness or shortness of breath is the cause of agitation and resolves this problem immediately. If the person continues to be agitated and in serious difficulty, it may be necessary to use psychotropic drugs to prevent injury.

d) When using psychotropic drugs, consider side effects that may worsen COVID-19 symptoms including calm, respiratory or heart function, risk of fever or other immune abnormalities, or abnormalities in blood clotting and drug interactions. For a state of severe agitation, low-dose antipsychotics including haloperidol, oral or intramuscular, or risperidone may be taken orally. Use the minimum dose effectively at the lowest possible frequency and for the shortest possible time, with doses adjusted for age, homogeneity body disease and severity. If the patient is still severely agitated despite the use of antipsychotics, benzodiazepine drugs may be considered, with a preference for short-term semi-destructive drugs. The lowest dose should be used and for the shortest possible time.

## 5. Discussion

Hospital social care workers provide direct services to patients and their families (or caregivers) for the purpose of

minimizing the negative impact of illness and during treatment of covid 19 hospital ears or supporting treatment in the community. The role of hospital social workers is to enhance social activity through the goal of intervention, mobilization of services and support for patients and organizational systems in covid treatment. In this context, social workers need to implement the following strategies:

**a) For the people.**

Social workers spread a non-stigmatize message and empathize with those affected by COVID-19, both people in the country as well as people of any country. Those who are infected have done nothing wrong. Don't call infected people "victims," "COVID-19 families." They are "people with COVID-19," "people who are being treated for COVID-19," "people with COVID-19 who are recovering," and after recovery, their lives will continue, with work, family, and relatives. Avoid watching, reading, or listening to news that makes you feel anxious or distressed; Just look for information to take practical action for you and protect yourself and your loved ones. Search for updates at specific times of the day once or twice. Everyone is worried about the unexpected and almost constant flow of information about the epidemic. Look for reliable and accurate information such as from the Ministry of Health (<https://ncov.moh.gov.vn/>), the World Health Organization ... to help you distinguish the truth from rumors. Protect yourself and support others. Supporting others when they need help can benefit both the helper and the recipient. Take the opportunity to spread positive stories and images of local people who have experienced COVID-19 and have recovered or who have supported loved ones during their recovery and are willing to share their

experiences. Honor caregivers and health care workers who are supporting people with COVID-19 in your community. Take note of their role in healing, preventing infections, and keeping your loved one safe.

**b) For medical staff**

Health workers, social workers, and many colleagues may experience feelings of stress; in fact, it's quite normal to feel that way in the current epidemic situation. The stress and emotions associated with it don't reflect that you can't do your job or that you're weak. Managing your stress and mood during this time is just as important as managing your physical health. Take care of your basic needs and use helpful responses – make sure to get back on track after work or between shifts, eat well and eat healthily, engage in physical activity, and stay in touch with family and friends. Avoid using unhelpful responses such as cigarettes, alcohol, or other stimulant drugs. In the long run, these things can make your mind and body worse. Covid-19 is a very unusual and unprecedented situation for many health workers, especially if they have never participated in similar responses. However, using ways that you have used before to manage stress can help you now. The solutions to reduce stress are the same, even if the causes of stress vary. Some health workers may unfortunately be subjected to family or community alienation due to stigma or fear of getting infected. That could make the already difficult situation a lot more difficult. Try to stay connected with your loved ones, including using digital media. Seek support from your colleagues, managers, or other trusted people – your colleagues may be having the same experience as you. Use easy-to-understand ways to share messages with people with intellectual, cognitive, and psychosocial

disabilities. Use different forms of communication.

