Follow-up for Positive COVID-19 Cases and their Close Contacts

Tools for LBOHs

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Topics Today

• Sticking to the basics
  • Don’t go chasing stories.
  • Remember simple approaches.
• Confirmed Cases
  • Interviewing Basics
  • Discontinuation of Isolation
  • Problem Solving
• Healthcare Workers
• Contacts
  • Notification Basics
  • Quarantine
  • Problem Solving
• MAVEN functionality
  • Tasks
  • Reports
  • Communication Events
• Your Questions Answered
Third Weekly Webinar for LBOHs

- Isolation of Cases and Quarantine of Contacts is the goal until that strategy changes/evolves.

- MAVEN is the main reporting source and where you should document your work.

- Focusing on Priority Activities

Volume at the state level is QUITE high, so we shifted to not individually assigning every case to an EPI as well. Make sure to call 617-983-6800 with your questions. Additional assistance is in the works.
Contact Tracing is an Effective Tool

• **Contact Tracing and Contact Notification**
  • Behavior change is more likely when someone is contacted directly by a public health authority and told that “**they**” specifically are a contact to a confirmed case of COVID-19.
    • They are identified for quarantine (which is different and more effective than social distancing).
    • They are given the specifics of quarantine. (Timeframe, plan of action if symptoms develop, etc.)
  • While everyone should be social distancing at this moment, we know that details vary widely in how different people view and implement social distancing.
    • Contact notification and quarantine implementation will help Massachusetts reduce the spread of COVID-19.
Isolation vs. Quarantine

**ISOLATION**
- For symptomatic people.
- For Confirmed COVID-19 Cases.
- Prevents people from infecting others.
- LASTS UNTIL THE PERSON IS NO LONGER CONTAGIOUS

**QUARANTINE**
- For asymptomatic people who have had an exposure (i.e. travelers from high risk areas, close contacts of confirmed cases, etc.)
- Prevents people from infecting others in the event they develop symptoms.
- LASTS FOR 14 DAYS FROM LAST EXPOSURE. (If you don’t develop illness, you are then released.)

**CASES**

**CONTACTS**
# Social Distancing vs. Quarantine

**Social Distancing:**
- Avoid larger crowds or crowded spaces.
- Working from home instead of at the office.
- Closing schools or switching to online classes.
- Visiting loved ones by electronic devices instead of in person.
- Cancelling or postponing conferences and large meetings.

**Quarantining:**
- Staying at home – NO GOING OUT.
- Using standard hygiene and washing hands frequently.
- Not sharing things like towels and utensils.
- Not having visitors.
- Staying at least 6 feet away from other people in your household.

**EVERYBODY**

**CONTACTS**
Follow-Up: Confirmed Cases

- Confirmed Cases
  - Interview Cases
    - Demographics
    - Clinical Information
    - Risk history (how they may have been exposed)
    - Identifying Close Contacts/Exposures of Concern
  - Answering Questions/Concerns
  - Ensuring Isolation is Followed
    - Use Isolation Guidelines Document

1. Acknowledge Case in MAVEN
2. Interview the Case
   1. Give them information on how to isolate and for how long.
   2. Make a Plan for Notifying their Contacts.
3. Update Maven
4. Set a reminder to check back in approximately 7 days later to determine exiting isolation.

Repeated check-ins are not expected.
What should I tell the case?

- Inform them they are under isolation immediately (if not already).
- They should isolate away from others in the household.
- Provide *MDPH Isolation Guidelines*.
- They will be under isolation until they meet criteria for clearance. Guidance Issued 3/16
- Should seek healthcare if symptoms worsen
  - Make Sure to call in advance if seeking medical care so sites can be prepared to receive the case.
- Use the Interview Tool.
  - The data you collect will help inform this outbreak and the epidemiology of this new pathogen. You may be the only person collecting data on this case’s risks, exposures, and clinical outcomes. We are relying on your investigation.
Troubleshooting with Cases

