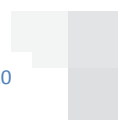




DIGITAL SOLUTIONS AND INITIATIVES TO ADDRESS THE COVID-19 OUTBREAK

Portugal

15 APRIL 2020
Work in progress





DIGITAL SOLUTIONS AND INITIATIVES TO ADDRESS THE COVID-19 OUTBREAK

PORTUGAL, APRIL 2020

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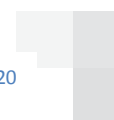
The World Health Organization declared, on January 30, 2020, the situation of an International Public Health Emergency of COVID-19 and, on March 11, 2020, considered COVID-19 as a pandemic.

This document presents a set of digital solutions from the Portuguese Government, civil society and private sector that were developed or adapted to address the COVID-19 crisis. It also presents a set of legislation.

It is a work in progress document, made by the Administrative Modernization Agency, that will be fed with new initiatives in the following weeks, given the rapid evolution of this context.

A. HIGHLIGHTS

- ✓ Website and app congregating information on Government action regarding COVID-19: <https://covid19estamoson.gov.pt>;
- ✓ Telework for public administration and private sector;
- ✓ Schools are using online solutions with the support of IT providers;
- ✓ Financial support for companies to keep afloat and sustain their workers;
- ✓ Citizen Shops and onsite public services closed. Only essential onsite services are available and imply a pre-booking through the Portuguese single digital gateway [ePortugal](#);
- ✓ Online services and information have been strengthened on the ePortugal portal;
- ✓ Information on services to citizens and companies is available in the ePortugal and via the Citizen contact centre (both managed by AMA);
- ✓ Legal documents expired since February 24 are accepted until June 30;
- ✓ Existing building blocks in Portugal such as electronic identification (including mobile), interoperability in the public administration, medical ePrescriptions and a strong digitalization of public services enable the offering of digital services to the higher demand;
- ✓ A great advance in the digital transition culture due to the need for using digital public services as a response to social distance and confinement.





B. GOVERNMENT CROSS-SECTORAL INITIATIVES

1. “Estamos ON” (“We’reON”) - <https://covid19estamoson.gov.pt>

In 18 March 2020, the central administration launched covid19estamoson.gov.pt as the single point of contact for all relevant information on the prevention and containment measures of COVID-19.

This national platform is directed to citizens, families and companies, making available:

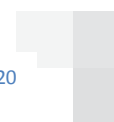
- ✓ Communication campaigns to promote the use of digital public services, introducing the ePortugal portal as a way to minimize social contact;
- ✓ Technological tools (and respective tutorials) to operationalise the telework regime and facilitate the pursuit of day-to-day activities;
- ✓ A list of the exceptional measures adopted by each governance area, political communications and relevant legislation, accompanied by FAQs;
- ✓ A dashboard with the epidemiological evolution in Portugal;
- ✓ A section with questions collected from social networks and answered by the competent Health authorities;
- ✓ A complete, consolidated and reliable list of emergency and support contacts created by the various public services;
- ✓ Government support to companies;
- ✓ Civil society initiatives (e.g. apps, voluntary work);
- ✓ Epidemic status with a graphic visualization option;
- ✓ Other.

All the contents are also available through a mobile application, to ensure their dissemination to different end-users.

Estamos ON, which literally means “we’re on” was a brand created by AMA and adopted throughout the government.

2. Citizen Contact Centre & Business Contact Centre

The Contact Centres, managed by AMA, provide support to citizens and companies regarding digital services in the ePortugal and solutions such as the electronic identification (means of





entering in the Health National portal “patient area”). It provides telephone, email and AI-based (virtual assistant) support.

In a very short timeframe of a few days, AMA set in place, by itself and with other entities, the following actions:

- ✓ Adaptation of the Interactive Voice Response (IVR) used by the Contact Centre, in articulation with the Contact Centres of other public entities providing critical services;
- ✓ Relocation of all Contact Centre operators to teleworking;
- ✓ Reinforcement of human resources allocated to the Citizen Contact Centre with employees of the Citizen Shops (coordinated by AMA, it is a network of one-stop-shops that provide public services and services of public interest in one single facility);
- ✓ Development of an eLearning training program for the workers mentioned in the previous point.