### **c) Hospital management**

Keeping all employees from constant stress and not in a poor mental state during this COVID-19 response means they'll be better able to complete the task. Ensure information and communication work so that all employees are provided with accurate and up-to-date information. Perform rotation of employees from a position with a high level of stress to a less stressful position. Assign less experienced people to work with more experienced colleagues. There are systems that provide help, monitor stress, and strengthen safety procedures. Make sure employees work in the community in groups. Initiate, encourage, and supervise breaks. Make flexible work schedules for employees directly affected or employees whose family members are affected by a stressful event. Facilitate and ensure that employees have access to psychological and mental health support services when needed. Managers and team leaders are also facing the same stressors as employees and may be under additional pressure according to their level of responsibility roles. Therefore, the above rules and methods apply to the manager as well. At the same time the manager can take forms of self-care to minimize stress for himself and let people follow suit. Guidance for participants in the fight against the epidemic, including health workers, ambulance drivers, volunteers, case-determinists, local leaders and staff in quarantine areas on how to provide basic practical psychological support to those affected.

### **d) Child caretaker**

Help your child find positive ways to express disturbing emotions like fear and

sadness. Every child has their own way of expressing their feelings. Sometimes engaging in a creative activity, such as playing and drawing can facilitate the process. Children will feel relieved if they can express and communicate their feelings of anxiety in a safe and supportive environment. Keep your child around parents and family, if it is safe for the child, and avoid separating the child from the caregiver if possible. If you have to isolate a child from your primary caregiver, make sure there is appropriate alternative care, social work staff, or someone similar, will have to regularly monitor the child. Furthermore, ensure that during the 6-time quarantine period, regular contact with parents and caregivers is maintained, such as phone calls or video calls scheduled twice daily or other forms of age-appropriate communication (e.g., social media, depending on the child's age). Maintain a familiar routine in everyday life as much as possible, especially if children are kept at home. Provide age-appropriate activities for children. Encourage children to continue playing and communicating with others, as much as possible, including only communicating within the family when it is recommended to limit social contact. In times of stress and crisis, children often seek attachment and demand more from their parents. Talk to your child about COVID-19 with age-appropriate and honest information. If your child has concerns, addressing those concerns together can help them reduce anxiety. Children will observe the behavior and emotions of adults in search of suggestions for how to control their own emotions in difficult times.

### **e) Take care of the elderly.**

The elderly, especially those who are isolated and those with cognitive impairment or memory loss, may become

more anxious, angry, stressed, agitated, and more recoiled when there is an epidemic or when quarantined. Provide practical (both physical and spiritual) support through informal networks (families) and health workers. Tell them simply what's going on and provide clear information on how to reduce the risk of infection in words that older people with or without cognitive impairment can understand. Repeat information whenever necessary. Guidelines for the elderly should be communicated in a clear, concise, respectful and patient manner, and can also be useful when information is displayed in writing or images. Get their families and other support networks involved in providing information and helping them practice preventive measures (e.g., handwashing, etc.). Encourage professionals, experienced, and healthy seniors to volunteer for covid-19 community activities (e.g., healthy retired seniors can provide support, neighborhood checks, and babysitting to health workers who must stay in hospitals involved in the fight against COVID-19.)

#### f) Quarantined persons

Stay in touch and maintain your social networks. Even in isolated situations, do your best to maintain your daily routine. If health authorities have recommended limiting social contact to prevent the epidemic, you can maintain a phone, e-mail, social networking, and join online meetings. In times of stress, pay attention to your own needs and feelings. Engage in healthy activities that you enjoy and find you relaxed. Exercise regularly, keep your sleep routine regular and use food in a healthy way. Look at everything in the big picture. Public health authorities and health professionals in all countries are working to control this outbreak to ensure the best care for those affected. Everyone feels anxious or

distressed in the face of the near-constant stream of news about the covid-19 epidemic. Seek up-to-date information and practical guidance from health professionals and trusted sources like the Ministry of Health, the World Health Organization at specific times of the day and avoid listening to or following rumors that make you feel anxious.

### 6. Conclusion

From the work of social work services in the hospital, social work in the hospital has a role to play in protecting patients' right to health care through counseling of relevant psychosocial issues for patients and their families during covid 19 treatment. At the same time, the services supported by social security staff are based on understanding and analyzing social factors that affect the health of patients. Social care workers connect support services for each patient and research to provide evidence from the actual operation to propose policies, support psychological relief for patients, family members and medical staff ... These are activities that Vietnam's medical facilities have not met in the process of building and developing professional social workers in hospitals today.

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