• **MISSING CONTACT INFORMATION:** The data in the event is only as good as what the lab reported electronically. You may need more information in order to contact the case.
  • Call ordering facility
    • Get Emergency Contact Info
  • Check MIIS
  • Mail letter to address if no phone.
Please Update MAVEN ASAP

- MDPH uses MAVEN to see if work is being done and to prioritize our efforts to assure follow-up.
- PLEASE acknowledge and update MAVEN right away when you are working a case.
  - Administration Question Package
    - Step 1: LBOH acknowledged: yes
    - Step 2: Investigation Started: yes
    - Step 3: LBOH/Agency Investigator: Name & contact info
- LBOHs should acknowledge their events, even when they are assigning them out to another person helping them.
- LBOHs should also put a note in if it’s going to be a while before entering follow up information (so that we know that follow up is ongoing).
How much should you Check In?

• You don’t have to check in daily.

• After the initial interview, you want to “release” the case from isolation.
  • At least 7 days since symptom onset. AND
  • At least 3 days with no fever/symptoms markedly improved

• Set a check-in Calendar reminder close to when you think the case will have resolved symptoms and be close to criteria for release from isolation.
  • Upon release from Isolation, you can sign off on the Confirmed Case.
Closing Confirmed Cases in MAVEN

- At assignment, make sure your contact information is in the Admin QP.
  - Step 2 – Investigation Started = YES
  - Step 3 - Step 3 - LBOH/Agency Investigator:
    - Complete dropdown of your name and phone, etc.
    - Put a note in case if there will be a delay in entering data (but you are working on the case). Let us know if the investigator is not a MAVEN user.
- As Confirmed Case is released from Isolation (per clinical criteria)
  - Make sure all notes are updated.
  - **Contact Monitoring QP 6:** Contact monitoring status: COMPLETED
  - Step 4 - Case Report Form Completed: Yes
  - Completed by: LBOH.
  - Complete Assignment Task.
When is isolation over? – Using Symptoms

• The non-test-strategy. It should be applied to people who test positive for covid-19 and anyone who is clinically diagnosed with covid-19 and not tested.

• Symptomatic persons with covid-19 (lab-confirmed or clinically diagnosed) who are in home isolation may discontinue home isolation under the following conditions:
  • At least 3 days (72 hours) have passed since recovery (defined as resolution of fever without the use of fever-reducing medications AND improvement in respiratory symptoms – e.g., cough, shortness of breath) AND
  • At least seven days have passed since symptoms first appeared (illness onset). Onset date (of symptoms) would be considered “day zero.”

• Therefore, anyone with covid-19 should stay home for a minimum of seven days. They should only discontinue isolation if at least 72 hours have also passed since “recovery.”

Guidance issued 3/16/2020
When is isolation over? – Using Testing

- Initial Guidance from CDC required two negative tests:
  - The **test-based strategy** is largely unchanged (two negative swabs at least 24 hours apart, resolution of fever without the use of fever-reducing medications, and improvement in respiratory symptoms).
  - Still an option (but not the best use of resources).
When is isolation over? – Asymptomatic Cases

- Asymptomatic persons with lab-confirmed covid-19 infection may discontinue home isolation when at least 7 days have passed since the date of their first positive covid-19 diagnostic test and they have had no subsequent illness.

This should be rare – but we know it happens.
When is isolation over?

• Pick a strategy and then stick to it.
  • Non-Test based strategy is most practical. However, some providers or workplaces may request the test-based strategy.

• What if someone was released based upon the Non-Test strategy and then had a positive test?
  • They need to isolate for 7 days after the last positive test. If no additional symptoms, they can exit isolation.
Things to Watch For

- Creating Person Events vs. Clusters Events
- Make sure you are creating the correct type.
Clinically Diagnosed Cases – What to Do?

At this time, these cases are not officially reported to MDPH, and would not automatically generate a MAVEN event.

If you hear about these cases, you may create a SUSPECT event to track the situation, but do not spend your time chasing these events.

We are waiting on national guidance regarding how to report and how to track these cases which is not yet available.