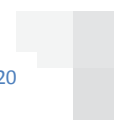
3. Electronic Identification

- ✓ Developments in the Digital Mobile Key (DMK, mobile eID mechanism associated with a valid Citizen Card) and ID.gov (mobile app to consult and share digital versions of personal identification documents, including the Citizen Card and the Driving License), to reflect the extension of validity of official documents (expired since February 24, 2020) until June 30, 2020. In the case of DMK, they’ll remain active until June 30, regardless of the expiration date on the physical ID card (citizen card); in the case of ID.gov.pt, all virtual documents will remain valid until June 30, mirroring legislation that passed for physical documents.
- ✓ Strengthening of the technological infrastructure supporting digital public services.

4. ePortugal

Services and information were enriched in the Portuguese single digital gateway, the ePortugal. Being the national digital public services portal, it was quickly adapted to provide new information, tutorials and services for citizens and companies, as onsite public delivery was closed and only available by pre-booking to critical services.

It is worth to mention that there are a wide range of transactional services that can be performed on the ePortugal portal, including changing the address on the Citizen Card, requesting birth,





marriage and/or death certificates or requesting over 500 business licenses and permits, to name just a few.

The ePortugal is dynamic and adaptable for individual users, offering several customisation options and a reserved area that allows them to access different information regarding their relationship with the Public Administration (e.g. see when the user's data has been requested for authentication on other portals, using the electronic identification means provided by Autenticação.gov; check the status of user's requests regarding the cancellation or renewal of the Citizen Card, change of address on the Citizen Card, birth/marriage/death certificates; view a list of the user's electronic medical prescriptions). Registered users also have access to a documents folder where they can save and share documents with other registered users or with the public entities that have subscribed to this service.

The portal was developed with a focus on accessibility and usability, adapting to any type of device and presenting a simpler and clearer language.

It was then the privileged vehicle to provide the community the services they need in this context of social distance.

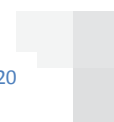
5. Entrepreneur's Desk

The Entrepreneur's Desk, which is the Point of Single Contact for businesses available in [ePortugal](#), was updated to reflect the suspension of tacit approval periods. The suspension is expected to continue until June 30, however its termination may be anticipated or extended depending on the evolution of the situation. With this measure, the counting of deadlines for procedures that provide for tacit approval is suspended, and this will resume when the suspension ends.

6. Citizen Map

Developments in the [Citizen Map](#) (site and mobile app versions), which provides users with georeferenced information for all public services and also allows the user to get digital queue tickets for onsite public services:

- ✓ Ensuring there are no "open" queue tickets on the Map and provide textual and graphic information (including a new splash screen and banner) to users;
- ✓ Targeting citizens, to help prevent crowding in on-site counters (in conjunction with ePortugal for more details to be made available);





- ✓ Click to action for services on digital channels (in conjunction with ePortugal);
- ✓ Click to action to obtain information and answer questions (in conjunction with the Citizen Contact Centre and Business Contact Centre);
- ✓ Click to action placement for pre-scheduling services (in conjunction with the entities responsible for the service - via the Central de Appointments of the State and SIGA).

There are other small improvements foreseen, in terms of:

- ✓ Backend (invisible to the user) - for instance, immediate map information update system, performance improvement, etc.
- ✓ Frontend - accessibility, click to call throughout the Map, etc.

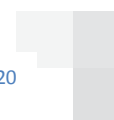
7. Tutorials for digital public services

AMA developed tutorials regarding digital public services for citizens:

- ✓ Registration in the ePortugal;
- ✓ Digital Mobile Key – online registration;
- ✓ Digital Mobile Key – registration with user+password of the Tax Authority web portal;
- ✓ Digital signature with Digital Mobile Key.

8. Infrastructure

- ✓ To ensure adequate performance for AMA employees, as they are all teleworking, the throughput on the internet link was increased from 400 Mbps to 600 Mbps as well as the security mechanisms associated with it;
- ✓ Microsoft CDN pilot: As a response to the expected load increase in accesses to the ePortugal portal, since it is the preferred means of accessing online services, a proof-of-concept is underway in MS Azure to supply content through a widely distributed distribution network (CDN - Content Delivery Network), thus reducing the load on AMA's servers;
- ✓ CDN AWS pilot: As a means of responding to the expected load increase in access to the ePortugal portal, since it is the preferred means of accessing online services, a POC (proof-of-concept) is underway in AMAZON AWS Cloud Front for supplying the contents of the ePortugal portal through a widely distributed distribution network (CDN - Content Delivery Network), thus reducing the load on AMA's servers;



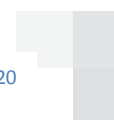


- ✓ Strengthening of the virtualization infrastructure: The ePortugal portal, the Interoperability Platform and Government Authentication website are considered critical platforms and as such the virtualization infrastructure was strengthened by installing two new servers; the fibre connectivity component between all components of the infrastructure has also been improved.
- ✓ Specifically regarding the Interoperability platform, more resources were promptly made available, namely the solutions supporting it. AMA quickly improved the monitoring of main components (e.g., SMS gateway) and are working on improving the remaining monitoring dashboards (with special focus on the integration platform).

