LBOH COVID-19: Set Assistance to No Workflow

A new workflow was enabled today to assist with determining which cases you investigate and which cases move to the Community Tracing Collaborative (CTC).

This workflow will identify newly confirmed cases (past 24 hours). LBOHs can select events in workflow to retain case investigation at the local jurisdiction in a bulk action using MAVEN functionality. The bulk action in your MAVEN workflow allows you to select all events that are shown to you and after you select all events or a portion of your events you can move them to a “no” status by clicking on the Set Request Community Tracing Assistance to No button on the lower portion of the screen.

This will populate the COVID Assistance Requested Question to “No” and populate the Date Requested to No as the date the bulk action was completed.

This will allow you to retain your cases that you want to follow-up on and leave blank those cases you want to forward to CTC. ***As a reminder CTC is only taking confirmed cases at this time not Probable or Contact cases.

**Step 1:** Open your workflows page to see any new COVID-19 Confirmed Cases that were created in the last 24 hours.

**Step 2:** Click on the workflow link to view your events. And then select the box in the Event ID column header to select all events.
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**Step 3:** Once all events are selected they will be highlighted. You can also individually choose which events you want to send to CTC by clicking on each event one at a time. As each line is selected it will highlight the case in the workflow.

**Step 4:** Click on the Set Requested Community Tracing Assistance to No button at the bottom of the screen.

**Step 5:** The workflow will refresh and the cases will be removed from this workflow.

If you decide you want the CTC to investigate your cases then leave the cases that have populated the workflow alone. This means that the COVID Assistance Requested variable is set to blank and when the data is pulled in MAVEN on our daily 10 a.m. extracts the cases will move over to the CTC.

The workflow refreshes at 3 p.m. and 3 a.m. which will give you time each time to decide if you want your events to stay at the LBOH or move over to CTC. The cases are extracted daily by 10 a.m.
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If you are keeping your events then complete Steps 2, 3, 4 and 5 when you have completed your case investigation and follow-up.

If you decide to move cases over to the CTC then you no longer have to complete the 5 steps at this time. When the case moves from the CTC back into MAVEN then Steps 2, 3, and 4 will be completed.

Please contact us if you have any questions regarding this report at isishelp@state.ma.us