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# ORAL HEALTHCARE AND COVID-19 IN MALAYSIA

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*A digest on the pandemic battle*

*31<sup>st</sup> August 2020*





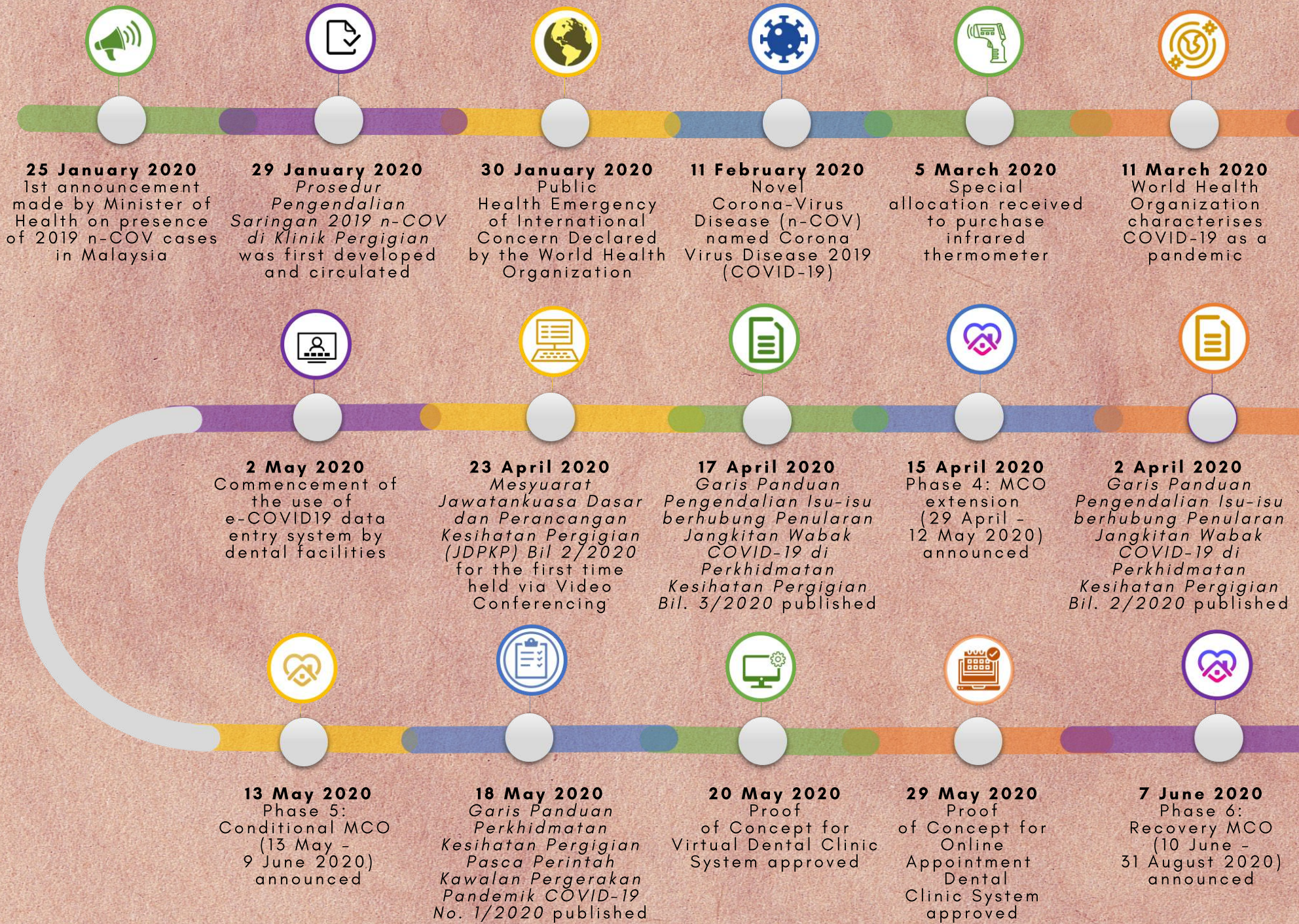


# AYSIA

A SEA









# STONES



**15 March 2020**  
All dental outreach services and Urban Transformation Centres temporarily stopped



**15 March 2020**  
1st infographic published in the social media:  
*Prosedur Pengendalian Saringan COVID-19 di Klinik Pergigian*



**18 March 2020**  
*Garis Panduan Pengendalian Isu-isu berhubung Penularan Jangkitan Wabak COVID-19 di Perkhidmatan Kesihatan Pergigian Bil 1/2020* published



**18 March 2020**  
Phase 1: Movement Control Order (MCO) (18-31 March 2020) announced by the Prime Minister of Malaysia



**23 March 2020**  
2,600 dental personnel: 1,700 from primary care dental clinics and 900 from specialist dental clinics were mobilised to work with health care frontliners in various capacities



**1 April 2020**  
Phase 3: MCO extension (15-28 April 2020) announced



**1 April 2020**  
Provision of oral health services & the engagement of dental personnel in COVID-19 activities monitored & recorded daily, weekly & monthly started until 31 August 2020



**1 April 2020**  
28 Oral Health MOH HQ staff involved as National CPRC Hotline Responders for COVID-19 Cluster Risk Communication



**29 March 2020**  
Phase 2: MCO extension (1-14 April 2020) announced



**26 March 2020**  
Director of Oral Healthcare Division, MOH involved as member in the National CPRC Meeting



**15 June 2020**  
Received allocation RM 7.1M to purchase Personal Protective Equipment (PPE) and Aset Bernilai Rendah (ABR)



**15 July 2020**  
11,254 dental personnel: 9,788 from primary care dental clinics and 1,466 from specialist dental clinics continued to work with healthcare frontliners in various capacities



**18 August 2020**  
*Garis Panduan Perkhidmatan Kesihatan Pergigian Pasca Perintah Kawalan Pergerakan Pandemik COVID-19 No. 2/2020* published



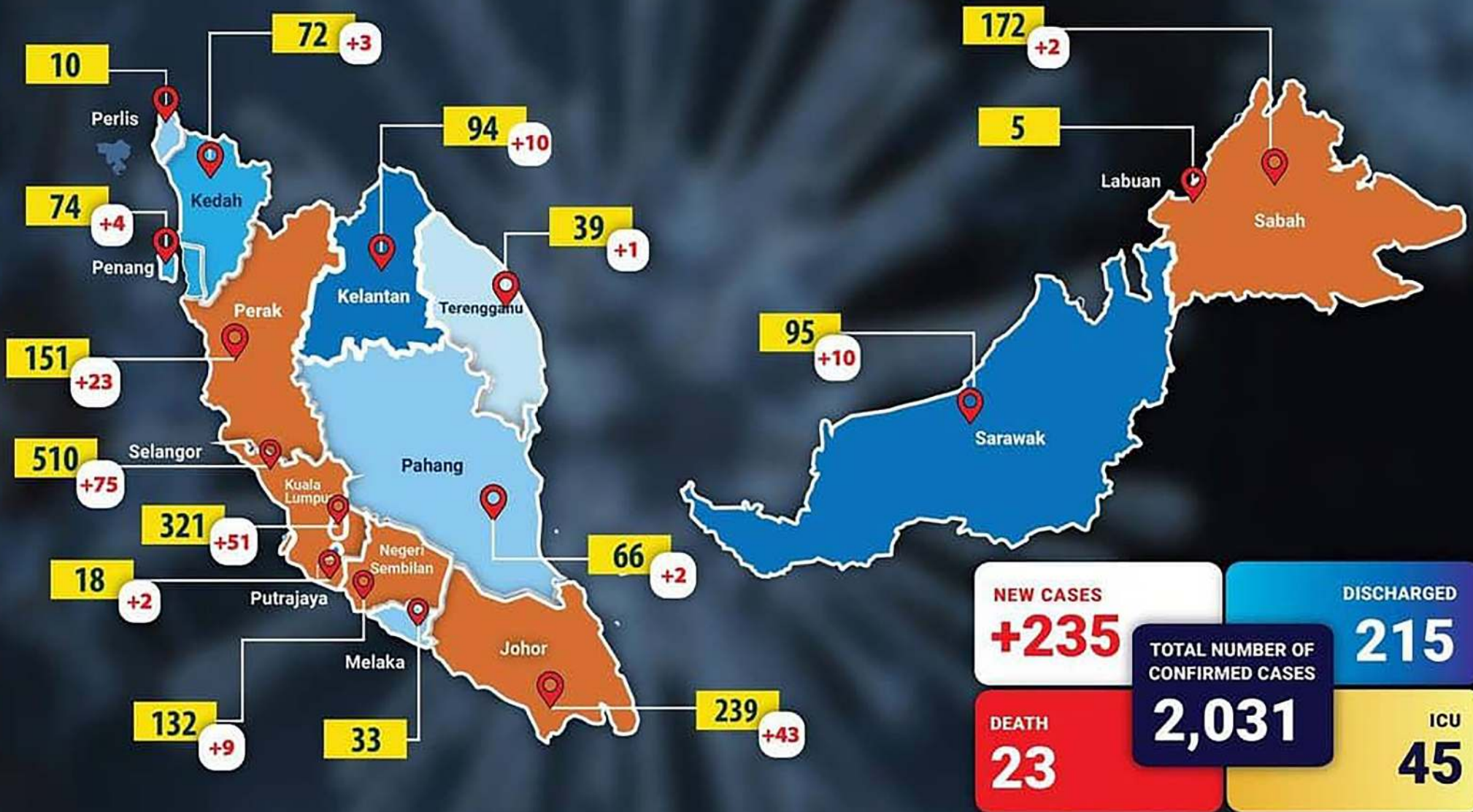
**19 August 2020**  
Oral Health Promotion Week Launched virtually with the theme "New Normal, New Smile" (20-27 August 2020)



**28 August 2020**  
Phase 7: Recovery MCO extension (1 September - 31 December 2020) announced



# CONFIRMED CASES BY STATE (as of 26/3/2020, 12 PM)

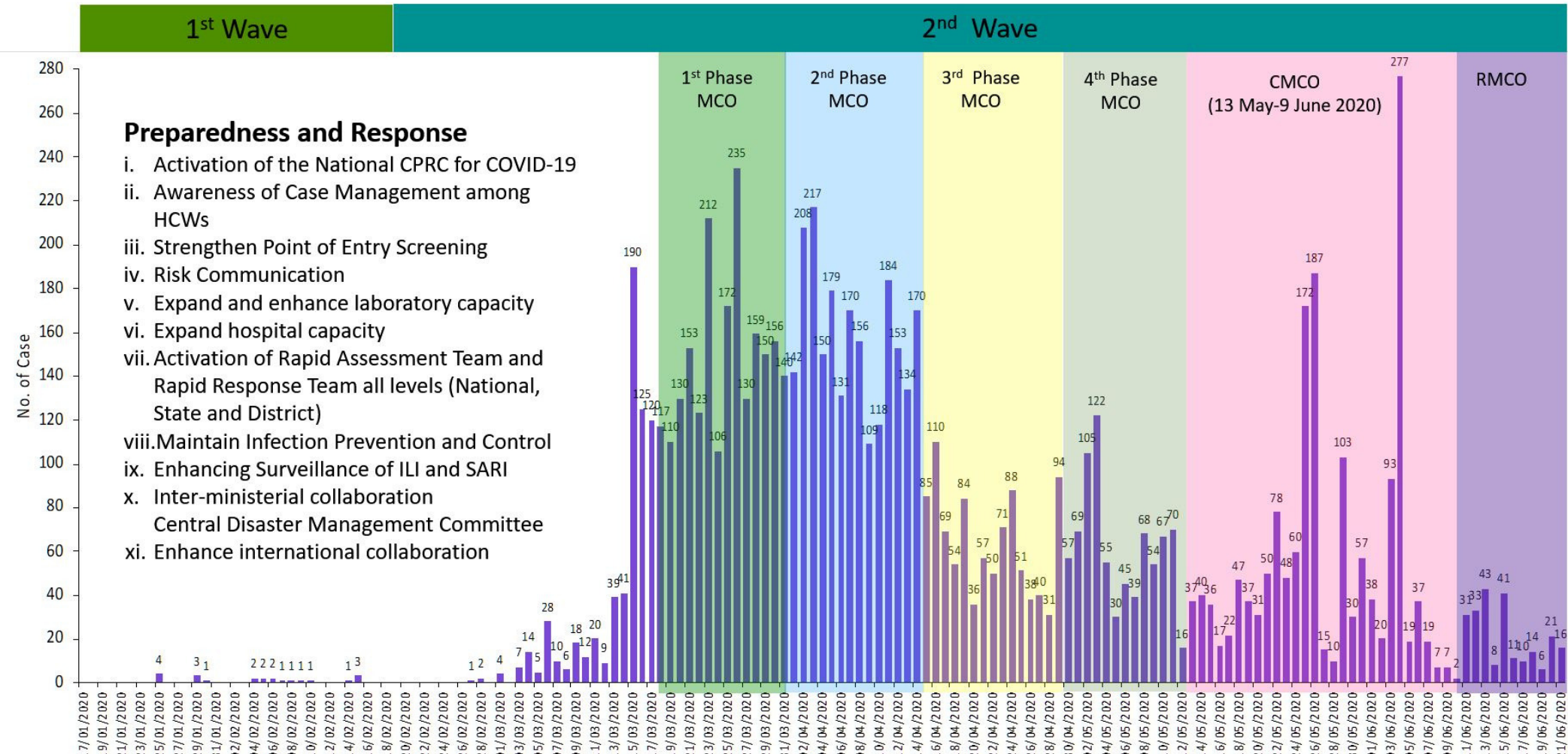


Source : CPRC, MOH

Highest number of daily recorded COVID-19 new cases during the Movement Control Order in Malaysia



# The Overall Public Health Response Towards COVID-19 Pandemic



Source: From the Desk of Director-General of Health Malaysia



**HEALTH ALERT**

**COVID-19 INFORMATION**



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## Message from the Minister of Health Malaysia

As we all know, in December 2019, an outbreak of Corona Virus Disease 2019 or known as COVID-19, caused by the severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) which first occurred in Wuhan, China, rapidly leading to a global pandemic. This outbreak has since spread to most countries across the globe including Malaysia, where the first case was detected in January 2020.

By March the number of COVID-19 cases had increased when I first started my duty as the Minister of Health Malaysia. Addressing the COVID-19 pandemic was foremost on my mind which became the main agenda. The situation required a government led and united approach involving undertaking drastic actions and effective measures from all segments of the society. It is anticipated that the war against COVID-19 will bring profound transformation to our society in various ways.

During my official visits on the ground, I also had the opportunity to meet some dental personnel delivering oral health services at several dental facilities. I am deeply impressed with the sacrifices made in ensuring seamless services provided amidst COVID-19 challenges for the people. I believe that the virus, in turn has increased interconnectedness not only at federal level, but also at districts, states and international level such as World Health Organisation (WHO), World Health Assembly (WHA), ASEAN Plus Three (APT), among others.

I would like to take this opportunity to express my sincere appreciation to Oral Health Programme, Ministry of Health Malaysia for the great efforts in capturing oral healthcare service delivery crucial moments during this difficult period within which, offer valuable lessons learned through this book. I urge all of us to proactively create a positive change in delivering oral healthcare services in order to build a better future for all.

