MAVEN Tip Sheet for Infection Preventionists (IPs)

How to Check Your Workflows

1. Log into MAVEN through the Virtual Gateway (VG) Portal at www.mass.gov/vg.

2. From the MAVEN Splash Screen (homepage), click on the workflows icon or you can view your workflows once you logon to the system.

3. After clicking on the workflows icon, you’ll see the “Immediate Notification” and “Pending Follow-up” workflows. To view the events listed in your workflows click on the name of the workflows.

   - **Immediate Notification** workflow is for any new events that have been assigned to you by the Epi-of-the-Day
   - **Pending Follow-Up** workflow is where cases are moved to once you acknowledge them and you are still working on them.
4. To open and view the events in your workflows, click on the **Event ID** number of the case.

After clicking on the event ID, the event will open to the Administrative Question Package where you accept notification and complete follow-up for your event.

**Accepting Notification**

5. In the Administrative Question Package, you will accept notification for your event by acknowledging the event, adding your name, adding your phone number, and hitting the save button.
Disease Follow-up

6. Event information is entered into MAVEN question packages. Question Packages are used to capture relevant clinical and risk information that is needed by state Epidemiologists and Local Boards of Health for surveillance and case management. For quicker data entry an IP wizard has been created and tailored for each disease. Do your best in answering the questions in the wizard and when you don't have the information leave the field blank.

Completing follow-up

7. After completing your follow-up you’ll need to answer the “IP follow-up complete” question to remove the event from your pending workflow. This question can be found in the Administrative Question Package or the IP wizard.
**Help Section**

8. To access the MAVEN Help Section click on the question mark icon. We have stored documents and links to pertinent information which we reviewed at the training session.

![Help Icon](image1)

**MAVEN Online Help**

- **ISIS Help Desk** 617-983-6801
- **ISIS Fax Number** 617-983-6813
- **sishelp@state.ma.us**
  (do not email names or identifying information - use the MAVEN Event ID)
- **Epi-of-the-Day and Epidemiologist on Call** 617-983-6800
- **Maven Change Request Document** (please print, complete and out fax back to ISIS to request changes, enhancements, corrections to the MAVEN database)

**MAVEN Help**

**Search for Events**

9. To search for events using the MAVEN Event ID, type the event ID number into the Quick Search field at the top right of the MAVEN Splash Screen and hit the search button.

![Event ID Search](image2)
Add an attachment

10. To add an attachment to your MAVEN event, click on the “Add” link located in the Basic Information section of the event.

Add a Note

11. To add a note to your MAVEN event, click on “Add/Edit” icon located in the Note section on the event Dashboard.
Local Boards of Health (LBOHs) Communication Events

12. Communication Events contain LBOHs general information as well as contact information for MAVEN users and non-MAVEN personnel. To view LBOH contact information, you’ll need to search for the town’s Communication Event and open the LBOH Database Question Package.
Checking events back into MAVEN for the next user

13. Once you have completed entering your information for a case please remember to click on the X (upper right hand corner of the event Dashboard) to check the event/case back into the database for the next user to have write access to the event/case. Closing an event allows others to open and edit the event.