How should I notify MDPH if I will be taking time off?

If you plan to take time off, there are a couple of ways to notify us. The steps you take will differ depending on your circumstances.

If you have a backup with MAVEN access in your office: Simply add a note in your city/town’s communication event letting us know the dates you will be gone and who in your office will be covering while you are away. If that person’s contact number is not located in the event, please add it to the note.

If you do not know how to find your Communication Event, please access our FAQ titled “What are Communication Events and how do I access mine?” in the MAVEN Help Section.

If you do not have a backup with MAVEN access in your office: If you are the only nurse in your office and you do not have a back-up, you have a couple of options.

1. Reach out to neighboring communities and see if their MAVEN contact is willing to monitor your workflows while you are away. This is done quite often and is a good way to meet and form relationships with other public health nurses in your area. However, the nurse you contact is required to have MAVEN access already in order to take advantage of this option.

   If you choose to do this, please reach out to us at isishelp@state.ma.us so that we know who to grant access to while you are away. We are not notified when changes are made to a town’s Communication Event, so if you only make the update there, we will not know to grant access to that person.

2. If you have no backup and are unable to find someone from a neighboring town to cover, please reach out to us at
Depending on the length of time you are away, we may have to take your town offline in MAVEN while you are gone. We handle these situations on a case-by-case basis and will determine the best course of action at the time we are contacted.

While we understand that resources can be tight, it is our recommendation that all health departments have a backup on staff should the primary nurse be away. This can be a director, health agent, or other staff member of the health department—however, a nurse is preferred. If you are interested in getting an additional staff member online with MAVEN to serve as a backup, please reach out to us at isishelp@state.ma.us. Please specify that you are looking to have a staff member added as a MAVEN backup, and we will send you the appropriate paperwork for them to complete and submit. **Please be mindful that even backups will be required to complete the full MAVEN training**, so allow adequate time (one month is ideal) for us to start the process before you go on leave.

If you have any questions regarding how to notify us about leave/vacation, please don’t hesitate to reach out to us at isishelp@state.ma.us.