***“Ultimately we are fighting against the same enemy and with unity and good regional cooperation, we will win this”  
(Adham Baba, at the 73rd World Health Assembly)***

A handwritten signature in black ink, appearing to read 'Adham Baba', written over a horizontal line.

Dato' Sri Dr. Adham bin Baba  
Minister of Health Malaysia



# Message from the Secretary-General Ministry of Health Malaysia



Malaysia has always been working closely with global experts particularly the World Health Organisation, governments, partners as well as global communities to share the latest update in our common battle against COVID-19.

Certainly, workforce strategy has become an important consideration for Ministry of Health Malaysia as well as the stakeholders as they work hand in hand to fight COVID-19. The virus significantly affects both the personal and professional lives of employees and the healthcare services they provide across the globe, nations, organisations including the Oral Healthcare Services in Malaysia in adopting a 'new normal' in the face of the evolving circumstances. The psychological and physical welfare of employees is of utmost priority to continuously deliver oral healthcare services for the people. We also need to bear in mind that relationships and communication are crucial in avoiding disruption and building resilience for the future.

Congratulations for this commendable effort in documenting the impact of COVID-19 on the Oral Health Programme, Ministry of Health Malaysia as well as the private dental services sector in the country.

It is my fervent hope that this book would serve as a valuable experience sharing document from Malaysia to both future workforce in the country as well as readers from other countries, thereby strengthening the readiness and robustness of health care systems in managing disease outbreaks.

***"Coming together is a beginning, staying together is progress and working together is success"***  
***(Henry Ford)***

A handwritten signature in white ink, appearing to read 'Chen Chaw Min'.

Dato' Seri Dr. Chen Chaw Min  
Secretary-General  
Ministry of Health Malaysia





## Message from the Director- General of Health Ministry of Health Malaysia

The global COVID-19 pandemic has brought on a profound effect on lives of millions of people across the globe. The threat of this newly emerging disease and the resultant increasing trend of cases and casualties are changing the global healthcare landscape, including Malaysia. COVID-19 has challenged our healthcare as well as our socio-economic system; forcing governments, communities and individuals to adapt to the new normal to win this “war” against a novel coronavirus.

As of 23 July 2020, more than 15 million cases of COVID-19 were reported to the World Health Organisation (WHO) with almost 620 thousand deaths worldwide. Comparatively in Malaysia, 8,884 cases were detected and 123 deaths recorded as of 25 July 2020. Likewise, every country tackling the crisis may attest, Malaysia has had a steep learning curve from the onset. However, our past experiences in handling infectious disease outbreaks had cultivated key lessons and expertise needed to swiftly flatten the curve of COVID-19 transmissions, thus preventing catastrophic consequences to the national health system.

Whilst this public health crisis has brought unprecedented challenges to our country; we are humbled by the selfless attitude of front-line healthcare workers including the oral health workforce in showing their solidarity and commitment to combat the COVID-19 pandemic. New ideas guided by scientific evidence were developed to protect patients and healthcare workers alike from COVID-19, thus saving lives and slowing down the outbreak. These include enhancement of existing healthcare system delivery, rapid digitalization of healthcare provision and amplifying health promotion digitally via social media platforms.

I want to acknowledge the excellent work done by the Oral Health Programme, Ministry of Health Malaysia in documenting the heart-warming efforts of our oral healthcare workforce. They have shouldered the shared responsibilities with other front-line healthcare workers in facing the challenges and threats from this invisible coronavirus. We are the last frontier of defence and our country depends on us. As to whether we succeed or not, it’s up to us now to take the lead and do our best for the King and country.

A handwritten signature in white ink, appearing to read 'Noor Hisham', with a long horizontal flourish extending to the right.

Tan Sri Dato' Seri Dr. Noor Hisham bin Abdullah  
Director-General  
Ministry of Health Malaysia



# Message from the Principal Director of Oral Health Ministry of Health Malaysia



Since February 2020, delivery of oral healthcare and activities under the Ministry of Health Malaysia has been greatly affected by the Coronavirus Disease 2019 (COVID-19) pandemic. During the pandemic, in line with World Health Organisation (WHO) recommendation, only emergency cases were treated at dental clinics while elective cases were postponed, particularly those involving Aerosol Generated Procedures (AGP).

During the Movement Control Order (MCO) period, schools were closed, travel to other countries or states or even districts were banned, most of the people had to stay at home to slow down the outbreak. As such, we had to postpone all school oral health programmes and community outreach activities. Recognising the urgency of the situation, we quickly mobilised 2,000 oral health personnel throughout the country in joining the ranks of our health and medical counterparts whether at the frontline in doing screening activities or working behind the scenes as hotline responders at Crisis Preparedness and Response Centre (CPRC).

Although oral health facilities remained open throughout the pandemic and MCO period, it is inevitable that changes have to be made to ensure the safe delivery of oral healthcare. This includes risk assessment through screening of patients, the stringent requirement on the use of personal protective equipment (PPE) and preoperative procedures as well as engineering controls in the facilities.

It has been an unprecedented chapter in the history of Oral Health Service and this Coffee Table Book is aimed to chronicle and highlight key events in this journey so far. In it, we seek to explore how the COVID-19 affected oral healthcare services in Malaysia. We have collated various information on the impact of COVID-19 to the oral healthcare services delivery, how we addressed COVID-19 issues and challenges and the adopting of new norms as the way forward in Malaysia.

My sincere gratitude goes to the whole dental workforce for demonstrating their solidarity spirit to combat COVID-19 and ensuring oral health services are continuously delivered in accordance to the rules, regulations and guidelines. My heartfelt appreciation to Dr Chia Jit Chie, Dr Leslie Geoffrey and the production team for the creative efforts in producing this book particularly their perseverance and passion in making this document possible.

***“The ultimate measure of a man is not where he stands in moments of comfort and convenience,  
but where he stands in times of challenge and controversy”  
(Martin Luther King Jr)***

A handwritten signature in white ink on a dark blue background. The signature is stylized and appears to read 'Noormi'.

Dr. Noormi binti Othman  
Principal Director of Oral Health  
Ministry of Health Malaysia





# At the Helm

**DR NOORMI BINTI OTHMAN**

Principal Director of Oral Health

**DR CHIA JIT CHIE**

Director of Oral Health Policy and  
Strategic Planning Division

**DR LESLIE SUSHILKUMAR GEOFFREY**

Director of Oral Health Care Division

**DR MAZLINA BINTI MAT DESA**

Director of Oral Health Practice and  
Development Division



# THE LEADERSHIP TEAM



**Secretary of Malaysian Dental Council:** Dr Sofiah binti Mat Ripen (seated far left)

**Deputy Directors of Oral Health Programme, Ministry of Health:** (seated next to MDC Secretary from left to right) Datin Dr Norinah binti Mustapha (Oral Health Globalisation and Accreditation Section), Dr Cheng Lai Choo (Community Oral Healthcare Section), Dr Amdah binti Mat (Oral Health Facility Development Section).

(Standing from left to right) Dr Natifah binti Che Salleh (Oral Health Information Management Section), Dr Norashikin binti Mustapha Yahya (Oral Health Professional and Auxiliary Practice Section), Dr Nurrul Ashikin binti Abdullah (Primary Oral Healthcare Section), Dr Haznita binti Zainal Abidin (Oral Health Legislation and Enforcement Section), Dr Azilina binti Abu Bakar (Oral Health Professional Development Section), Dr Maryana binti Musa (Oral Health Technology Section), Dr Habibah binti Yacob @ Ya'akub (Oral Health Epidemiology and Research Section), Dr Fauziah binti Ahmad (Specialist Oral Healthcare Section), Dr Salleh bin Zakaria (Oral Health Promotion Section). Not in the picture: Dr Sheila Rani a/p Ramalingam (Oral Health Quality Section)

**Deputy Directors of Health (Oral Health), State Health Department:** (first row from left to right) Dr Farehah binti Othman (Perlis), Dr Nama Bibi Saerah binti Abdul Karim (Kedah), Dr Ong Ai Leng (Pulau Pinang), Dr Syed Nasir bin Syed Alwi (Perak), (second row from left to right) Dr Maznah binti Mohamad (Selangor), Dr Nooraini binti Osman (FTKL and Putrajaya), Dr Sharol Lail bin Sujak (Negeri Sembilan), Dr Muhamad bin Mahadi (Melaka), (third row from left to right) Datin Dr Kamariah binti Omar (Johor), Dr Asmani binti Abdul Razak (Pahang), Dr Rusli bin Ismail (Terengganu), Dr Kamariah binti Seman (Kelantan), (fourth row from left to right) Dr Ishak Shaifuddin bin Ibrahim (Sarawak), Dr Zaiton binti Tahir (Sabah), Dr Chung Ken Tet (FT Labuan)

**Director of Children Dental Centre and Ministry of Health Training Institute (Dental), Georgetown Pulau Pinang:** Dr Norhaslina binti Hashim (last row, far right)



## THE PRODUCTION TEAM



**Front row:** Dr Chia Jit Chie (Chairperson), Dr Leslie Sushilkumar Geoffrey (Co-Chairperson)

**Back row (from left to right):** Dr Nor Azlina binti Hashim, Dr Cheng Lai Choo, Dr Mustaffa bin Jaapar, Dr Nurul Syakirin binti Abdul Shukor, Dr Salleh bin Zakaria, Matron Fatimah binti Rahman



“It's going to be hard,  
but hard does not  
mean it cannot be  
done.”

Mahani Osman

*Mount Kinabalu, Sabah*



EMERGENCY

Coronavirus  
disease (COVID-  
19) outbreak

## BACKGROUND

COVID-19 was first identified by WHO at the end of 2019, as a family of coronavirus known as SARS-CoV which was responsible for the Severe Acute Respiratory Syndrome or SARS back in 2003. Individuals infected with COVID-19 have the same signs and symptoms with SARS and MERS (Middle East Respiratory Syndrome) manifested as bronchitis, pneumonia, or a severe respiratory illness.

The first case of COVID-19 in Malaysia was detected in January 2020. In response to drastically increasing cases in Malaysia, the MCO under the Prevention and Control of Infectious Diseases Act 1988 and the Police Act 1967 was enforced in Malaysia beginning 18 March 2020.





Within a few weeks, Malaysia recorded the largest cumulative number of confirmed COVID-19 infections in Southeast Asia, breaching the 2,000 mark in active cases by the end of March from fewer than 30 initially. By 16 March 2020, COVID-19 was reported in every state and federal territory in the country.

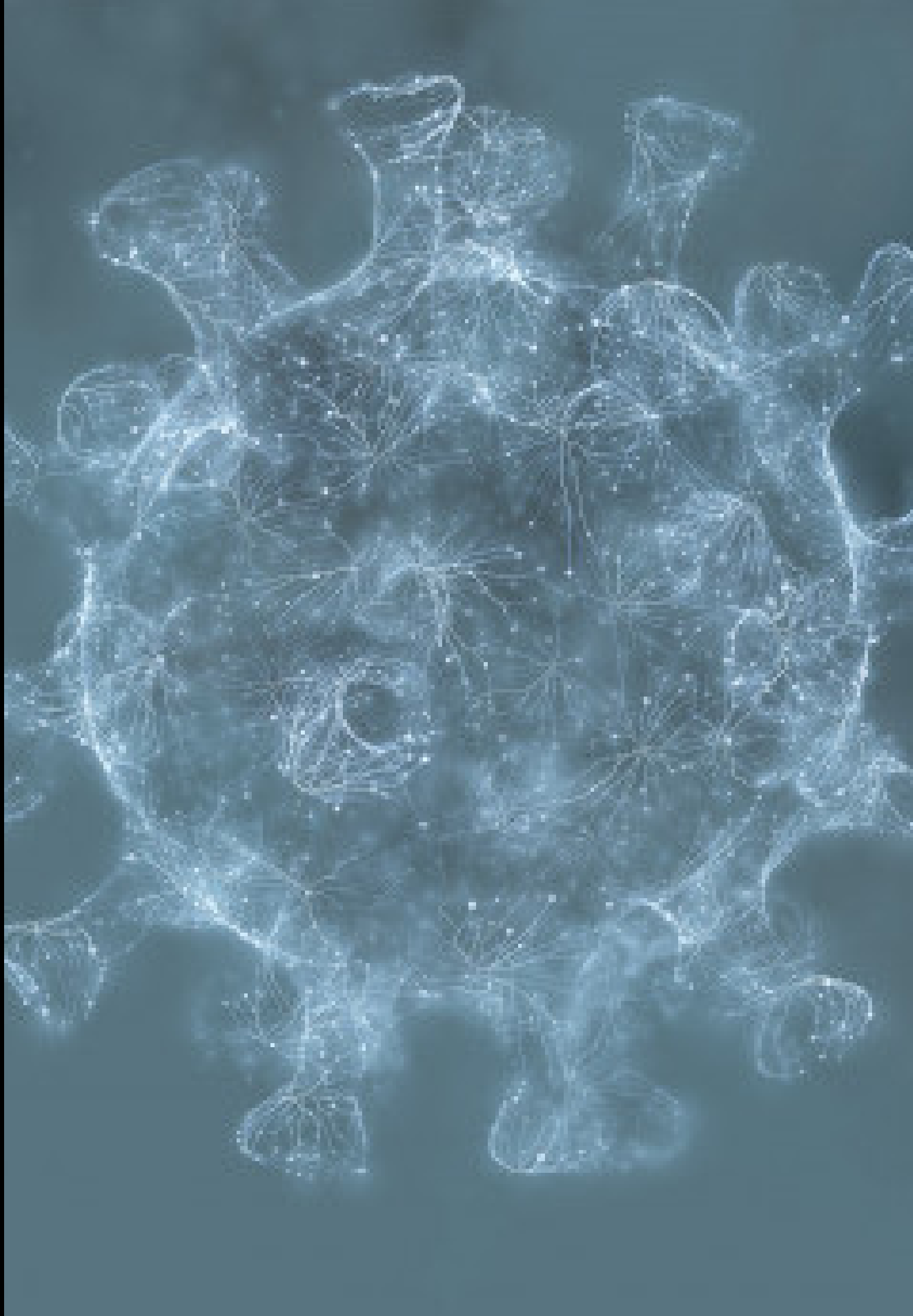
Subsequently, the MCO underwent several phases of extensions with the Conditional Movement Control Order (CMCO) introduced on 4 May 2020 until the commencement of the Recovery Movement Control Order (RMCO) on 10 June 2020.

Close contact (less than 1 metre proximity) with COVID-19 positive individuals was identified as the major mode of transmission. This implies that all aerosol generating procedures (AGP) during routine dental treatment such as dental fillings and scaling are now classified as high-risk procedures. If adequate precautions are not taken, dental practice can potentially expose dental clinicians and patients to cross contamination particularly through routine dental treatment involving AGP. As such, dental practice was confronted with a dire situation, with its day-to-day basic routine dental treatment categorised as high risk in transmitting the disease.





# Part 1







# **IMPACT OF COVID-19 ON ORAL HEALTH SERVICES IN MALAYSIA**

"Nothing in life is to be feared, it is only to be understood. Now is the time to understand more, so that we may fear less."

- Marie Curie -



# F.A.Q. DENTAL TREATMENT MOVEMENT CONTROL ORDER

(1)

QUESTION

ANSWER

Is dental treatment still available?

Yes, but it is limited to emergency dental treatments only.

Is the dental treatment time provided for each patient the same as before?