Priority should be Laboratory Confirmed Cases and their Close Contacts.
Clinically Diagnosed Cases – What to Do?

How Long should a Clinically Diagnosed Case Isolate?

• Clinically diagnosed cases should isolate away from others until they meet the criteria for discontinuing isolation.
  • At least 7 days since symptom onset (So should isolate for a minimum 7 days, even if their symptoms go away after a day.)
    • AND
  • They have been symptom free for > 3 days.

• Their household and close contacts should quarantine for 14 days following their last exposure to the symptomatic case.
  • You do not need to track these contacts down and create MAVEN events. Provide information as applicable but prioritize Lab-Confirmed cases and THEIR contacts.
Determining Infectious Period – for Case

- Obtain exact symptom onset date to determine Infectious Period.
  - Symptom onset date should be day of first noticed symptom
    - Often sore throat, cough, aches/myalgias or fevers.
  - Consider from onset until the last time they had contact with others (entered isolation)
  - Use a Calendar and ask what the case did each day, beginning with the date of the first symptom.

- Notes:
  - Symptom Onset Date = Day Zero (for determining when Case can exit Isolation)
  - Use full days, not times of day.
    - If a case had a morning meeting, then developed a sore throat that night, consider that Day Zero and people in that morning meeting exposed.
Determining Quarantine Period – for Contact

- You must identify an exposure date to determine a quarantine period.
  - Exposure Date = Day Zero.
  - Quarantine Period is Day 1 through the end of Day 14, returning to activities on Day 15.

- Example:
  - Exposed on March 29th. (DAY 0)
  - Quarantine Period (Day 1 - Day 14): March 30 – April 12.
  - Quarantine is Over (Day 15): April 13th.

- Notes:
  - Have a calendar handy. Count the days out loud.
  - Use full days, not times of day.
  - Contact will already be in Quarantine Period when you contact them. Make sure they start quarantine immediately.

Remember, quarantine periods are determined by when the contact was exposed, not by the symptom onset of the case.
Who is considered a close contact?

• Close Contact is Defined as:

• **Being within approximately 6 feet (2 meters) of a COVID-19 case for a prolonged period of time:**
  - close contact can occur while caring for, living with, visiting, or sharing a healthcare waiting area or room with a COVID-19 case
  - or -

• **b) Having direct contact with infectious secretions of a COVID-19 case (e.g., being coughed on) while not wearing recommended personal protective equipment or PPE** (e.g., gowns, gloves, NIOSH-certified disposable N95 respirator, eye protection).
Follow-Up: Contact Notification

- Create Contact Event in MAVEN
  - Share MAVEN Events with relevant jurisdictions.
- Contact Notification
- Notify Contacts of Exposures
  - Determine Quarantine
  - Establish Follow-Up Plan
- Answering Questions/Concerns
- Ensuring Quarantine is Followed
  - Use Quarantine Guidelines Document

You do not need to conduct daily health monitoring of the contacts. Make sure they have a plan of action if they develop symptoms and then check back in with them at the end of quarantine period.
What do I do about the contacts?

- Notify contacts they have been exposed to a confirmed case and need to enter quarantine for 14 days from day of exposure.
- Send the contacts the *MDPH Quarantine letter*.
- Advise Quarantining Contacts to actively monitor themselves.
  - Contact is in charge of monitoring themselves for changes in health status.
  - They should establish a plan for notifying their provider if they need medical assessment.
  - Check back in at end of quarantine to close out contact.
  - Additional monitoring/communication with contact is great, but not a priority at this time.
- Input the contacts into MAVEN.
  - Long List of Contacts – USE EXCEL.
    - Can utilize the contact tracing Excel spreadsheet and MDPH can upload into MAVEN.
    - This will then create the Contact Events for you and other LBOHs – so be sure to add good notes in the Notes Field.
  - Contact Monitoring QP (can be used to keep track of monitoring status and temperature).
    - Contact Monitoring Status Question – lets us know the contact’s status.
- **Contacts will now appear in a new workflow! YAY!**
What’s Needed in MAVEN for Contacts?