9. Experimentation & Participation

The LabX - The Experimentation Lab of Public Administration is a Unit from AMA dedicated to experimentation and participation towards innovation in the public sector. Among other, three main initiatives worth highlighting:

- ✓ The Remote Experimentation and Collaboration Guide is a document prepared by LabX - The Experimentation Lab of Public Administration to support the response to the challenging phase the country is going currently through. Not intended to be a remote work manual, but a compilation of guidelines that builds trust and enables persistence in coping with the transformation that is happening in this distance mediated context. The document offers tools and methods for conducting remote research, co-creation or experimentation, and also guidelines for ensuring citizen participation in this context, amidst other themes. The document is currently under collaborative and collective development by the Network of Innovators and for the Network of Experimentation Laboratories members. Contributions can be made, through questions or suggestions, until April 9.
- ✓ Woman Leader Network, in Portuguese “Rede Mulher Líder”, a community of entrepreneurs, promoted by IAPMEI, challenged LabX to seek solutions to problems posed by COVID-19 in the workplace. Nowadays, contributions that allow a solid, sustained and collaborative response are especially valuable, without falling under the weight of recklessness or biases created in an environment prone to fear and guided by isolation. In this context, on March 23, LabX gathered a Panel of Experts composed of 10 experts in behavioural sciences - behavioural insights, behavioural economics, experimental approaches to social innovation, experimental





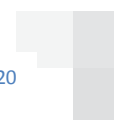
psychology, and others. The learning acquired and compiled in the form of the report “Contributions of Behavioural Sciences to the response to COVID-19, in the workplace”, is available [here](#).

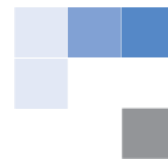
- ✓ LabX created, in partnership with the Directorate-General for Health (DGS), the Digital Participation Space, a website where through a poll of questions, invites the DGS co-workers to carry out one of two collaborative activities. In the first activity, they evaluate the results of the previous strategic objectives presented in the Strategy Plan (SP). In the second, based five predefined strategic objectives, they generate ideas to co-create several initiatives which can integrate the new SP. In practical terms, this website gives guidance and support to the participants, walking them through simple and clear explanations of the purpose of the exercises and steps they need to follow.

Additionally, to discuss ideas and exchanges points of view in real-time, participants can use the exclusive video call channel.

Also noteworthy is the Incentive System for Innovation in Public Management (SIIGeP), a programme which aims at enabling the innovation capacity in human resources, to improve the work environment and the development of management models. The coordination of the programme is held between AMA, INA (National Institute of Administration) and DGAEP (Directorate-General for Administration and Public Employment). In response to the COVID-19 outbreak, through the Order No 3614-D/2020, # 11 SIIGeP was entrusted with:

- ✓ The development of guides, guidelines and other practical support instruments new management models and new forms of work organisation, including teleworking;
- ✓ The promotion of innovative management, leadership and work organization practices, integrated into an action plan for innovation;
- ✓ The dissemination of information to the Public Administration that provides the necessary framework for the activity of services and workers in new work environments;
- ✓ The permanent analysis of the contents made available to ensure their coherence, accuracy and timeliness;
- ✓ The reinforcement of remote training for the Public Administration, in articulation with universities with a specific training offer for the current context.





10. Collaborative work plan in Public Administration

The [Collaborative Work Plan in Public Administration](#) was prepared within the area of governance of State Modernisation and Public Administration (nameley by the coordination of the Incentive System for Innovation in Public Management/SIIGeP), setting out guidelines for public services in the context of the state of emergency declared by the Decree of the President of the Republic No. 14-A/2020, of March 18.

The plan encompasses six areas of work, namely:

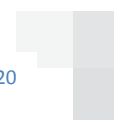
- ✓ Development of guides and practical support tools (e.g., produce a guide to leadership in crisis environments);
- ✓ Safety and health at work (e.g., create guides and guidelines for safety and health in telework);
- ✓ Promotion of innovation (e.g., launch the innovation barometer);
- ✓ Dissemination of information and communication (e.g., create an internal communication plan for the public administration in the context of crisis);
- ✓ Quality of information content (creating a tool for the quality of information content);
- ✓ Remote training (e.g., create a webinar program for public administration).

These areas are developed through twenty two projects, by multidisciplinary and transversal teams from twenty entities of both the public sector and civil society, and with the participation of sixty eight people with distinct professional occupations, careers and roles, thus highlighting the intrinsically collaborative character of the measures.

11. Ongoing initiatives:

Reconfiguration of the Citizen Spots' service catalogue;

- ✓ Analysis of the feasibility of using the ATM network to provide DMK registration and access to public services;





- ✓ Multi-channel communication campaign (videos, media, tv and radio) “Estamos ON”, informing citizens and businesses that digital public services are now the preferred way to interact with the Public Administration;
- ✓ Simplification of the digital authentication process with the DMK, using biometrics and a QR Code, and facilitation of the DMK registration via a mobile device, by comparing a photograph captured live with the photograph previously collected during the onsite registration for the CC (these are being developed under the SIMPLEX program, the national simplification and modernization program);

C. GOVERNMENT SECTORAL INITIATIVES

The different governmental areas in Portugal have been releasing programs and initiatives to keep on delivering their services and also contributing to prevent the increase of COVID in the population. This is a brief overview of some of those initiatives, to refer a few .

1. Public Administration

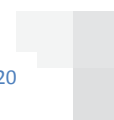
- ✓ The Directorate-General of Administration and Public Employment has created a [microsite](#) to answer public servants’ questions about the support measures in sick leave or quarantine regime.
- ✓ The Directorate-General for the Qualification of Public Servants is developing an online training plan in areas such as innovation skills, digital skills, leadership skills and other cross-cutting issues. The new training offer will add to the one already underway.

2. Health

- ✓ **Health Ministry Website - COVID19 - <https://covid19.min-saude.pt/>**

The Directorate-General for Health has launched a dedicated microsite that gathers all public health information regarding the outbreak of COVID-19.

The site has several guides and tools for health professionals, homeland security, schools, municipalities, touristic facilities and so on, daily updates with information on the outspread of the virus (number of infected people per municipality, number of deaths, numbers of cases by symptom, etc), and others such as approved laboratories for SARS-COV-2 testing.





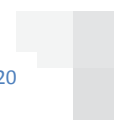
Any citizen can find reliable, up-to-date medical information on this website, as well as a comprehensive set of information and tools destined to the younger.

- ✓ Prescriptions, for instance, were already full-cycle electronic and sent through an SMS to the patients' mobile phones (or to an email), without the need for physical interaction with the GP. Furthermore, the Portuguese Post Office and the National Association of Pharmacies (ANF) launched a new 'pharmaceutical postal service', allowing citizens to order from pharmacies at a distance (ePrescription SMS code can be sent by email) and have the items delivered at home.
- ✓ The Directorate-General for Health, in collaboration with ESRI Portugal, has launched a website with information daily updated on the number of cases (confirmed, suspected, under surveillance) by municipality, by symptoms and by other relevant criteria. The model is based on John Hopkins' application but developed with additional information for the Portuguese context and can be found [here](#).

3. Science, Technology and Higher Education

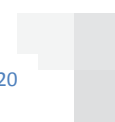
The Directorate-General for Higher Education highlights several initiatives – **informative and on funding opportunities/calls** on its website (<https://www.dges.gov.pt/pt/pagina/covid-19-avisos>), including:

- ✓ The identification of **science and technology-based initiatives and projects with immediate and effective implementation**, such as:
 - The PCR diagnostic test implemented by the Institute of Molecular Medicine (IMM) based on the test developed by the Center for Disease Control and Prevention. It has the added value of using reagents produced in PT (by NZYTech), and the protocol implemented in IMM will allow the estimation of the viral load, which may be relevant in the evaluation of the clinical prognosis;
 - The "Smart" screening (developed by Biosurfit) being implemented in the campaign hospital already installed in the Portuguese Red Cross, based on early identification of patients with higher risk and allowing the early detection of the disease;
 - The development of invasive ventilators (unprecedented in PT) by the Centre of Excellence for Innovation in the Automobile Industry (CEiiA), in collaboration with medical institutions





- and the industry, as well as other types of ventilation systems (e.g. pandemic ventilators) by INESC-TEC and INEGI, in close international collaboration;
- The development of Personal Protective Equipment by CITEVE in close articulation with industry. Other equipment and support systems, designed and produced in various academic and scientific institutions throughout the country.
 - The mobilization of higher education and science and technology institutions, especially with activities in the biomedical area, to gather and donate to hospitals and health care units various types of equipment and support tools;
 - ✓ PT's participation in a "task force" at the level of the Directorate-General for Research and Innovation/EC which allowed to launch funding of €47,5 million through "SC1-PHECORONAVIRUS-2020: Advancing knowledge for the clinical and public health response to the [COVID-19] epidemic".
 - ✓ "RESEARCH 4 COVID 19": The Foundation for Science and Technology (FCT), in collaboration with the Agency for Clinical Research and Biomedical Innovation (AICIB), launched exceptional funding to support the reorientation of R&D teams in the development of initiatives that meet the immediate needs of the National Health Service (SNS) to fight COVID-19 (e.g. new prevention tools, therapeutic developments, diagnostic methods, actions to promote a resilient society, especially in the older population and in higher-risk groups).
The total funding is €1,5 million, with a maximum of €30 000 per project.
 - ✓ "AI 4 COVID-19: Data Science and Artificial Intelligence in Public Administration": FCT launched another line to support scientific research and technological development projects to combat current and future pandemics through data science and AI, developed in partnership between the public administration and R&D institutions, and focused on supporting citizens and health care services and entities (duration of 24 to 36 months).
Developed within the National Digital Competencies Initiative e.2030 (Portugal INCoDe.2030), the total funding is €3 million, with a maximum of €240 000 per project.
 - ✓ "Science 4 COVID19": FCT and AICIB developed, in partnership with health authorities and scientific research institutions (public and private), the portal "[Science 4 COVID19](#)" to mobilize the scientific communities in joint R&D projects and activities in line with the National Plan for Disease Preparation and Response of the Portuguese Directorate-General for Health and the strategies of other European and international health authorities.



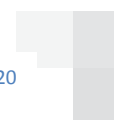


This portal allows the compilation of ideas, ongoing actions, identification of available installed capacity and working groups, providing online collaborative work and mechanisms of direct communication between users.

- ✓ FCT is supporting the Health Directorate in the launch of an open access data platform to stimulate the development of data processing systems.
- ✓ PT subscribed the request, already conveyed by science and technology policymakers at global level, the European Commissioner Marya Gabriel and several European Ministers to the main scientific societies to make available, on a voluntary and immediate basis, all publications and data related to COVID-19 in public repositories and/or in digital format.
- ✓ The National Scientific Computing Unit of the Foundation for Science and Technology (FCT-FCCN), responsible for a diverse set of services that allow collaborative and remote learning environments to all higher education institutions (e.g, COLIBRI, NAU, EDUCAST and VIDEOCAST), reinforced the respective service infrastructures to assure the higher demand in the use of these platforms (e.g., the COLIBRI platform has increased from an average of 124 meetings per day with 827 users to an average of more than 10 thousand meetings per day and over 220 thousand users).
- ✓ The National School of Public Health launched the research project [COVID-19 Barometer](#), to contribute promptly to the challenges posed by this global pandemic. Three issues are currently under consideration:
 - Comparative analysis of the responses of different countries to the COVID-19 epidemic.
 - Epidemiological models of projection of new cases (first results already launched).
 - Analysis of the evolution of risk perception, compliance with government measures, the responsiveness of government and health services and the impacts on individual daily lives. It is also intended to analyse the preferred sources of information and the social support network in case of need.

4. Education

- ✓ The Directorate-General for Education (DGE), in collaboration with the National Agency for Qualification and Vocational Education (ANQEP), has built a dedicated [website](#) with a set of



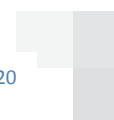


resources to support schools in the use of distance learning methodologies that allow them to continue teaching and learning processes.