No. The dental treatment time provided for each patient is shortened to reduce the risk of COVID-19 disease transmission.

\*Dental treatments will resume once the situation is under control.

Sources: (1) Garis Panduan Pengendalian Isu-Isu Berhubung Penularan Wabak COVID-19 di Perkhidmatan Kesihatan Kesihatan Pergigian Bil. 1/2020 KKM



PROGRAM KESIHATAN PERGIGIAN KEMENTERIAN KESIHATAN MALAYSIA

Aras 5, Blok E10, Kompleks E, Presint 1,  
Pusat Pentadbiran Kerajaan Persekutuan,  
62590 Putrajaya

603-88834215  
603-8886135  
ohdemoh.gov.my

http://ohd.moh.gov.my  
Program Kesihatan Pergigian  
KKM



## COVID-19: WHAT TO EXPECT AT THE DENTAL CLINIC

You should go to the dental clinic ONLY if you have an EMERGENCY

1 TRIAGE You will be screened for any COVID-19 symptoms



Fever (Body temperature >38°C)



Cough, panting, difficulty in breathing, sorethroat



Travel history or long term stay at affected countries



Close contact with a positive case

If you experience any of these COVID-19 symptoms and fulfil the criteria, you will be referred to the nearest medical clinic or hospital for further management

2 REGISTRATION

If you do not have any COVID-19 symptoms or do not fulfil the criteria, you may proceed for registration

3 DENTAL CHECK-UP AND TREATMENT

You will undergo dental check-up but will ONLY be treated for EMERGENCY cases

EXAMPLES OF EMERGENCY CASES



Trauma to the tooth or mouth



Toothache



Facial or gum swelling



Elective treatments such as scaling and filling will be POSTPONED for the time being

Sources: (1) Garis Panduan Pengendalian Isu-Isu Berhubung Penularan Jangkitan Wabak COVID-19 di Perkhidmatan Kesihatan Pergigian Bil. 1/2020 KKM Guidelines on COVID-19 Management in Malaysia No. 64/2020 (Edisi Keempat)



ORAL HEALTH PROGRAMME MINISTRY OF HEALTH MALAYSIA

Level 5, Blok E10, Complex E,  
Precinct 1, Federal Government  
Administrative Centre 62590

603-8883 4215  
603-8886 6135

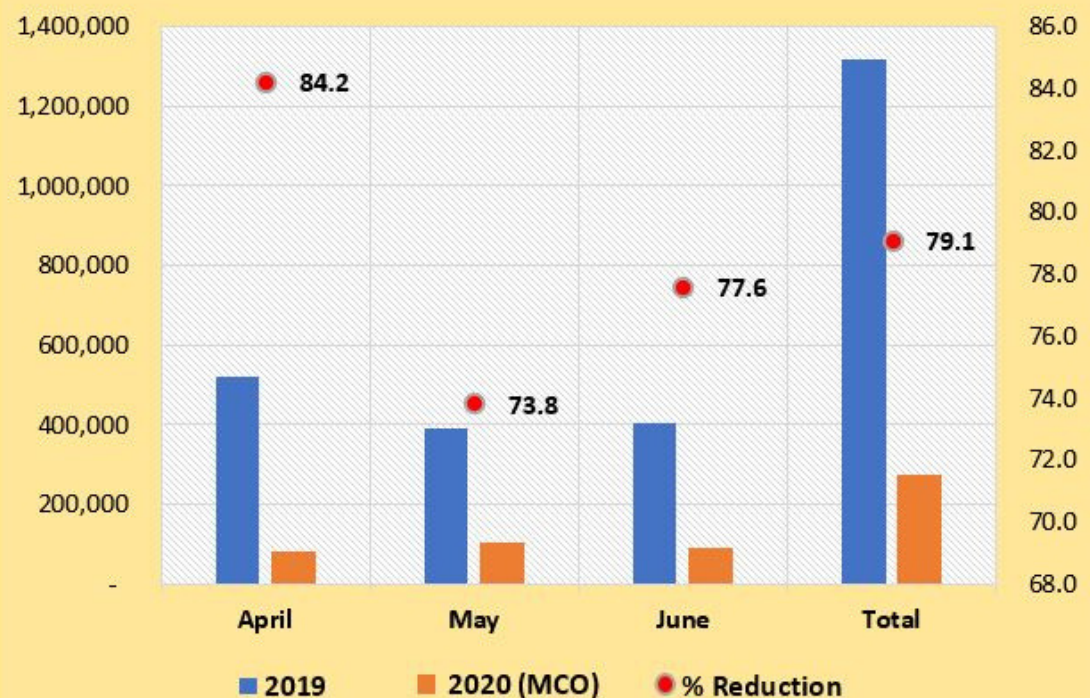
http://ohd.moh.gov.my  
Program Kesihatan Pergigian  
KKM



## ORAL HEALTHCARE SERVICES

Throughout the MCO period, all government dental clinics operated as usual as these premises are classified as healthcare essential service. However, patient attendance in government dental clinics had reduced significantly. All routine dental treatment and AGP were suspended. Majority of dental appointments at primary and specialist care dental clinics were postponed and only emergency dental cases were treated.

Comparison of Total Outpatient Attendance at Dental Clinic in 2019 and 2020





Perintah Kawalan Pergerakan | COVID-19

# TANGGUHKAN RAWATAN BUKAN KECEMASAN DI KLINIK PERGIGIAN

Mainkan peranan anda demi kesihatan semua!

Some advisory messages on dental treatment during MCO published online and displayed at dental clinics

JADUAL PERKHIDMATAN PERGIGIAN  
KLINIK PERGIGIAN PUTRAJAYA PRESINT 18

HARI	WAKTU	JENIS PERKHIDMATAN
ISNIN	8.00 PAGI - 1.00 PETANG	PESAKIT LUAR
KHAMIS	2.00 PETANG - 5.00 PETANG	TEMUJANJI
JUMAAT	8.00 PAGI - 12.15 TENGAHARI	PESAKIT LUAR
	2.45 PETANG - 5.00 PETANG	TEMUJANJI

**Klinik Pergigian Putrajaya Presint 18**  
Jalan P18C1 Presint 18 62602 Putrajaya  
E-mel : kppj18@moh.gov.my  
No Tel : 03-888 10062 samb. 2101

**COVID 19**  
PELANGGAN YANG DIHORMATI :

**SEMUA PESAKIT AKAN DISARING BAGI COVID 19 SEBELUM DIDAFTARKAN.**

**ANDA PERNAH BERHUBUNG DENGAN PESAKIT YANG POSITIF COVID-19 ?**

ANDA BARU PULANG DARI

CHINA, JAPAN, KOREA SELATAN, IRAN, ITALI DAN NEGARA YANG MEMPUNYAI KES COVID 19?

ADAKAH ANDA MENGALAMI SIMPTOM ;

DEMAM, BATUK, SELESEMA, SUKAR BERNAFAS, MUNTAH, CIRIT BIRIT

JIKA YA, SILA MAKLUM KEPADA PETUGAS KAUNTER

**PERHATIAN**  
BERIKUTAN PENULARAN WABAK PANDEMIK COVID-19, RAWATAN PERGIGIAN AKAN DIHADKAN KEPADA RAWATAN KECEMASAN SAHAJA.

PESAKIT DINASIHATKAN UNTUK MENANGGUHKAN RAWATAN SEHINGGA KEADAAN SEMAKIN PULIH.

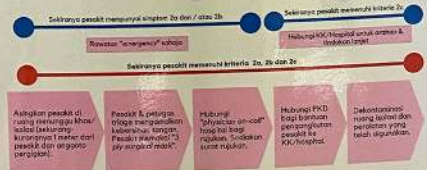
INI KERANA RAWATAN PERGIGIAN SEPERTI TAMPALAN DAN SCALING MENGGUNAKAN SEMBURAN AIR YANG BANYAK, YANG DAPAT MENYEBARKAN LAGI WABAK INI.

KESULITAN AMAT DIKESALI  
TERIMA KASIH DI ATAS KERJASAMA ANDA

**PROSEDUR PENGENDALIAN SARINGAN COVID-19 DI KLINIK PERGIGIAN**

1 Saring semua pesakit sebelum didaftarkan

2 Pemeriksaan klinikal & sejarah perjalanan



Aturkan pesakit di ruang menunggu di luar bilik (sekiranya bilik menunggu tidak ada pesakit) dan pastikan pesakit di pengawal peragaan.

Pesakit & petugas yang menggunakan kacamata, topi, dan sarung tangan.

Hubungi "pemeriksaan COVID-19" yang ada di ruang menunggu, dan pastikan semua petugas menggunakan KPI/face shield.

Dekontaminasi ruang bilik dan peralatan yang pesakit pernah digunakan.

Petugas peragaan di klinikah & manakala PPE yang lengkap dan menggunakan "standard precaution".

Sumber: Prosedur pengendalian saringan COVID-19 di klinik peragaan No. 02/2020 bertarikh 12 Mac 2020 oleh Gasehwa an COVID-19, Kementerian Kesihatan Malaysia.

SOALAN LAZIM RAWATAN PERGIGIAN PERINTAH KAWALAN PERGERAKAN

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PELANGGAN YANG DIHORMATI

**RAWATAN KECEMASAN SAHAJA**

PERINTAH KAWALAN PERGERAKAN

**KES KECEMASAN PERGIGIAN**

TRAUMA BENGKAK

SAKIT LAIN-LAIN

**KES KECEMASAN PAKAR PERGIGIAN**



# WAKTU OPERASI KLINIK PERGIGIAN KKM

## SEPANJANG TEMPOH PERINTAH KAWALAN PERGERAKAN

FASILITI PERGIGIAN	WAKTU OPERASI
Klinik Pergigian (Termasuk Jabatan/ Unit Pakar di Klinik & Hospital)	Hari Bekerja 8.00 pagi – 5.00 petang
Klinik Pergigian UTC	Ditutup Sementara
Klinik & Makmal Pergigian Bergerak	Ditutup Sementara
Klinik/Pasukan Pergigian Bergerak	Ditutup Sementara
Klinik Pergigian Sekolah	Ditutup Sementara

## ORAL HEALTH OUTREACH PROGRAMME

Oral Health Outreach Programme is a collective initiative between the community and health organisation. It is conducted away from the main dental clinic, to specific target groups.

Oral Health Outreach Services that were postponed include:

- Oral healthcare for toddlers
- Oral healthcare for children in kindergarten
- Oral healthcare for preschool, primary and secondary school children
- Oral healthcare for children with special needs (Community Rehabilitation Centres)
- Oral healthcare for community based services / oral health promotion
- Oral healthcare for trainee teachers
- Oral healthcare for young adults
- Oral healthcare for the elderly





# PRIVATE ORAL HEALTHCARE SERVICES

The COVID-19 outbreak has affected the private dental care providers in Malaysia. The Private Medical Practice Control Section (CKAPS), MOH received a total of 259 applications from private oral healthcare providers to change operating hours and 395 applications to close dental clinics during the MCO period.



**KEMENTERIAN KESIHATAN MALAYSIA**  
Bahagian Amalan Perubatan  
Aras 7, Blok E1, Kompleks E,  
Pusat Pentadbiran Kerajaan Persekutuan  
62590 Putrajaya

Tel : 03-8883 1039  
Faks : 03-8883 1479  
Laman Web : <http://medicalprac.moh.gov.my>

Ruj. Kami : KKM 87/A2/100-2/0 Jld. 2 (16)

Tarikh : 18 MAC 2020

Pemegang Perakuan Pendaftaran / Pemegang Lesen,  
Kemudahan dan Perkhidmatan Jagaan Kesihatan Swasta,

Tuan/ Puan,

## COVID-19: OPERASI FASILITI KESIHATAN SWASTA

Dengan hormatnya perkara di atas adalah dirujuk.

2. Selaras dengan Jadual, Peraturan-peraturan Pencegahan dan Pengawalan Penyakit Berjangkit (Langkah-langkah Di dalam Kawasan Tempatan Jangkitan) 2020, sektor jagaan kesihatan dan perubatan telah disenaraikan sebagai salah satu **perkhidmatan perlu** (*essential services*) yang boleh dibuka.

3. Walau bagaimanapun, sekiranya terdapat **klินิก perubatan swasta / klินิก pergigian swasta / pusat jagaan ambulatori swasta / rumah bersalin swasta** yang perlu mengubah waktu operasi atas sebab-sebab yang tidak dapat dielakkan, pemegang perakuan atau pemegang lesen perlu mengemukakan notifikasi melalui emel ke alamat [ckaps@moh.gov.my](mailto:ckaps@moh.gov.my) beserta butiran seperti berikut:

- Nama fasiliti;
- Alamat fasiliti;
- Sebab perubahan waktu operasi;
- Butiran perubahan waktu operasi; dan
- Nama dan no telefon (pemegang perakuan / pemegang lesen).

Perubahan operasi ini **hanya terpakai** sepanjang tempoh Perintah Kawalan Pergerakan berkuatkuasa.









## ORAL HEALTH PROMOTION ACTIVITIES

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COVID-19 pandemic has had a profound impact not only on clinical practices but oral health promotion activities as well. Postponement of oral health promotion activities were as follows:

- School-based oral health promotion programmes such as oral health education talks, Kesehatan Oral Tanpa Amalan Merokok (smoking cessation programme at school), Latihan Memberus Gigi Berkesan (tooth brushing drills)
- Community empowerment programmes such as the Dental Icon (iGG)
- Oral Health Programme For Trainee Teachers
- Outreach programme (via Mobile Dental Clinics)
- Oral health talks and exhibitions to public



## TRAINING OF DENTAL AUXILIARIES

Teaching and training sessions for dental auxiliaries at the MOH Training Institute and Children Dental Centre, Georgetown, Pulau Pinang were deferred until September 2020. New student intakes for Diploma in Dental Therapy and Diploma in Dental Technology which was supposed to take place in July 2020 was deferred to January 2021. All Post-Basic courses are currently postponed from September 2020 to March 2021.

### PEMAKLUMAN PENANGGUHAN PENAWARAN DAN PENGAMBILAN CALON BAGI MENGIKUTI KURSUS LANJUTAN SESI SEPTEMBER 2020

#### PEMAKLUMAN PENANGGUHAN PENGAMBILAN CALON KURSUS LANJUTAN DI INSTITUT LATIHAN KEMENTERIAN KESIHATAN MALAYSIA SESI SEPTEMBER 2020

Sukacita dimaklumkan bahawa **pengambilan calon Kursus Lanjutan di Institut Latihan Kementerian Kesihatan Malaysia bagi sesi September 2020 ditangguhkan ke sesi Mac 2021.**

Hebahan iklan tawaran pengambilan bagi sesi berkenaan akan dimaklumkan dari semasa ke semasa melalui Sistem e-LDP.

Sebarang perubahan adalah turut tertakluk kepada keputusan terkini Kerajaan Malaysia mengenai status wabak COVID 19, penguatkuasaan Perintah Kawalan Pergerakan dan pengurusan wabak COVID 19 di Institut Latihan Kementerian Kesihatan Malaysia.

BAHAGIAN PENGURUSAN LATIHAN  
KEMENTERIAN KESIHATAN MALAYSIA  
1 APRIL 2020



# CLOSURE NOTICE



#StayAtHome #KitaJagaKita

Faculty of Dentistry is complying  
with the

**Movement Control Order**

**All appointment until 14 April  
2020 is cancelled.**

Apologies for the inconvenience

## DENTAL UNDERGRADUATE TRAINING

During the MCO, all educational activities were postponed. This significantly affected the clinical training sessions for the students as training clinics at these higher education institutions had to be closed.