- At assignment, make sure your contact information is in the Admin QP.
  - Step 2 – Investigation Started = YES
  - Step 3 - Step 3 - LBOH/Agency Investigator:
    - Complete dropdown of your name and phone, etc.
- Enough Identifying Information to Contact Them.
- Contact Monitoring Question Package (QP#6)
  - Contact Monitoring Status
    - In Progress – you’ve notified this contact and they are in quarantine.
    - Left Blank – we wonder what’s going on
    - Completed – The quarantine is complete.
    - Transfer – needs to go to another jurisdiction (update the notes so we know).
  - Last Potential Exposure Date (helps establish quarantine period)
  - Last Day of Required Monitoring (14 days after exposure)
    - In this question package, you can track daily temps, but this is not required.
- Once the 14 day quarantine/monitoring period is over and the contact is done, CRF Reviewed in the Admin Question Package will clear the contact from the CONTACT workflow.
  - Make sure all notes are updated.
  - Step 4 - Case Report Form Completed: Yes
  - Completed by: LBOH

1. **Notify Contact**
   1. give them information on how to quarantine and for how long.
   2. Make sure they have a plan for contacting their provider if symptoms develop.
2. **Create Contact’s MAVEN Event.**
3. **Check back in at end of Quarantine and update and sign off on case.**

If you are creating a contact for another town, make sure to give them your contact info and SHARE the index case.
Prioritizing Your Workload

**Laboratory Confirmed Cases**
1. Interview (identify contacts)
2. Check back in to release them from Isolation & sign off on MAVEN event/case.

You do not need to check in daily. Make sure they have a plan for seeking care if symptoms worsen.

**Contacts of Confirmed Cases**
1. Notify them of exposure and need to quarantine.
2. Check back in at end of quarantine & sign off on MAVEN event.

You do not need to check in daily with contacts. Make sure they know how to monitor their health and they have a plan for seeking care if they develop symptoms.

**Identifying Clusters in Facilities**
1. Linking confirmed cases to Cluster Events in MAVEN.
2. Advising facilities on Control Measures

LTCF, Rest Homes, Nursing Homes, etc. in your community may need some additional guidance. Consult MPDH with questions.

**Other Situations**
1. Advise when appropriate.
2. Recommend Isolation & Quarantine out of an abundance of caution.

Clinically Diagnosed cases (not confirmed) are a last priority. Don’t spend your energy chasing stories or non-confirmed situations.
Your Questions You Sent...
Quarantine & Isolation FAQs

- What about the children of people in isolation?
  - Children should remain quarantined away from the case to prevent exposure
  - If this is not possible, then the quarantine period of child will restart every time the child is exposed to the case

- What about the contacts of contacts?
  - You do not need to investigate the contacts of asymptomatic contacts

- What about contacts in another jurisdiction?
  - Will show up in the contact workflow for the town if the address is properly input

- What if a contact develops symptoms?
  - They would be eligible for testing and should isolate while awaiting results

- What if the test comes back negative?
  - If a person under quarantine tests negative, they still need to complete their quarantine in the event that COVID-19 infection occurs after the testing is done
FAQ

- Where can we get more contact information on a confirmed case?
  - Call ordering facility
  - Call Infection Prevention
  - Check MIIS
  - Mail letter to address if no phone

- Can asymptomatic household members in quarantine go outside to care for animals, sit on front porch etc if they maintain 6 feet from neighbors.

- Why when case is finished, does the addresses stay populated in the first responder report?
Guidance on Healthcare Workers

“HCW – Which strategy for releasing from isolation applies?”

• Return to work guidance for HCP can be found here:
  

• Essentially, EITHER the test-based or non-test based strategy can be utilized. Practically speaking, most healthcare facilities appear to be employing the non-test based strategy because it typically allows HCP back to work sooner and there are growing staffing concerns in many healthcare settings.
  