- ✓ [CoronaKids](#) is a playful-educational website created by the publisher “Ideias com História” in partnership with the Directorate-General for Health (DGS), which aims to inform children and young people about this disease that is spreading around the world, caused by the new coronavirus. On this site, we can find new news every day, useful information about COVID-19, curiosities, games, videos and activities for children to develop in this period when they are at home, in a fun way.
- ✓ Ciência Viva - National Agency for Science and Technological Culture made available a [dedicated webpage](#) to COVID-19 with videos, articles and FAQs, developed and/or presented by scientists on the coronavirus and COVID-19, including a special section on relevant Citizen Science projects, highlighting the contribution of the wider public to research development in related topics. Specific materials on the coronavirus epidemic were produced by Ciência Viva for the school communities.

5. Safety and security

- ✓ The National Guard is using drones to help in border control and surveillance of restricted areas.
- ✓ All foreign citizens with pending requests for residence permits (requests made up until the declaration of the state of emergency – March 18, 2020) will have their legal status regularized on national territory until June 30 for, namely, obtaining access to the National Health Service or other health care rights, access to social support services, signing of rental contracts, signing of employment contracts, the opening of bank accounts and contracting essential public services. See CNN article [here](#).
- ✓ In coordination with the Government, the Vodafone Portugal Foundation has set up a helpline, number 3060, which allows victims of domestic violence to send quick text messages (SMS) if they want to ask for help. This mechanism is free, available 24 hours a day and guarantees confidentiality. It aims to ensure safety and support for victims of domestic violence, given the increased risk that the current context of isolation means.



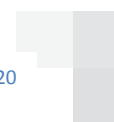


6. Economy

- ✓ IAPMEI (Agency for Competitiveness and Innovation) announced the 'COVID-19 Capitalize Line'. This measure aims to support companies whose activity is affected by the pandemic situation. It has an allocation of € 400 million for 'Working Capital' and 'Cash Plafond'. It operates on a first-come, first-served basis. Applications are submitted directly to the adherent banks.
- ✓ ANI, the National Innovation Agency aimed at supporting technological business innovation, provides a [page](#) with information on solutions and technologies developed by civil society, namely by companies and entities to respond to the negative impacts of the COVID-19 pandemic. Among them, very different solutions, from technologies for monitoring symptoms or detecting fever through images (the latter already being used at Lisbon's airport), to DryVHP technology for bio-decontamination, or magnetic and optical biosensors integrated into microfluidics, that identify specific sequences of nucleic acids.

7. Culture

- ✓ "Portugal Entra em Cena" (Portugal Enters the Stage) - <https://www.portugalentraemcena.pt/ptemcena/>
A digital marketplace where companies and artists register and present their needs or creative proposals. It works as a hub to facilitate the contracting and match-making of artists and the private sector.
- ✓ The Portuguese National Library Network (RNBP) and the Municipal Libraries, to maintain the connection between the libraries and their users, have developed a joint project to bring information to the population. This project consists in sharing, on the RNBP portal as well as on its social networks, information related to the pandemic situation and content within the services provided by the national libraries, as well as suggestions for reading, music, films, games, virtual exhibitions and training actions. It's updated daily on the RNBP Flipboard, available at https://flipboard.com/@RNBP_DGLAB.





8. Others

- ✓ The Tourism of Portugal is collaborating with the civil society platform [#Tech4COVID19](#), in a project developed to raise accommodation to health professionals who cannot (or don't want to) return home for fear of contagion to the family.
This is a non-profit initiative whose objective is to provide free and convenient accommodation to health professionals temporarily relocated. More at <https://www.roomsagainstcovid.com>
- ✓ The government is collaborating with tourism resorts, through 2 different initiatives, to host either:
 - Citizens with no logistic conditions to remain in prophylactic isolation, that are either under active surveillance or infected with COVID-19, but in no need of hospital care;
 - Elderly people living in homes, for whom it is imperative to apply a contingency plan of COVID-19 negatives.
- ✓ The Government has launched the "#cuidadetodos" campaign – literally meaning "take care of everyone" - to suppress the needs "of those who have always looked after us" and who now find themselves isolated or ill. The platform holding this campaign gathered over 800 volunteers a couple of days after being launched.

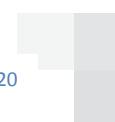
D. CIVIL SOCIETY AND PRIVATE SECTOR INITIATIVES

Several initiatives are being promoted, wither from associations, groups of citizens, start-ups or other private companies. This is a brief overview of some of these solutions, that cover several sectors of the public health situation.

✓ Office for Digital Response to Covid-19

The Office for Digital Response to Covid-19 was set up to assess and implement digital-based measures, ensuring an coordinated response by involving public and private players.

The Office released of a set of initiatives such as the reinforcement of the infrastructure to public digital services, special communications packages (both data and calls) to healthcare professionals (as well businesses and citizens), specific conditions to licences and access to solutions of homeschooling and teleworking, and development of solutions such as sites and apps related to COVID, among other.





The group includes the Prime Minister's office, the governmental areas of Economy and Digital Transition, State Modernization and Public Administration, Education and Infrastructure and Housing. Entities such as the Administrative Modernization Agency, Directorate General of Health, Shared Services of the Ministry of Health and Directorate General of Education are, thus, part of it. From the telecommunications operators, the APRITEL Sector Association, Altice, NOS and Vodafone; from IT sector, companies such as AWS, CISCO, ESRI, Facebook, Google, Huawei, Microsoft, and Netflix; entities of the academy and representatives of the social and associative sector such as VOST Portugal.

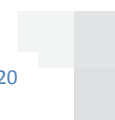
✓ **tech4COVID19**

A group of volunteers, made up from more than 4.300 people from 250 different companies and various fields of work, working towards a common goal: unite Portuguese talent in the development of technological solutions that help the population overcoming the challenge of COVID-19. This initiative, which is being articulated with the Ministry of Economy and Digital Transition, already launched many initiatives and others are in the pipeline. To name a few:

- An app with up-to-date technical info for medical doctors;
- A fundraising campaign;
- An app with free of charge video consultations;
- A tracker for infected/potentially infected people (non-mandatory);
- A platform to help local commerce sell online.

✓ **COVID-19 AI-Powered Digital Assistant**

This [AI-powered digital assistant](#) is a chatbot born from a consortium between public medical schools, tech startups, namely, the School of Medicine of the University of Minho, the Faculty of Medicine of the University of Porto and the companies Automaise and HLTSYS – HealthySystems. It aims at supporting citizens during this pandemic, allowing them to ask questions about the disease and, eventually, to avoid infections by the new coronavirus by not leaving the house. Based on Artificial Intelligence, through the algorithms provided by the Directorate-General for Health, it aims to make an initial screening to its users and to understand what is the best approach they might adopt.





The service is available free of charge through a website and Messenger on the Facebook page of the Centro de Medicina Digital P5.

Despite not being an official solution from the national health authority (does not replace the authorized and official channels, such as the Saúde 24 helpline), the digital assistant can give recommendations to the users on how to avoid contagion and stay healthy. The creation of this algorithmic model allowed the system itself to improve the answer to the frequently asked questions and to guide people towards scientifically validated information.

✓ **Communications companies offer data packages**

Electronic communications traffic has been increasing due to the adoption of COVID-19 contagion protection measures. Sensitive to the need of keeping connected, all major communications' companies offered additional data on their clients' mobile phones.

✓ **Banking sector: moratoriums**

In the context of the crisis generated by the pandemic COVID-19, most banks in Portugal are available to accept credit moratoriums of up to 12 months, to mitigate the impacts on the economy of families and on the activity of companies.

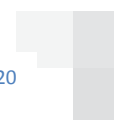
✓ **MB WAY**

Although not specifically created to address COVID-19's pandemic, the solution is being widely used as a safe way of managing money and payments from a mobile phone, without physical interaction of any sorts.

Through an app on one's phone, it's possible to transfer money, make purchases online and in physical stores (QR code payments) send money to phone contacts and much more.

✓ **Other**

Besides Estamos ON, please feel free to consult the page <http://apdc.pt/combaterjuntoscovid19/>, from the Portuguese Association for the development of the Communications (APDC) which also describes a wide range of private-sector initiatives COVID-related.





E. LEGISLATION

Following the WHO's declaration of COVID-19 as a pandemic, on March 11, 2020, the Portuguese Government approved and published, in the Electronic Official Journal (EOJ), a set of measures aimed at citizens, companies and public and private entities, regarding the epidemiological infection by COVID-19.

This set of measures are available [here](#), in Portuguese, and can be consulted by chronological order or by thematic area. The PT listing is up-to-date and includes all the legislation produced in this regard.

These diplomas (as well as all legislation published in the EOJ) are translated to [English](#) on an ongoing basis, which includes the translation of the description and abstract in plain language.

Notwithstanding, there is a time lag between the legislative production and the availability of translated versions (the availability of EN versions can be easily checked by clicking on "English" in the top-right corner of each diploma).

Contacts

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