**KETUA PENGARAH KESIHATAN MALAYSIA  
DIRECTOR GENERAL OF HEALTH MALAYSIA**

Kementerian Kesihatan Malaysia  
Aras 12, Blok E7, Kompleks E,  
Pusat Pentadbiran Kerajaan Persekutuan  
62590 PUTRAJAYA

Tel: 03-8000 8000  
Faks: 03-8889 5542  
Emel: arihatan@moh.gov.my

Ruj Kami : KKM.600-25/12/3 Jld. 8 ( 17 )  
Tarikh : 13 April 2020

**SENARAI EDARAN**

YBhg. Datuk/Dato'/Datin/Tuan/Puan,

**GARIS PANDUAN PELAKSANAAN LATIHAMAL BAGI PELAJAR INSTITUT  
PENGAJIAN TINGGI (IPT) DI FASILITI KEMENTERIAN KESIHATAN MALAYSIA  
SEMASA WABAK COVID-19**

Dengan segala hormatnya saya merujuk kepada perkara di atas.

2. Sepertimana pihak YBhg. Datuk/Dato'/Datin/Tuan/Puan sedia maklum, Pertubuhan Kesihatan Sedunia telah mengistiharkan pandemik COVID-19 pada 11 Mac 2020 dan sehingga kini kes jangkitan COVID-19 telah meningkat di Malaysia. Bagi menangani peningkatan tersebut, Hospital Rawatan COVID telah diwujudkan di seluruh negara bagi merawat pesakit berkenaan.
3. Untuk makluman, pada prinsipnya semua pelajar IPT **DILARANG** terlibat dalam pengendalian atau rawatan pesakit COVID-19. Susulan itu, latihamal kepada pelajar IPT perlu disesuaikan mengikut situasi semasa bagi memastikan kualiti dan kesinambungan latihan tidak terjejas.

4. **UNIVERSITI  
MALAYA**

يوزيريوسيتا مالايا

UM. DPKO/330/2020

17 Mac 2020

Pengarah Kanan Kesihatan (Pergigian)  
Program Kesihatan Pergigian  
Kementerian Kesihatan Malaysia  
Aras 5, Blok E10, Kompleks E,  
Pusat Pentadbiran Kerajaan Persekutuan,  
62590 Putrajaya

Melalui ;  
Prof. Dr Sabri Musa  
Dekan  
Fakulti Pergigian  
Universiti Malaya

Tuan

**PENANGGUHAN PENEMPATAN PELAJAR SARJANA ORTODONTIK DI PUSAT  
LATIHAN KEMENTERIAN KESIHATAN MALAYSIA UNTUK LATIHAN KEPAKARAN  
BERSAMA (SECARA KOLOBORASI)**

Dengan segala hormat saya merujuk kepada perkara di atas dan perutusan khas YAB Perdana Menteri mengenai COVID-19 pada 16 Mac 2020.

2. Pihak kami mengambil maklum surat daripada Pangarah Bahagian Dasar dan Perancangan Strategik Kesihatan Pergigian (Ruj KKM.600-26/1/5(39) JLD 4 bertarikh 6 Mac 2020). Makluman akan dipanjangkan kepada pelajar untuk mematuhi syarat-syarat di KKM.
3. Pihak kami yang tuan sedia maklum, kerajaan telah memutuskan untuk melaksanakan Perintah Pergerakan, mulai 18 Mac 2020 hingga 31 Mac 2020, di seluruh negara. Perintah tersebut melibatkan penutupan semua institusi pendidikan tinggi awam. Sehubungan dengan itu, sesi pembelajaran akan diubah untuk mematuhi arahan tersebut. Oleh itu, penempatan pelajar sarjana ortodontik juga terpaksa ditundakan kerana sesi pembelajaran mereka dibekukan mengikut tempoh tersebut.

## DENTAL SPECIALIST TRAINING

COVID-19 also affected the training of dental specialists. The pandemic prompted a swift response by the universities to call back all postgraduate students undergoing clinical attachment at various MOH facilities. This included the first-year postgraduate students under the integrated system (i-system) training between MOH and University of Malaya for Oral and Maxillofacial Surgery (OMFS). Further suspension of academic activities has caused dramatic shifts in pre-planned projects and events. The much awaited milestone marking of the first-ever clinical attachment at the identified MOH facilities under the i-System training for Orthodontics on 24 March 2020 was postponed to a later date. The impact of COVID-19 has also resulted in the postponement of new intake of postgraduate candidates in dental specialist training as well as those expected to complete training in 2020.



# ORAL HEALTH PROFESSIONAL DEVELOPMENT

One of the restrictions listed in the movement control order was prohibition of mass movements and gatherings across the country. This particular order has impacted the human capital development and in-service training for oral health personnel as annual conferences and planned courses both locally and internationally had to be cancelled or postponed to curb the spread of COVID-19 pandemic.

## 2020 Training Plan

Activity	Proposed Date	Status
Bengkel Penilaian Inisiatif-Inisiatif Promosi Pergigian	24-26 March 2020	CANCELLED
Bengkel Pemantapan Pelaksanaan Program Ikon Gigi	23-25 June 2020	CANCELLED
Bengkel Pemantapan Rating System	July 2020	CANCELLED
Kursus Kewangan	July 2020	CANCELLED
Kursus Systemic Review in the Development & Implementation of Dental CPG bagi Pakar dan Pegawai Pergigian	July 2020	POSTPONED

## Cancellation of MIDEK 2020

Dear members of the Dental Fraternity,  
 It is indeed unprecedented and not an easy decision for MDA. The SARS-Cov-2 pandemic has brought the world to a standstill till this very moment, with a total case of more than 4 million and a death toll of more than 280,000 worldwide. Malaysian government has just announced the next phase of Conditioned Movement Control Order extending till 9th of June 2020. Until the pandemic is contained & vaccine becomes available, it is posing many forms of restrictions like social distancing, mass gathering & cross border travelling to our usual life. Our priority would be to prevent the further spreading of this disease and hope to restore our social order as soon as possible. On behalf of our organizing committee, I would like to extend my deepest apologies to all our MDA members, speakers, sponsors & traders as well as our venue partner, official contractor, vendors for all the inconvenience caused. Hope we all will recover fast from this pandemic and soar higher and better. Please don't hesitate to contact us on any matter regarding the cancellation of the event. Our committee will be working on all the refund procedure ASAP. We will see each others real soon on our next coming MDA event in 2021! Stay Safe! Fight this pandemic together!



Message from the Organising Chairman MIDEK 2020



## NOTIS MAKLUMAN

Adalah dimaklumkan kajian *National Health and Morbidity Survey 2020: National Oral Health Survey of Adults 2020* (NHMS 2020: NOHSA 2020) telah **DITANGGUHKAN** pelaksanaannya pada tahun ini disebabkan oleh penularan COVID-19.

Oleh yang demikian, semua janji temu yang telah ditetapkan pada tahun ini adalah **DIBATALKAN**. Pasukan kami akan menghubungi semula responden yang terpilih bagi janji temu baharu sebaik sahaja aktiviti ini disambung semula.



Sebarang pertanyaan atau keterangan lanjut, sila hubungi Dr Habibah bt Yacob, Ketua Penyelidik, Program Kesihatan Pergigian KKM, Putrajaya di talian 03-88834253/4215 atau melalui e-mel [jdrhabibah\\_y@moh.gov.my](mailto:jdrhabibah_y@moh.gov.my). Terima kasih.

# NOHSA 2020



TINJAUAN KEBANGSAAN KESIHATAN  
DAN MORBIDITI 2020:  
KAJIAN KESIHATAN MULUT BAGI  
ORANG DEWASA 2020




NATIONAL HEALTH AND MORBIDITY  
SURVERY 2020:  
NATIONAL ORAL HEALTH SURVEY  
FOR ADULTS 2020:



  @pergigiankkm | [ohd.moh.gov.my](http://ohd.moh.gov.my)



PROGRAM KESIHATAN PERGIGIAN KEMENTERIAN KESIHATAN MALAYSIA

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 <http://ohd.moh.gov.my>  
 Program Kesihatan Pergigian  
KKM



## ORAL HEALTH RESEARCH

Due to the COVID-19 pandemic and enforcement of Movement Control Order (MCO), all activities planned for the National Health and Morbidity Survey 2020: National Oral Health Survey of Adults 2020 (NHMS 2020: NOHSA 2020) were put on hold. Data collection which was scheduled to start from June to August 2020 was also affected. The survey will only resume in 2021, which involves standardisation and re-calibration of examiners. Planning for these activities including budget application is currently in progress.





## CLINICAL GOVERNANCE

Clinical governance is a quality assurance framework that allows practices to monitor their services, seek improvements and minimise risks to patient health and safety. A major and rapid reorganisation of both clinical and support services due to COVID-19 was needed. The standard infection control measures in place for routine clinical work prior to the pandemic were now deemed inadequate. Dental professionals had a moral duty to reduce routine care for fear of spreading COVID-19 among their patients and beyond.



# Part 2







# **ADDRESSING THE CHALLENGES IN ORAL HEALTHCARE PROVISION AND GOVERNANCE**

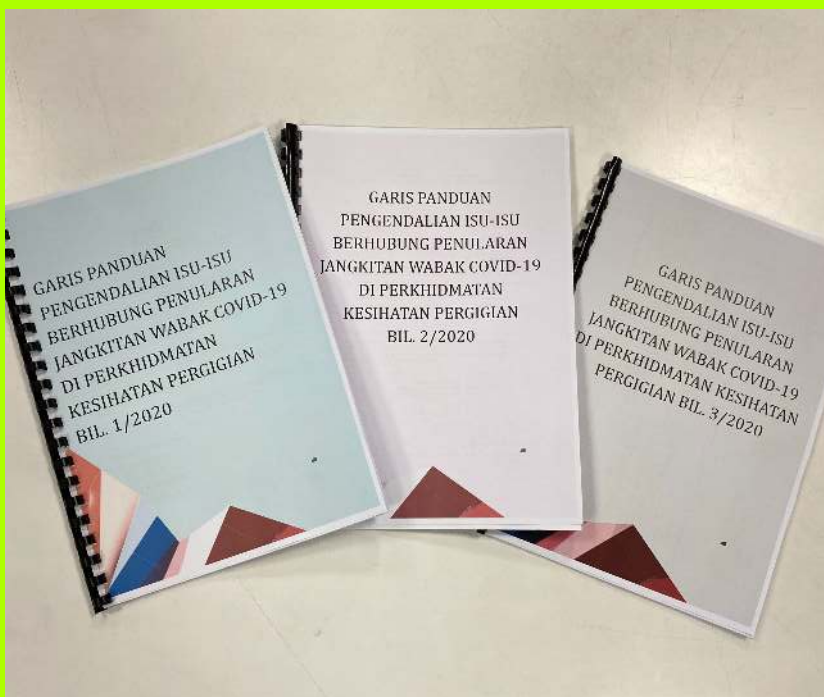
"We are not perfect, but we are doing the best that we can to pull through this crisis together, as one nation. God willing, we will come out stronger when this crisis ends and the dust settles"

-Muhyiddin Yassin-



## GUIDELINES AND POLICIES

In early March 2020, just days before the MCO was announced by the government, a Working Committee led by the Head of Dental Public Health Specialty with members comprising all Heads of Specialty and several Dental Public Health Specialists from both the Oral Health Programme headquarters and the states was established. A guideline was produced to address all areas of concern in the oral health service delivery during the pandemic.



Published Guidelines

### Lampiran 3

#### Jenis Rawatan dalam Kategori Kecemasan

Kecemasan dalam pergigian boleh didefinisikan sebagai keadaan yang boleh meragut nyawa dan memerlukan rawatan segera seperti pendarahan yang sukar dihentikan, *facial cellulitis* atau bengkak dan kecederaan kepada tulang muka yang boleh memberikan kesan kepada saluran pernafasan pesakit<sup>16</sup>.

Rawatan kecemasan pula memberi fokus kepada keadaan yang memerlukan perhatian segera untuk menghilangkan kesakitan yang melampau (pain score > 4) dan mengurangkan risiko jangkitan. Rawatan ini perlu dilakukan seminimum yang boleh<sup>16</sup>.

#### Bagi Perkhidmatan Pergigian Primer:

- i. Sakit gigi (pain score > 4)
- ii. Cabutan gigi disebabkan oleh pulpitis tidak berbalik dan periodontitis periapikal akut
- iii. Tampalan pecah/ apian/ protesis patah yang boleh menyebabkan kecederaan pada tisu mulut dan kesakitan
- iv. Kecederaan mulut / gigi akibat terjatuh atau sebarang trauma
- v. *Trigeminal neuralgia*
- vi. *Facial Cellulitis* dan abses
- vii. Lesi mulut dan ketumbuhan yang disyaki malignan
- viii. Komplikasi selepas cabutan (pendarahan, *dry socket*, jangkitan kuman)

#### Bagi Perkhidmatan Kepakaran Orthodontik:

- i. Komplikasi pesakit yang melibatkan fraktur *wire/bracket/applians*

#### Bagi Perkhidmatan Kepakaran Periodontik:

- i. Pengendalian *abscess*

#### Bagi Perkhidmatan Kepakaran Pergigian Restoratif

- i. Rawatan kecemasan endodontik yang melibatkan diagnosis pulpitis tidak berbalik akut, periodontitis apikal akut dimana skor kesakitan 6+, +/- bengkak, cellulitis
- ii. Rawatan akibat komplikasi endodontik dimana skor kesakitan 6+, +/- bengkak, cellulitis
- iii. Pembuangan korona/bridge yang sangat goyah/ *mobile* dan penyimenan semula, tanpa melibatkan prosedur rekonstruksi.

Garis Panduan Pengendalian Isu-isu Berhubung Penularan Jangkitan Wabak COVID-19 di Perkhidmatan Kesihatan Pergigian Bil.2/2020 (Kemaskini 2 April 2020)

- 39 -

*Part of the list on treatment procedures allowed*

The first edition of the *Garis Panduan Pengendalian Isu-isu Berhubung Penularan Jangkitan Wabak COVID-19 di Perkhidmatan Pergigian KKM* was circulated on 18 March 2020. Since then the guideline has been revised twice based on latest information regarding the virus and in tandem with updated versions of the Guidelines on COVID-19 Management in Malaysia, Ministry of Health.



Welcome To The Official Website Of The



# MALAYSIAN DENTAL COUNCIL



I am looking for...

Bahasa Melayu | English

Home About MDC Publications Registration Statistic Contact Us FAQ



**Malaysian Dental Council**  
Ministry of Health Malaysia  
E301, Level 3, Block 3440, Enterprise Building 1  
Jalan Teknokrat 3  
63000 Cyberjaya, Selangor

Tel : +603-8318 6440 / 4610 / 7366  
Fax : +603-8318 6121  
Email : mdc@moh.gov.my

#### Operation Time

##### Monday-Thursday

- 8.30am - 1.00pm

- 2.00pm - 5.00pm

##### Friday

- 8.30am - 12.15pm

- 2.45pm - 5.00pm

## ANNOUNCEMENT

### 1. ADVISORY ON COVID-19

Dear Dental Practitioners,

1. In view of the COVID-19 outbreak, the Oral Health Programme, Ministry of Health has issued guidelines as a reference to all dental staff in controlling the spread of COVID-19 outbreak in the facility and in the delivery of dental services. The guidelines can be obtained from their official website. Click [here](#) to view.

2. The English version of the guidelines can be obtained [here](#).

3. Private dental clinic or private ambulatory care centre planning to change their operating hours, inform Bahagian Amalan Perubatan, Kementerian Kesihatan Malaysia. Click [here](#) to view their announcement.

4. For updated information on the current situation, please follow the official social media of the relevant agency as follow:

a. Crisis Preparedness Response Centre, Ministry of Health

b. Majlis Keselamatan Negara

Date: 22nd April 2020

## QUICK LINKS

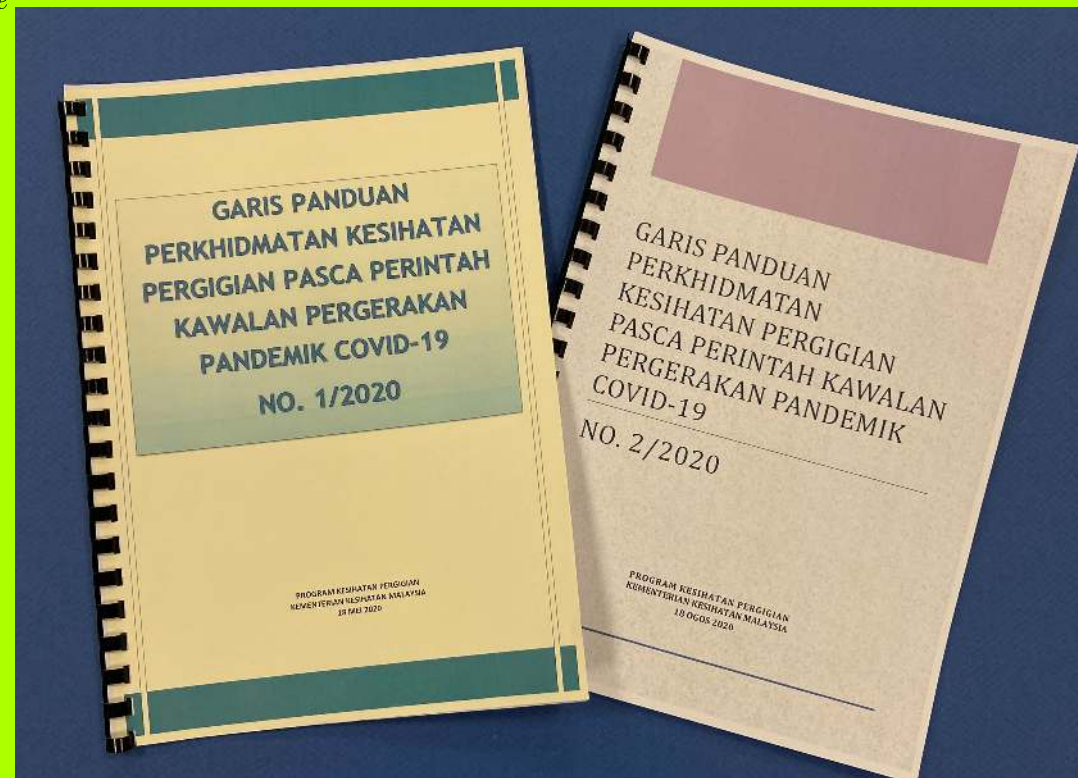
- \* Announcement
- \* Latest info
- \* List of Qualifications Recognised
- \* Establishment Of Dental Degree Progr
- \* APC Online Application and Online Pay
- \* Registration Form
- \* APC Application Form
- \* New TPC Application Form
- \* Renewal TPC Application Form
- \* Complaint Against a Practitioner Form

Dental practitioners were also advised by the Malaysian Dental Council to refer to the official social media platform of Crisis Preparedness Response Centre, MOH and National Security Council for latest relevant news and advice on the current situation.

In time, as the number of new cases reported showed a decreasing trend by late April 2020, a new working committee was established on 27 April 2020 to develop a guideline for oral healthcare delivery post MCO. The focus of this guideline was mainly on the dental clinic preparation to start providing routine dental care especially dental treatment involving AGP.

*Advisory announcement on Malaysian Dental Council's website*

The *Garis Panduan Perkhidmatan Kesihatan Pergigian Pasca Perintah Kawalan Pergerakan Pandemik COVID-19* was published and circulated on 18 May 2020. The guideline was produced aptly in time with the announcement of the Recovery Movement Controlled Order announced on 7 June 2020 for the period of 10 June 2020 until 31 August 2020.



*The latest guidelines published*



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## INFECTION CONTROL STRATEGIES AND PATIENT MANAGEMENT PROTOCOLS AT DENTAL CLINICS

As a precautionary measure to contain the spread of COVID-19, dental personnel, patients and accompanying persons were screened for clinical manifestations consistent with the infectious disease.

Screening counters were set up at the entrance of the dental clinics, to ensure patients are asymptomatic (strictly related to COVID-19 symptoms, fever, cough, sore throat, shortness of breath), patient has not been a close-contact with a positive case, patient is not a PUI (Person-Under-Investigation) and patient has not had travelling history abroad during the pandemic outbreak. Patients were also asked to fill the Health Declaration form before entering the dental clinics which later was replaced by online check-in using MySejahtera application.

Identified symptomatic patients were referred immediately to the medical counterpart. Only walk-in asymptomatic patients with dental emergency condition were accepted for further dental management.

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## ADHERENCE TO THE STANDARD OPERATING PROCEDURES

Physical distancing of 1 metre was implemented for patients and oral health personnel. Adult patients were advised to come alone while children, elderly and special needs patients can be accompanied by one family member/guardian.

Labelling of chairs at the waiting area, signages indicating physical distancing at the counter, limiting number of patients at any one time and discouraging walk-ins except emergency cases were among the measures taken.



### PERKHIDMATAN NORMA BAHARU KLINIK KESIHATAN KUALA LUMPUR

#### KHIDMAT TEMUJANJI ATAS TALIAN ONLINE APPOINTMENT



SCAN QR CODE INI UNTUK  
MENETAPKAN TARIKH TEMUJANJI



TIDAK DIGALAKKAN HADIR KE KLINIK TANPA TEMUJANJI  
KECUALI KES KECEMASAN



TIADA PENGIRING KE KLINIK KECUALI BAGI KANAK-KANAK,  
WARGA EMAS ATAU ORANG KURANG UPAYA



DATANG KE KLINIK DENGAN MEMAKAI PELITUP HIDUNG  
DAN MULUT



KERAP MENCUCI TANGAN ATAU GUNA CECAIR PEMBASMI  
KUMAN



SENTIASA MENJAGA JARAK SOSIAL 1 METER ANTARA SATU  
SAMA LAIN SEMASA DI KLINIK



PATUHI ARAHAN ANGGOTA KESIHATAN DAN TEMUJANJI  
YANG TELAH DITETAPKAN

NOTA:  
• BERKUATKUASA PADA 1 JUN 2020  
• BAGI KES WALKIN BUKAN KECEMASAN SAHAJA

PEJABAT KESIHATAN DAERAH TITIWANGSA





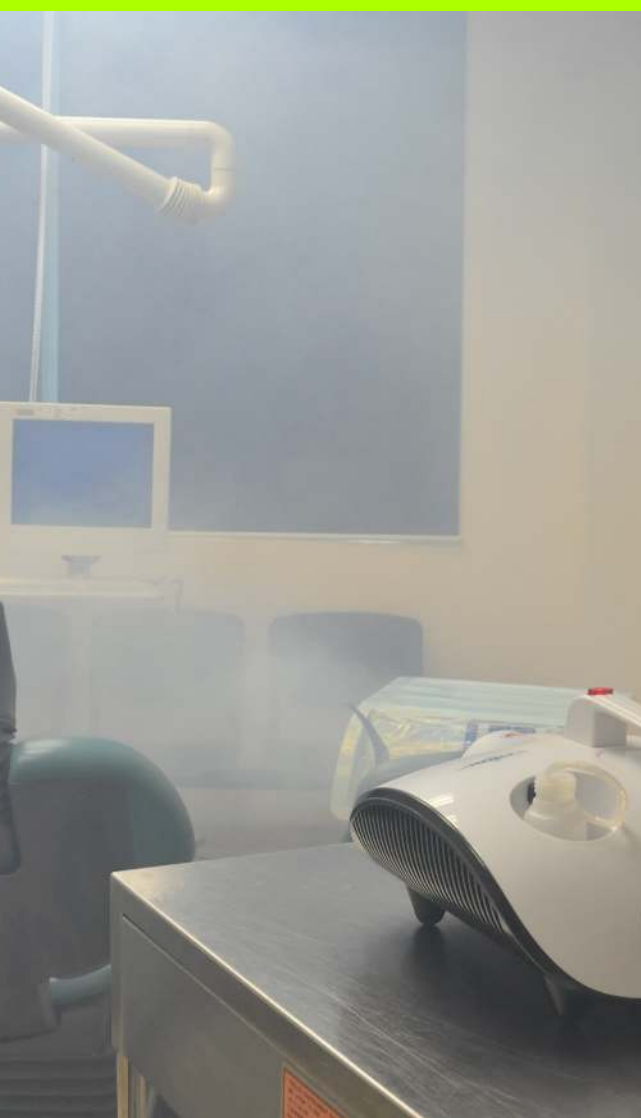
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## CROSS INFECTION CONTROL MANAGEMENT

It is mandatory for all oral health personnel to practise good hand hygiene as it is the single most effective means of controlling cross infection. Full set of Personal Protective Equipment (PPE) such as gloves, masks, protective eye wear, face shields and protective clothing should be worn by all oral health personnel.

Compliance to stringent cross infection control protocols were ensured prior to, during and after dental treatment. Disinfection of working area, counter, waiting areas, dental surgeries and pantry were done on a regular basis.

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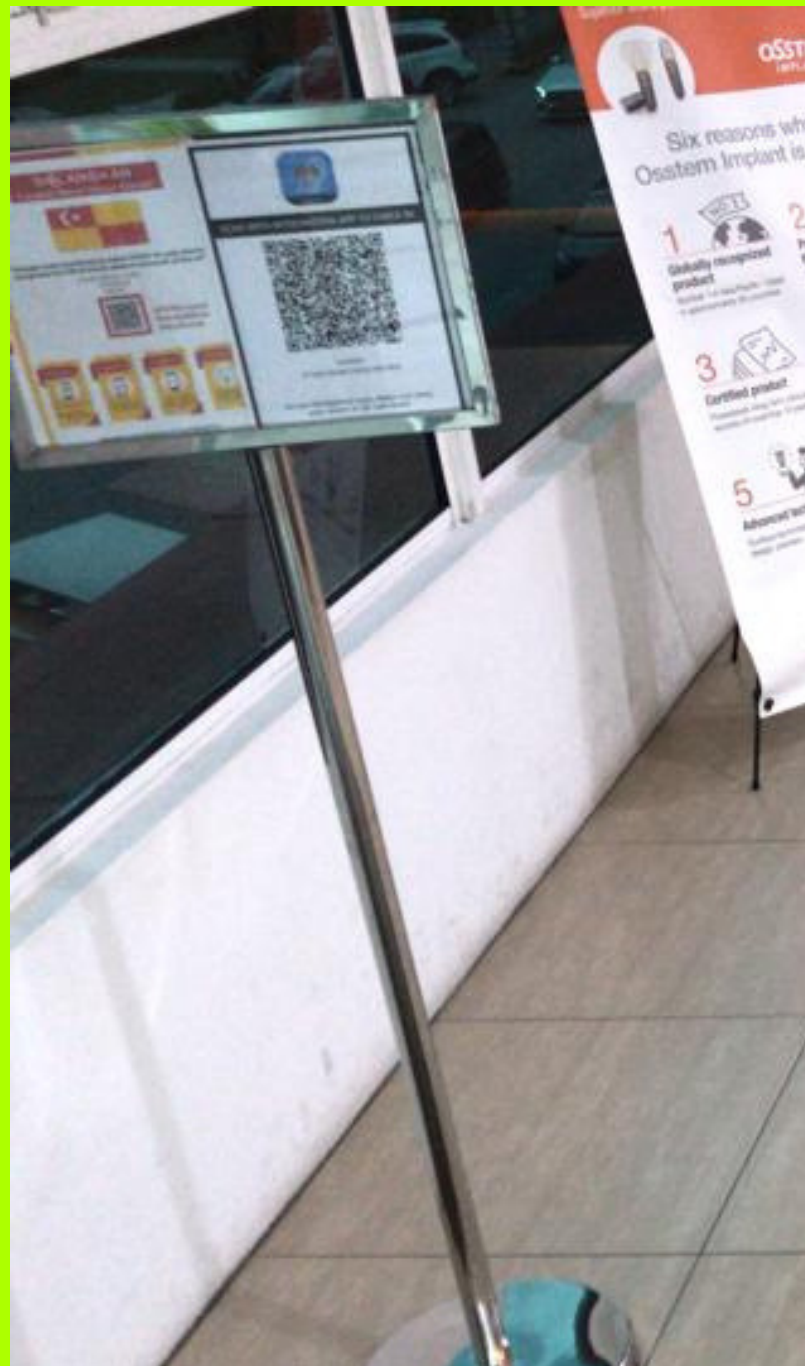
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## ORAL HEALTHCARE SERVICES AT PRIVATE DENTAL CLINICS

As we moved away from the height of the pandemic, dental services in the private sector gradually resumed its full service cautiously. Advance bookings, online check-in using MySejahtera application, temperature checks, and health screenings were strictly followed to ensure continuity of safe dental treatment to the public.

On top of routine wearing of PPEs, sterilisation and disinfection, additional protocols like physical distancing within the waiting room, improved ventilation and regular sanitisation of surfaces like doorknobs, table surfaces and fomites were practised regularly.

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## **INNOVATIVE DENTAL PRACTICES FOR PROTECTION AGAINST COVID-19**

This unprecedented situation has spurred innovation and imagination. Several initiatives have been undertaken to ensure that services continue to be provided in the face of the COVID-19 challenges. A few devices aiming to minimise the spread of aerosol during treatment using PVC pipes and plastic sheets were produced. Protective covers, shields, boxes and barriers were among the innovations to facilitate the safe conduct of AGPs. Modification of high vacuum suction tip was done to ensure maximum evacuation of the aerosol during AGP.

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*Protective cover*



*Protective barriers*



*Hand sanitiser pedal dispenser*



*Modified funnel-shaped high vacuum suction tip*



*Handpiece shield*



*Bioaerosol barrier*



# HEALTH TECHNOLOGY ASSESSMENT

New health technologies have emerged as a result of the COVID-19 crisis. Health Technology Assessment report is required to assist policy makers regarding the use of these equipments in terms of effectiveness and cost-effectiveness without compromising on safety. Thus, literature search on the nature of disease, diagnosis, transmission, management and prevention were conducted. Input on treatment and management of dental patients during COVID-19 pandemic were provided for the development of essential guidelines / protocols.

## Discovery!

### Coronavirus Disease 2019 (COVID-19): Emerging and Future Challenges for Dental and Oral Medicine

Journal of Dental Research  
1-7  
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DOI: 10.1177/0022034520914246  
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L. Meng<sup>1</sup>, F. Hua<sup>2</sup>, and Z. Bian<sup>1</sup>

#### Abstract

The epidemic of coronavirus disease 2019 (COVID-19), originating in Wuhan, China, has become a major public health challenge for not only China but also countries around the world. The World Health Organization announced that the outbreaks of the novel coronavirus have constituted a public health emergency of international concern. As of February 26, 2020, COVID-19 has been recognized in 34 countries, with a total of 80,239 laboratory-confirmed cases and 2,700 deaths. Infection control measures are necessary to prevent the virus from further spreading and to help control the epidemic situation. Due to the characteristics of dental settings, the risk of cross infection can be high between patients and dental practitioners. For dental practices and hospitals in areas that are (potentially) affected with COVID-19, strict and effective infection control protocols are urgently needed. This article, based on our experience and relevant guidelines and research, introduces essential knowledge about COVID-19 and nosocomial infection in dental settings and provides recommended management protocols for dental practitioners and students in (potentially) affected areas.

**Keywords:** virology, infection control, dental public health, dental education, transmission, dental practice management

## RAPID TECHNOLOGY REVIEW



Oral Health Division  
Ministry of Health Malaysia

Title	Extra-Oral Vacuum Aspirator / Suction
Requestor	Principal Director of Oral Health Ministry of Health Malaysia
Reason For Request	To provide scientific evidence on the effectiveness and safety of Extra-Oral Vacuum Aspirator / Suction for the use in the dental clinics

### 1. INTRODUCTION

Extra-Oral Vacuum Aspirator / Suction is a device designed to absorb the aerosol generated during the dental treatment process to prevent cross-infection in the dental clinics. The dental aerosols are produced from dental instruments like ultrasonic scalers, dental handpieces, three-way syringes and other high-speed instruments. Aerosols produced are contaminated with saliva, blood, plaque, calculus, bacteria, fungi, viruses of the oral cavity and micro-particles from grinding of the teeth.<sup>1</sup> These aerosols are air suspended in the clinical environment and can pose risks to the clinician, staff and other patients as well.<sup>2</sup>

Coronavirus disease 2019 (COVID-19) is a highly infectious disease transmitted through droplet spray, direct contact, aerosol and fomite (indirect contact).<sup>3</sup> Dental team members are considered to be at increased risk of COVID-19 as they work in close proximity to patients and conduct aerosol generating procedures.<sup>3</sup> As such, many countries have suspended routine dental treatment for the time being and limit their scope to emergency dental treatments only.

Resuming general dental services after limitation of treatment due to COVID-19 should be done cautiously. The dental team's and patient's safety are the highest priority to be taken into consideration when forming the related guidelines or protocol. A device to eliminate or reduce the aerosol generated during dental procedures will help to minimize cross infection in the dental clinics.

## Clinical Review

### COVID-19 Transmission in Dental Practice: Brief Review of Preventive Measures in Italy

Journal of Dental Research  
1-9  
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for Dental Research 2020  
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DOI: 10.1177/0022034520920580  
journals.sagepub.com/home/jdr

R. Izzetti<sup>1</sup>, M. Nisi<sup>1</sup>, M. Gabriele<sup>1</sup>, and F. Graziani<sup>1</sup>

#### Abstract

The outbreak and diffusion of SARS-CoV-2, responsible for the coronavirus disease (COVID-19), has caused an emergency in the health system worldwide. After a first development in Wuhan, China, the virus spread in other countries, with Italy registering the second highest number of cases in Europe on the 7th of April 2020 (135,586 in total). The World Health Organization declared the pandemic diffusion of COVID-19, and restrictive measures to limit contagion have been taken in several countries. The virus has a predominantly respiratory transmission through aerosol and droplets. The importance of infection control is therefore crucial in limiting the effects of virus diffusion. We aim to discuss the risks related to dental practice and current recommendations for dental practitioners. A literature search was performed to retrieve articles on the management of COVID-19 diffusion in dental practice. The documented clinical experience, the measures of professional prevention, and the actual Italian situation were reported and described. Four articles were retrieved from the literature search. Among the eligible articles, 3 reported measures to contrast COVID-19 diffusion. The infection





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## EMERGENCY PROCUREMENT

The COVID-19 pandemic had resulted in a significant increase in the demand for certain pharmaceuticals products, medications and PPEs. The increase in demand had led to an increase in price and this further affected the existing budget.

Hence, emergency procurement for dental clinics has to be done for infrared thermometer, face shield and surgical gown.

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## PRODUCTION OF ORAL HEALTH PROMOTION MATERIALS

COVID-19 provides an opportunity to garner collaborative action amongst individuals and community for oral health improvement and disease prevention. Oral health promotion materials especially regarding the breaking the chain of COVID-19 transmission at dental facilities were produced and disseminated through various channels.

Information on availability of services at dental clinic during this outbreak were also highlighted and updated, so that public is aware that they could still receive dental examination and treatment for emergency cases such as toothache, dental abscess or cellulitis at dental facilities.

Info-graphics and videos on promoting oral health during MCO were uploaded onto social media, especially Facebook and Instagram. It has been shared widely by the public throughout Malaysia as well as by MOH official media social platforms, local television and radio networks and had received a lot of positive responses from the public.

With the gradual easing of the MCO, slots were obtained for radio interviews to widen the segment of population receiving oral health related messages.

---



*Video shooting in progress. Physical distance was maintained throughout the making of the video.*







*Considering the important role of music in delivering messages, the 'Dental United Buskers Group' is a team of dentists from Penang which had successfully produced a COVID-19 motivational song and this had received more than 2.5K views on Facebook*

COVID-19 : Oral health care tips #1

**DID YOU KNOW?**

A study has found that COVID-19 virus is found in saliva\*. Thus, the sharing of toothbrushes is not recommended.

**NEVER SHARE A TOOTHBRUSH**

limited scientific evidence  
Source: To et. al. (2020). Consistent Detection of 2019 Novel Coronavirus in Saliva. Clinical Infectious Diseases. Brief Report. Oxford University Press.

**ORAL HEALTH PROGRAMME MINISTRY OF HEALTH MALAYSIA**  
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 ohd@moh.gov.my

<http://johd.moh.gov.my>  
 Program Kesihatan Pergigian  
 KKM



*Info-graphic posted on the Oral Health Programme official Facebook Page*

*Facebook Live on dental treatment during COVID-19 pandemic*



# ARAHAN BEKERJA DARI RUMAH UNTUK PENJAWAT AWAM DAN PENUTUPAN PREMIS KERAJAAN

1. **Ketua Jabatan** bertanggungjawab untuk menentukan
  - i **perkhidmatan penting** (*essential services*) di Kementerian/Jabatan
  - ii **pegawai yang terlibat untuk hadir bertugas**
2. Pegawai perlu memastikan sentiasa boleh dihubungi dalam tempoh waktu bertugas.



Maklumat lanjut, sila imbas Kod QR



*Work from Home notice by the Public Service Department*

## HUMAN RESOURCE MANAGEMENT

One of the practices that have been conducted in clinics, hospitals and oral health offices effective 18 March 2020 was to limit the number of staff at the facility so that physical distancing could be practised. This was carried out by allowing identified personnel to work from home with a list of tasks to complete or be present at workplaces with flexibility of staggered working hours.

To reduce the risk of exposure to COVID-19 in the workplace, each staff was required to undergo a temperature screening and to declare any signs and symptoms at the point of entry. Staff with symptoms were advised to seek medical attention and rest at home.



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## MONITORING OF COVID-19 RISK EXPOSURE AMONG ORAL HEALTH PERSONNEL

Monitoring was done through daily report on the number of healthcare workers (HCW) including oral healthcare personnel (OHCW) managing patient under investigation (PUI) or COVID-19 cases and number of HCW who had contact with severe acute respiratory infection (SARI)/ influenza-like illness (ILI) cases.

A total of 15,413 OHCW were reported in Malaysia as at 30 April 2020. Out of this figure, only 6 cases (0.04%) were confirmed COVID-19 positive and 424 cases (2.75%) categorised as PUI. Dental officers were the highest among OHCW categories as PUI and confirmed COVID-19 positive cases.

Seven dental clinics out of a total of 711 dental clinics (0.98%) in Malaysia had to be temporarily closed due to the COVID-19 notification of OHCW cases or patients and the affected clinics were sanitised. From the COVID-19 notification and tracking records, none of the OHCW were infected due to non-compliance of SOP in carrying out dental procedures.

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# HARNESSING THE USE OF INFORMATION AND COMMUNICATION TECHNOLOGY

Safe distancing measure necessitates the use of Information Communication Technologies (ICT) particularly for meetings and trainings. Skype for Business was among the platform used for video conferencing between the Ministry of Health's internal and external clients. Existing online learning platform initiated by the government, e-Pembelajaran Sektor Awam (EPSA), which promotes the use of ICT to civil servants for their continuous and lifelong learning was greatly utilised during this period.

Bahasa Melayu | English

Sign In Sign Up

E-Pembelajaran Sektor Awam

*The value of a person is his/her knowledge*  
- Ali Abi Thalib -

Online learning platform

Attendees (5)

- Dr. Natifah Bt Che Salleh
- Dr. Suhana Bt Ismail
- Iiyana Guest
- Noor Shuhada Binti Isa
- Samiya Binti Che Mud

Dr. Lily Guest

Dr. Natifah Bt Che Salleh

Dr Siti Sarah Soraya Binti M.

Noor Shuhada Binti Isa

Samiya Binti Che Mud

Syafiqah Aazah





*Hybrid CPD sessions*



*Face to face CPD session*



Continuing Professional Development (CPD) for staff is still being conducted to ensure they are updated, especially regarding the COVID-19 outbreak. The oral health personnel need to be familiar with COVID-19 guidelines, prevention and control measure in dealing with patients.

Should a physical session be necessary, the number of attendees were limited and clear physical distancing of at least 1 metre apart was ensured. Where appropriate, hybrid sessions involving both face to face and online participants were conducted.



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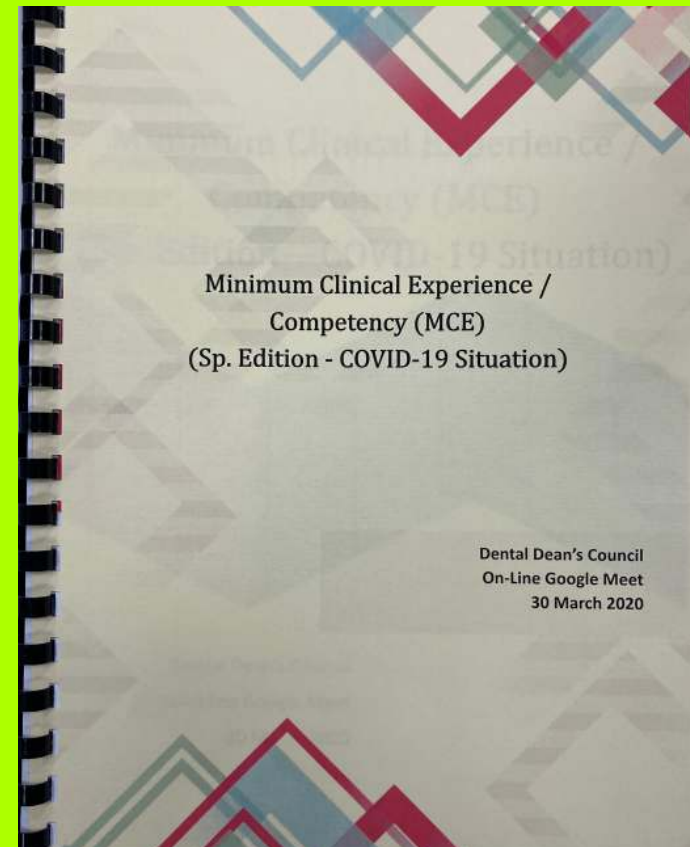
## MAINTAINING STANDARDS OF THE DENTAL GRADUATES

The Dental Dean's Council of Malaysia had requested for the revision of the Minimum Clinical Competency of dental undergraduate training specifically the final year students during the academic year of 2019/2020.

The revised documents took into consideration that the competency of graduates will not be compromised and patient's safety is ensured. The Council agreed to the revised competency and the revised document on 11 April 2020. Minimum Clinical Experience/ Competency (MCE) [Special Edition - COVID-19 Situation] March 2020 was uploaded on Malaysian Dental Council's website on 22 April 2020.

Clinical training sessions for the students were resumed gradually, upon clearance from the Ministry of Higher Education with strict adherence to the SOP.

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*COVID-19 screening on trainees in the hostel*



*Luggage and bus sanitising by Fire Rescue Department*



*Interstate movement approval by Malaysia Royal Police Force*



*Urine test on drivers by the Narcotic Unit*

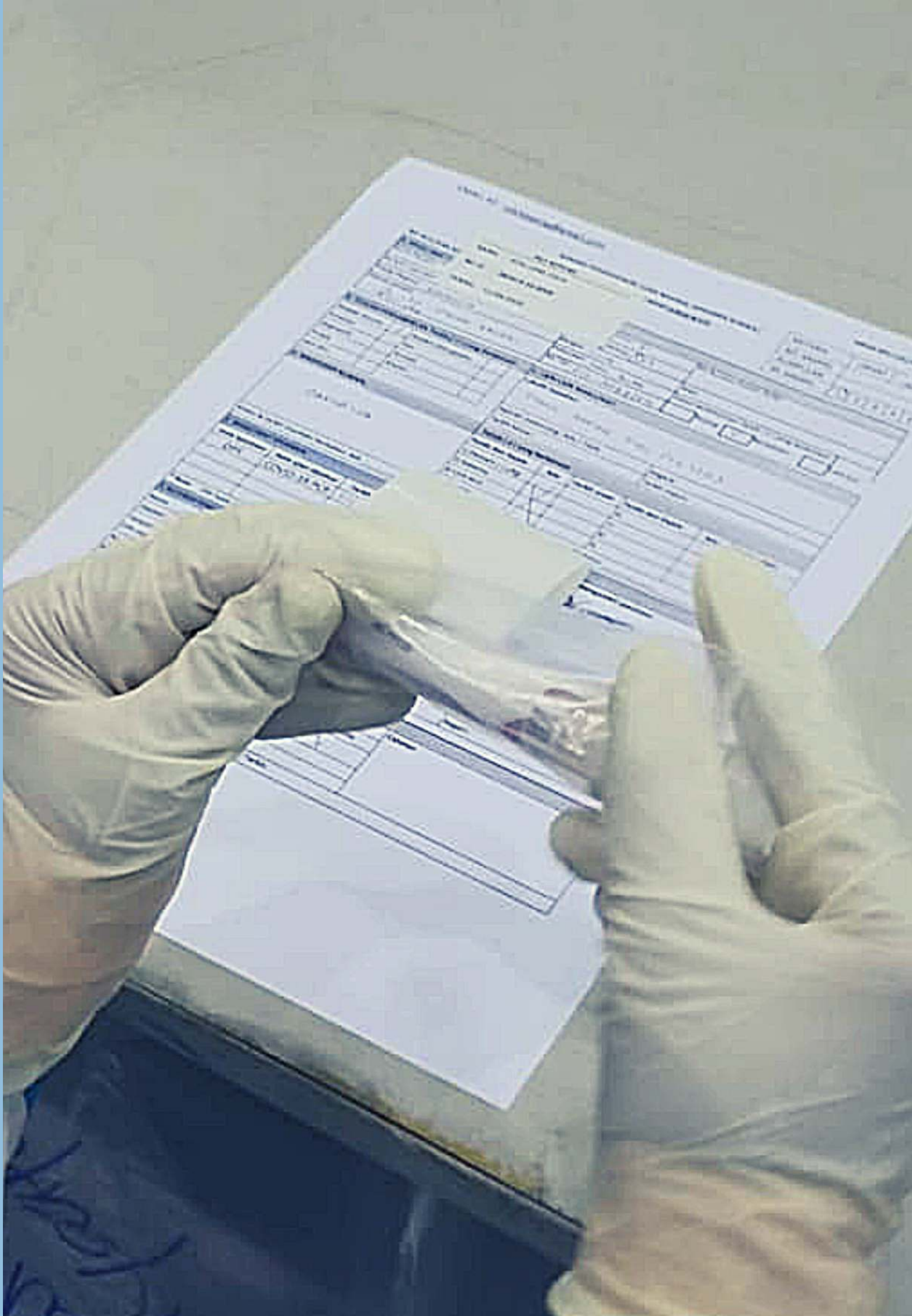
Those stranded were sent back to their respective hometown gradually in six batches. COVID-19 screening, interstate movement approval, urine test on drivers, bus and luggage sanitising were some of the procedures which involved other government agencies such as Royal Malaysia Police (PDRM) and Fire & Rescue Department Malaysia. These procedures were strictly followed in compliance with the SOP developed by the Ministry of Higher Education. Students from West Malaysia were sent back on 5 May 2020 whereas students from East Malaysia departed by bus to KLIA from 8 - 23 May 2020.



*Physical distancing in the bus on departure to KLIA*



# Part 3







# **FIGHTING TOGETHER**

*Volunteerism and participation*

"Individually, we are one drop. Together, we are an ocean."

-Ryunosuke Satoro-





## IN THE BATTLEFIELD

### **Involvement as Frontliners**

Various categories of oral health personnel had come forward and volunteered to join the medical team as frontliners. Dental specialists and officers were trained and assigned to take swabs of patients in designated locations nationwide. Dental auxiliaries and dental assistants were part of the entire team too. Drivers were also involved in transporting the specimens to the labs.









# VOLUNTEERISM

## Backliners in action

The Ministry of Health (MOH) in its effort to contain and manage the situation has mobilised the National CPRC as a one stop centre for information monitoring, analysing and dissemination of information on COVID-19. Oral health personnel were among the volunteers on duty at the CPRC either at national level or at respective states. Assigned tasks include being hotline responders, assisting in contact tracing, data entry for patient database as well as monitoring and updating of daily progress.





Some of MOH oral health personnel across the country were also given the opportunity and assigned to be on duty at quarantine centres, assisting in home surveillance and contact tracing.





# VOLUNTEERISM

## Shoring up the PPE Supplies

In the relentless fight against COVID-19 war, it is important for the frontliners to be fully equipped and protected. In recognising the acute shortage of PPE during this pandemic period, the oral health personnel nationwide unleashed their creativity in making PPEs, specifically disposable isolation gowns, face shields, head covers and boot covers. These PPEs were then distributed to health facilities including dental clinics as needed.





# MOH TRAINING INSTITUTE (DENTAL), GEORGETOWN DORMITORY CONVERSION TO COVID-19 WARD

With the spread of pandemic, Penang General Hospital encountered constraints in accommodating the escalating number of COVID-19 cases in the hospital's existing wards. MOH Training Institute (Dental), Georgetown had agreed to convert the dormitories to wards as a sign of solidarity in the fight against the pandemic.

Repairs and modification of rooms for patients needing critical care, toilets and other necessities were done under the management of Penang General Hospital.

As the numbers escalated, the hospital had requested to use both blocks as a COVID-19 Isolation and Treatment Complex. The blocks were completely vacated by 10 April 2020 and the 34 male trainees were temporarily moved to the female hostel.

To date, this temporary Isolation Ward has received 30 COVID-19 admissions with 100% recoveries and no death. The acquisition of the two blocks as a permanent COVID-19 Isolation and Treatment Complex is under process. In exchange, Penang State Health Department has agreed to offer part of the former Nursing Hostel as dormitories for male trainees.



*Dormitory Block*



*Converted Dormitory*



*Part 4*

**N E W  
N O R M**





# **NEW NORMAL AND NEW NORMS AS THE WAY FORWARD**

"We are definitely looking at an exit strategy. Perhaps when we start, it must be a soft landing. What we will return to is not the norm, but a new norm."

-Noor Hisham Abdullah-



# VIRTUAL EVENTS

In gearing up for the new norm, the growing use of virtual hosting of events is a strategic move for the future. Various platforms offering a virtual representation of face to face physical events are becoming common place as a change to be embraced.

## Webinar Session

'Live Webinar' entitled Geriatric Dental Patients: Facing the Challenges was successfully organised by the Special Needs Dentistry Specialist Care on 19 August 2020. A total of seven Special Needs Dental Specialists from across the country shared their experiences and knowledge related to oral health for geriatric patients. More than 250 people were recorded as having participated in the session. Apart from participants from Malaysia, there were also participants from Singapore, Brunei, Australia, Ireland, France, Peru, India, Indonesia and New Zealand.



**LIVE WEBINAR**  
**GERIATRIC DENTAL PATIENTS:  
FACING THE CHALLENGES**  
Jointly organised by Oral Health Programme and Special Needs Dentistry Service, Ministry Of Health Malaysia

**SPEAKERS:** WEDNESDAY | 19 AUGUST 2020 | 8.30AM – 4.30PM (GMT +8) | DEMIO WEBINAR

						
<b>Dr Norjehan Yahaya</b> Hospital Kuala Lumpur	<b>Dr Siti Zaleha Hamzah</b> Hospital Kajang	<b>Dr Adlin Aslina Suhaimi</b> Hospital Raja Perempuan Zainab II	<b>Dr Dasera Raj Vedha Raj</b> Hospital Seberang Jaya	<b>Dr Eileen Yap Ai Ling</b> Hospital Queen Elizabeth	<b>Dr Jessica Francis</b> Hospital Umum Sarawak	<b>Dr Wan Syasliza Mohamed Than</b> Hospital Rehabilitasi Cheras





# MAJLIS PELANCARAN MINGGU PROMOSI KESIHATAN PERGIGIAN

# 2020



*Behind the scene*



## Event Launching

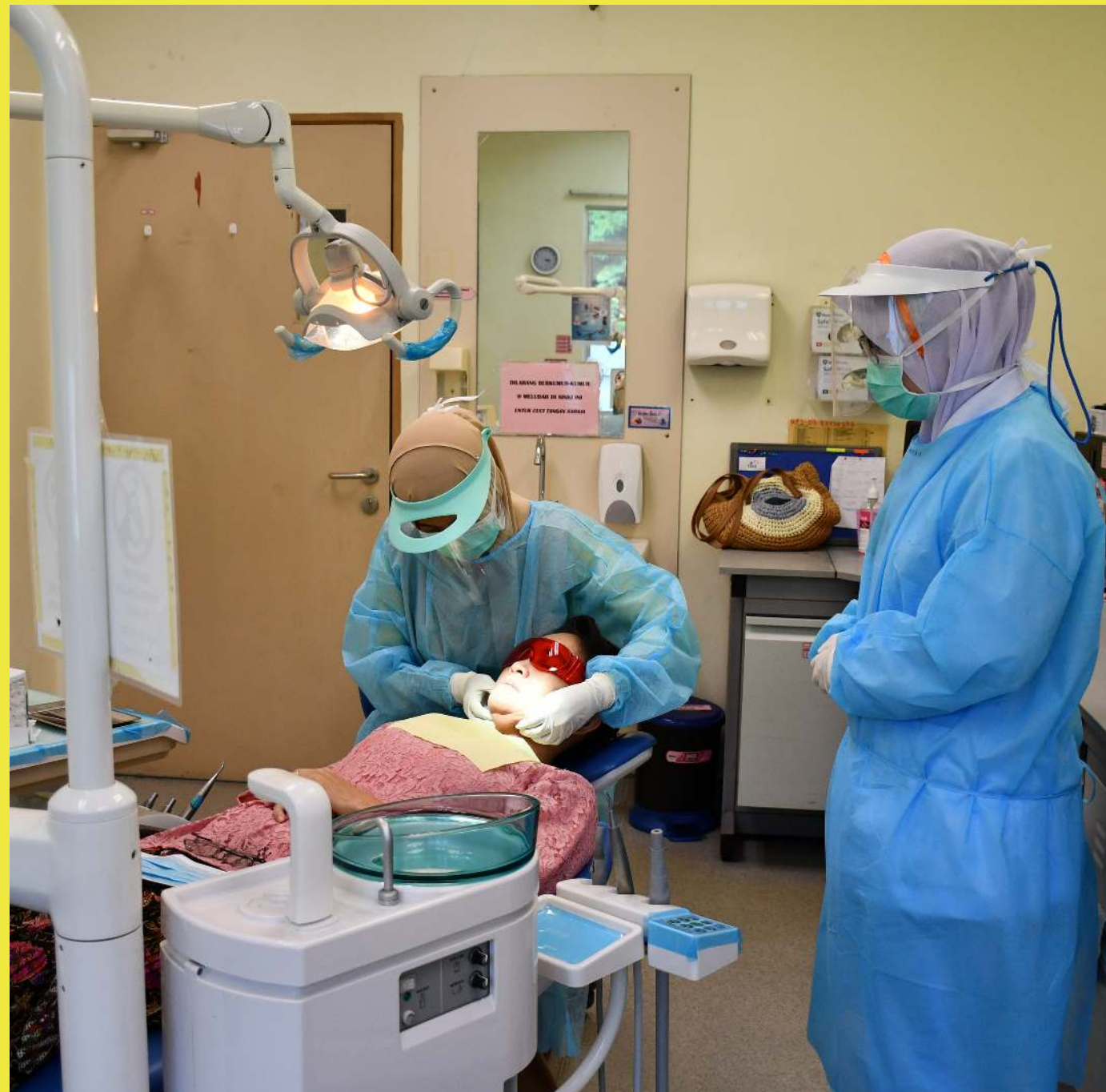
Oral Health Promotion Week initiative was launched on 19 August 2020. 'Norma Baharu, Senyuman Baharu' (New Norms, New Smile) was selected as the theme due to the current COVID-19 pandemic situation.

The virtual launching of the event was held at the Oral Health Programme Ministry of Health Malaysia's headquarters in Putrajaya and officiated by the Principal Director of Oral Health through Facebook Live platform as part of the implementation of new norms during the COVID-19 pandemic. It was a collaborative effort between the Oral Health Programme MOH and Oral Health Division of Terengganu.



# EXTENSION OF OPERATING HOURS AT DENTAL CLINICS

Following the postponement of AGP there has been a build-up of patients (involving elective dental procedures) who had been given appointments prior to the onset of the COVID-19 pandemic and the MCO. To overcome this problem the Oral Health Programme (OHP) MOH is planning the way forward with regard to the provision of oral health services taking into consideration the compliance to the current SOP and the new normal. One such initiative is the extension of operating hours at dental clinics in the MOH. This initiative will enable clearing the backlog of elective cases. However provision of care will need to adhere to the recommendations in the guidelines issued by the OHP particularly the measures that needs to be in place before AGP is carried out. This initiative will also overcome the congestion at dental clinics as patients will only be seen on appointment basis. This helps to limit the number of individuals present at any one time and also ensure there is compliance to the current SOP and the new normal particularly with regard to physical distancing.







## FACILITIES AND SUPPORTING EQUIPMENT PLANNING

In the effort to reduce the risk of infection transmission in dental surgery, a few proposals were made to the Engineering Services Division, Ministry of Health to modify and improve the existing dental facilities setup and additional features for the new dental facilities. The suggestions include:

- Use of extra-oral portable suction unit to reduce the aerosol in the patient's environment in an effort to reduce aerosol exposure directly to staff and work environment;
- The use of portable HEPA and UVGI air filters or other methods to sanitise the dental surgery and disinfect the surface while reducing the risk of infection;
- Proposal to create a separate room for each Dental Chair Cum Unit in the future to prevent cross-infection between patients / staff in the dental surgery and health facility environment;
- Proposal to create a ventilation system based on the concept of one-way airflow from staff to patients and out of the treatment room; and
- Proposal on separation of air handling unit (AHU) for dental surgery area with other areas or other departments in the facility.

However, based on the review by the Engineering Services Division, there is no in-depth study on the most effective or best engineering control measures so far in ensuring no potential cross-infection during the patient treatment process. The above proposed initiatives are based on the information available and further supporting data through follow-up studies by qualified parties is necessary. It can be implemented as one of the measures to prevent the possibility of infection in dental facilities. These initiatives may be revised based on updated and latest findings / data / researches.





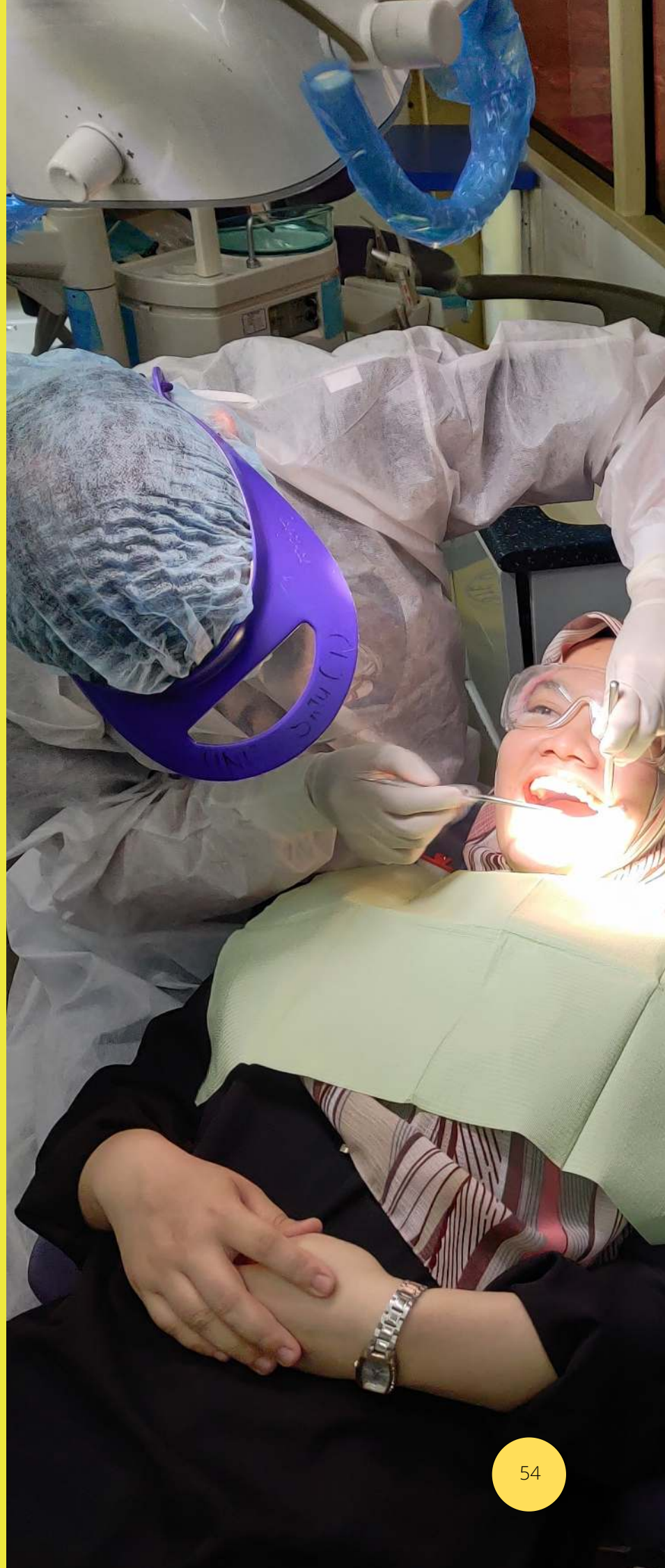
## EQUIPPING MOBILE DENTAL SERVICES FOR THE NEW NORMAL

Outreach services play a vital role in reaching out to the communities, increasing access to oral healthcare for the marginalised groups and people in the interior and remote areas. Thus, outreach services have to be continued and expanded. Currently, outreach programmes post-MCO are allowed provided they comply with the recent formulated Guidelines/ SOPs.