  • Remember, a PCR-positive result does not necessarily correlate with culture-positivity or infectiousness, and we continue to believe the greatest risk of transmission is at the time of symptom onset.
Guidance on Healthcare Workers

After returning to work, HCP should:

• **Wear a facemask at all times** while in the healthcare facility until all symptoms are completely resolved or until 14 days after illness onset, whichever is longer

• **Be restricted from contact with severely immunocompromised patients** (e.g., transplant, hematology-oncology) until 14 days after illness onset

• **Adhere to hand hygiene, respiratory hygiene, and cough etiquette** in CDC’s interim infection control guidance (e.g., cover nose and mouth when coughing or sneezing, dispose of tissues in waste receptacles)

• **Self-monitor for symptoms**, and seek re-evaluation from occupational health if respiratory symptoms recur or worsen
Quarantine FAQs

- If someone is in quarantine, is their family quarantined as well?
  - A. No. Their family members are not quarantined as long as the quarantined individual remains asymptomatic. If the quarantined individual develops symptoms, they must immediately isolate from their family and the family is now under quarantine from their last contact because they are close contacts.
    - Advise the quarantining contact to reduce exposure with their family as much as possible.

- If someone in quarantine tests NEGATIVE, how long must they stay in quarantine?
  - A. They must stay in quarantine until the 14 day period has passed AND their symptoms have resolved.

- How long do household contacts have to quarantine?
  - A. Through 14 days after their LAST exposure to the case. If complete isolation isn’t possible for the case, then the 14 days starts when the confirmed case is finally cleared to exit isolation.
Key Documents for COVID-19 Follow-Up

1. COVID-19 Interview Tool for Confirmed Cases and Identifying Their Contacts (March 23, 2020)
   • Paper-based interviewing tool to guide your interview with confirmed cases.

2. Close Contact Identification Form (March 16, 2020)
   • Paper-based tool to assist in identifying and tracking close contacts.
     • Space for 5 contacts per page.

3. Isolation Guidance (For Cases)
   • MDPH Guidelines – give these to Confirmed Cases

4. Quarantine Guidance (For Contacts)
   • MDPH Guidelines – give these to quarantined contacts

5. COVID-19 Confirmed Case Follow-Up SOP
   • Outlines the process for following up on positive cases and their contacts.

6. MAVEN Tips Sheet

Now available in additional languages!
Use the Interview Tool to Guide You

- Page 1 Covers The Confirmed Case and their Clinical Symptoms, Complications, and possible source of exposure.

- We are trying to determine risk, severity of illness, and if there are certain affected populations.

THINK ABOUT THE CASE.
Use the Interview Tool to Guide You

- Page 2 helps describe what is considered “Close Contact” and helps you and the Case brainstorm different categories of interactions with people that might have led to exposures.

- We are trying to determine who should be notified. Where might this case have exposed others?

THINK ABOUT CONTACTS.
Use the Close Contact Identification Form to Make Notes on Individual Contacts

- This is just a tool to help you collect sufficient identifying information on Close Contacts (not a required form)

- Keep copies of this form (tracks 5 contacts per page).

You can add these named contacts to MAVEN.
How do I conduct a contact tracing investigation?

- Ask the case to identify everyone they have had close contact with beginning with symptom onset
  - Inquire about air travel and high risk exposures

- **Close contact definition:** Being within 6 feet for 15 minutes or more
  - Medical settings may use a more conservative definition of “close contact.”

- They do not need to identify people they had contact with before symptom onset

- Collect name, phone number, address, and date of exposure.
  - Knowing TOWN helps to make sure the right LBOH can see the event and follow up.
How do I put contacts in MAVEN?

**USE MAVEN TIP SHEET**

**To create one MAVEN contact event at a time:**
1. Open the MAVEN event you want to link the created contact to.
2. In the Basic Information section, click View next to Linked Events/Contacts.
3. Under Link Events choose Create Linked Event, the appropriate Link Type (Most will be “CONTACT”), and the Event.
4. Enter Demographic and Contact Information.
5. Click Save.

**To create MAVEN contacts events in bulk:**
1. Open/Download and complete the attached Excel spreadsheet [Download]. Not all fields need to be completed, but please complete at least First Name, