

COVID-19 CLINICAL MANAGEMENT SUPPORT SYSTEM

ESC ADVOCACY BRIEFING

BACKGROUND AND RELEVANCE

- The European Commission has launched the “COVID-19 Clinical Management Support System” (CMSS) to help frontline clinicians managing COVID19 patients
- The CMSS is a helpdesk developed for clinicians (in the EU + UK and EEA countries) to facilitate the **exchange of experience and knowledge on treating COVID19 patients and discuss specific or difficult patient cases** through virtual meetings
- The system is designed to support the building of a network of experts in various health fields coping with coronavirus affected patients
- It could be used for instance to consult on issues related to side effects of **COVID19 applied treatments on patients with chronic diseases such as cardiovascular disease**
- Currently, registered participants include: 150 hospitals, 200 doctors, 16 Member States with the list constantly growing. The list is updated twice a week and sent by the European Commission on regular basis to all registered professionals
- For more details, please read the [factsheet](#)

PURPOSE

- As COVID19 is a new disease and there is very limited knowledge and experience on treating it, the system allows clinicians to have quick exchanges on specific issues using a protected and secure system for the exchange of patient information
- The aim is to **facilitate the clinical decision-making process** for the benefit of patients suffering from COVID19.

WHO CAN REGISTER?

- Clinicians (e.g. doctor, critical care nurse) treating disease associated with coronavirus infection
- To use the helpdesk, the clinician must register by providing their contact details through the [application form](#)
- The list of all registered doctors is updated regularly by the European Commission and sent to all registered clinicians.

HOW DOES IT WORK?

- Video-conference meetings can be organised at regional, national, or European level with all those clinicians willing to take part, or alternatively with a selected list of participants defined by the organising clinician
- Webinars on specific COVID19 topics with a larger number of participants can be organised too
- The European Commission offers a facilitating role and a secure IT infrastructure for the organisation of video meetings and webinars, based on requests coming by interested clinicians.

1

A **clinician decides** to set-up a web conference to discuss clinical cases.

2

The **clinician identifies the centers or people he/she wants to contact** from an available list provided to them, or on the basis of his/her contacts.

3

The **clinician contacts the helpdesk in the Commission** (sending an email to the functional mailbox SANTE-COVID-CLINICIANS-NETWORK@ec.europa.eu) and indicates who shall be invited and the timing of the conference.

4

The **helpdesk organises the conference** and sends the invitation through outlook to the participants including the link to the WebEx.

5

The **leading clinician and the invited participants discuss the case**, exchange information and close the conference. The Commission does not participate in the conference.