In the near future, funds will have to be provided to equip Mobile Dental Clinics, Mobile Dental Teams and Mobile Dental Labs with proper equipment for dental treatment involving AGPs to be delivered during outreach services. This not only helps to decongest dental clinics but continue to improve the oral health status of the Malaysian population in this trying time.





# DIGITISATION OF SERVICES

Concurrent arrival of clients to the dental clinic for arrangement of new appointments, rescheduling of appointments, receiving consultation and treatment may pose a risk of spreading the COVID-19. As such, Oral Health Program, MOH is working in collaboration with various divisions in MOH namely Family Health Development Division, Information Management Division, Legal Adviser and the Malaysian Dental Council (MDC). MAMPU is providing technical advice and support to develop the Proof of Concept (POC) of the Online Appointment System (OAS) and Virtual Dental Clinic in 2020-2021, for full implementation in identified MOH dental clinics in 2022.

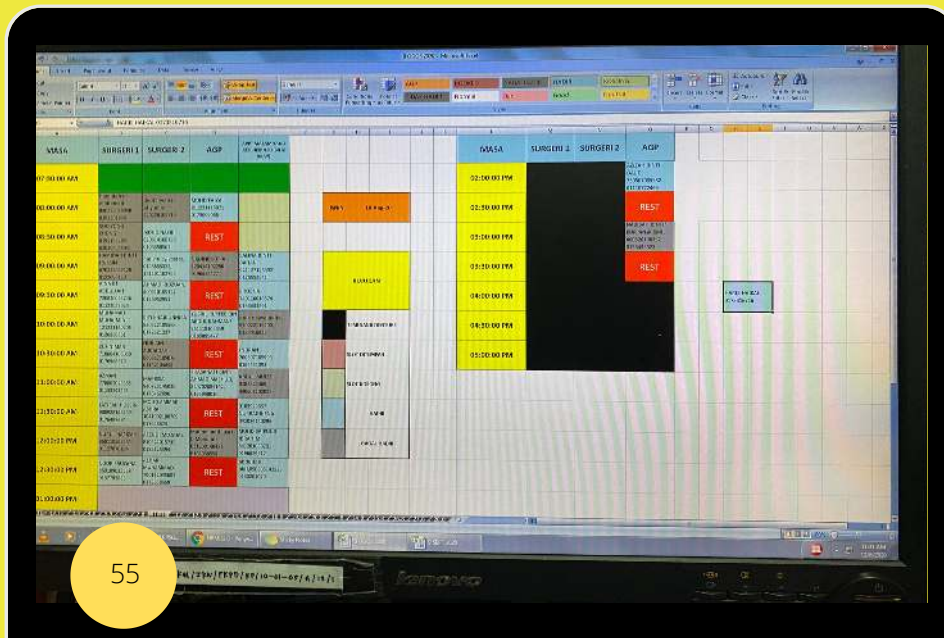


## ONLINE APPOINTMENT

Online Appointment System (OAS) enables clients to attend the dental clinic based on appointment made online to reduce congestion at the dental clinic.

The objectives of this initiative include:

- Fostering community empowerment in which all clients take initiative to book an appointment before attending the dental clinic
- Optimising provision of dental services that can be provided through each appointment, that is set for the clients
- Client access to the system at any time (24 hours)
- Save clients from having to wait long during peak hours at the dental clinic
- Increase the level of client satisfaction through availing clients the ease of choosing time slot to suit them







## **VIRTUAL DENTAL CLINIC**

Virtual Dental Clinic is a virtual, live and interactive health service that include clinical consultation and treatment/healthcare planning through Skype for Business application. The objectives of this initiative include:

- Resolving patient congestion in the dental clinic
- Efficient and effective personalised dental care advice and guidance of post-operative oral health instruction, service, oral health prevention and promotion activities such as mouth self examination, tooth brushing and flossing
- Develop personal-empowerment in oral health self-care





## INTERNATIONAL PARTNERSHIPS AND 7<sup>TH</sup> CHINA-ASEAN FORUM ON DENTISTRY

The Oral Health Programme, MOH Malaysia has always sought to make the most of the possibilities in forging global partnerships and fostering relationships with international organisations. Through the Malaysia-China Collaboration, Oral Health Programme, MOH has been working closely as the Secretariat for Malaysia with the Guangxi Medical University College of Stomatology for over a decade i.e. since 2008. Amidst the COVID-19 pandemic and embracing the new norms, the 7<sup>th</sup> China-ASEAN Forum on Dentistry (CAFD) will be held online in November 2020.





It is hoped that this upcoming 7<sup>th</sup> CAFD online conference collaboration will foster information and expertise exchange to discuss challenges in dental practices, education, research and clinical training following the COVID-19 pandemic, thereby creating a better future for dentistry in Malaysia, China and ASEAN region.





*Part 5*







# CORONAVIRUS COVID-19

## **THE HIGHLIGHTS ON LESSONS LEARNED**

*Self-reflections from the journey*

"When the going gets tough, the tough get going"  
- Joseph Kennedy -





"COVID-19 pandemic makes us come together and fight this unseen enemy under one roof - MOH Malaysia. It doesn't matter which fraternity that we are from but as long as we are wearing MOH Malaysia cap, we can always contribute in so many ways. Nothing is impossible when we come together and work as a team. Great things are never done by one person; they are done by a team of people"

*Dr Norhayati binti Omar  
Oral and Maxillofacial Surgeon,  
Putrajaya Hospital*

"Since the outbreak of the COVID-19 pandemic, the public has begun to recognise the important role played by the CPRC in particular and Public Health in general. These are among the officers behind the scenes who also need to be appreciated. They do the planning, coordinating, and implementing MOH's health and wellness plan at the headquarters, State Health Department, District Health Offices, hospitals, clinics and fields."

*Dr Siti Zuriana binti Mohd Zamzuri  
Dental Public Health Specialist  
Oral Health Division, FTKL*

"What I learn during the COVID-19 pandemic, is each and every one of us has a role to play during a time of crisis. An action as simple as staying at home has a bigger impact than anyone could have foreseen. We in the health fraternity are lucky to be able to serve the nation directly in a time of need. Among lessons learned during the COVID-19 is setting priorities during work."

*Dr Muhamad Faris bin Muhamad Noor  
Principal Assistant Director, Oral Health Specialist Section  
Oral Healthcare Division, Ministry of Health*

"During the Movement Control Order (MCO), we were unable to do some AGP treatment such as scaling and filling which caused dissatisfaction to a number of patients. Some of them even volunteered themselves to use our equipments to repair their parents' denture which they are forbidden to do so.

In managing this, we have to develop and increase our communication skills with the public to make them understand why our procedure had changed during this period. By improving our communication skills, we were able to manage patients more effectively."

*Dr Nor Syairah Othman  
Dental Officer, Klinik Pergigian Pasir Mas, Kelantan*

"I feel privileged that I was given a chance to be part of this team and if I was given an option to reach out to help again, I would gladly do it and encourage more to join to widen their social circle and deepen insight into the frontliner's arena. This perspective is priceless".

*Dr Syashivaarma a/l Gopala Krishnan  
Dental Officer, Klinik Pergigian Selandar, Melaka*



"The whole experience has taught me that the stigma is real. While COVID-19 may kill the patient physically, stigma may kill both physically and mentally because it puts the patients in a very vulnerable position. Besides, it also taught me to go beyond my job scope in this difficult situation to ease the burden of the medical frontliners. I have also learnt to be grateful for our health and never-ending support from the communities, non-government organisations and political parties that provided us with food, medical supplies and other necessary utensils. Furthermore, COVID-19 has also dramatically changed my outlook on life. Before the self-isolation and numerous stay at home orders, I looked at normal daily tasks as almost meaningless. Now, a trip to buy grocery and spending time with family is a huge thing that I look forward to as well."

*Dr Debbie Christiano George  
Dental Officer, PTJ Keningau, Sabah*

"Since the Prime Minister announced the implementation of Movement Control Order all across Malaysia and restriction of interstate movement, I had to pass through police roadblocks. The administration had made it easier for me as all staff were provided with healthcare worker stickers to be placed on their vehicles to notify police that all movements were for official duties"

*Mohd Rizal bin Zailani, Health Care Assistant  
PPKK & ILKKM (Pergigian) Georgetown*

"The pandemic is a new challenge for us, working in a quarantine center had given me the opportunity to learn about the importance of adhering to the SOP in managing PUI patients. Being a member of the data team, I had to constantly keep myself updated with the latest information and communicate well with other team members to make sure everything is fine and up-to-date".

*Rozaini Mohamad  
Dental Therapist, Terengganu*

"I felt grateful because this had taught me to be patient and strengthen my faith. From this activity, I have learned that life is not as easy as what I have thought previously. We need to always be ready and brave to face every new beginning in our life's chapter."

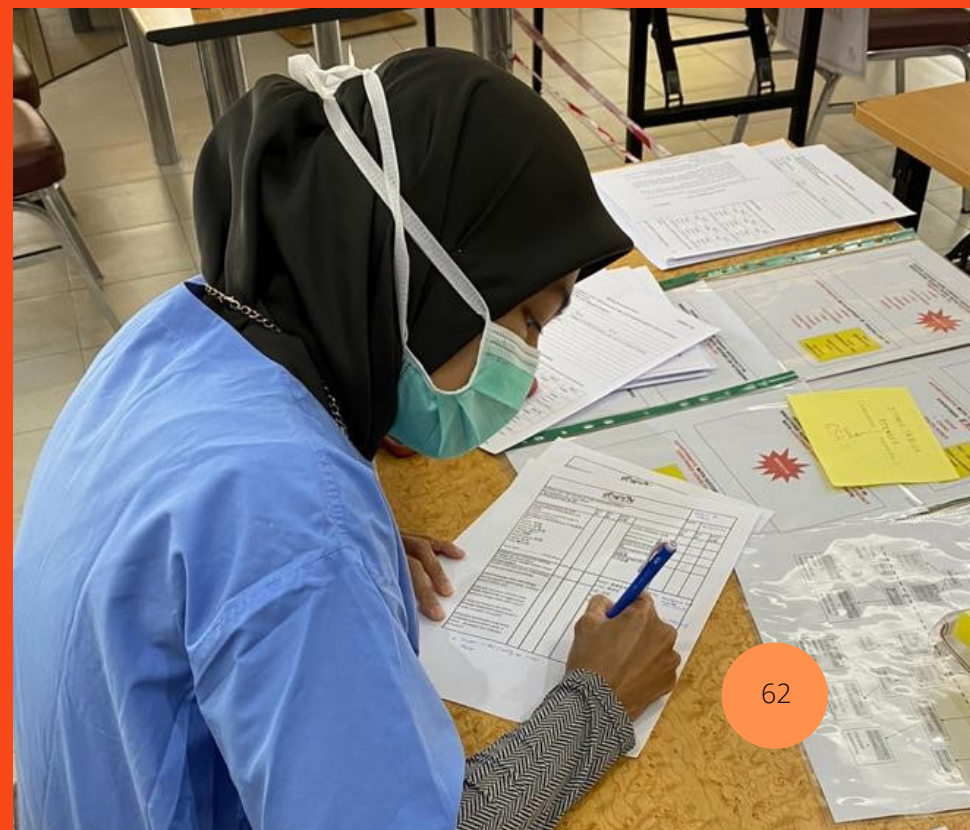
*Hilmi bin Nawawi, Dental Surgery Assistant  
Kota Samarahan Dental Clinic, Sarawak*

"The thing I would never forget is teamwork among us. We worked as a team and we were not only worried about our own safety, but others as well. We kept reminding and supporting each other mentally and physically. We are committed to make this operation successful."

*Floris Anak Edwin, Dental Technologist  
Kota Samarahan Dental Clinic, Sarawak*

"I am grateful to be a part of this active case detection (ACD) operation. I have learnt that everything happens for a reason. That reason causes change. Sometimes it hurts, sometimes it is hard. But in the end, all this is done in the best interest of the community and the country. What I have experienced in ACD operation has shaped me to be a better person."

*Azizan bin Asi, Driver  
Kota Samarahan Dental Clinic, Sarawak*





# CONCLUSION

The COVID-19 pandemic has resulted in unprecedented challenges for all of us at the Oral Health Programme, MOH. However, these challenges have given us the opportunity to be involved in the numerous COVID-19 mitigation and prevention activities. This involvement has conferred much experience and resilience among our workforce. Some of our personnel have even gone beyond their usual scope of work to become involved as frontliners which is indeed commendable.

COVID-19 has also challenged our health system particularly in the preparedness of our facilities and the provision of oral health care. Nevertheless, it has also taught us to adhere and embrace the new norms and to follow SOPs so that both the provider and patient are safe and protected.

This coffee table book is testament to all the activities that we have been involved in and demonstrates our team spirit, resilience and commitment in the fight against COVID-19. We must not let our guard down and continue this fight to protect our patients and our country. These positive attributes among the workforce and management team will augur well for the Oral Health Programme and provide us with the impetus to move forward and provide quality oral health care in the new era.



# ACKNOWLEDGEMENT

This document would not have been possible without the contribution of many. We are immensely grateful to all contributors who have provided information, photographs, shared their experiences and ideas that have culminated in this Coffee Table Book.

We would like to express our special thanks to:

- Yang Berhormat Dato' Sri Dr. Adham bin Baba, Minister of Health Malaysia,
- Dato' Seri Dr. Chen Chaw Min, Secretary-General, Ministry of Health Malaysia,
- Tan Sri Dato' Seri Dr. Noor Hisham bin Abdullah, Director-General, Ministry of Health Malaysia, and
- Dr. Noormi binti Othman, Principal Director (Oral Health), Ministry of Health Malaysia - who mooted this idea of a Coffee Table Book to document our experiences and provided us, the Production Team with this opportunity and impetus to produce this Coffee Table Book 'Oral Healthcare and COVID-19 in Malaysia'.

This document could not be satisfactorily completed without the support of all Deputy Directors, Oral Health Programme, all State Deputy Directors of Health (Oral Health) and all Oral Health Personnel who were involved directly or indirectly in gathering information, data and photos throughout this period. To them we record our unreserved and sincere thanks.

Production Team

Oral Health Programme, Ministry of Health Malaysia



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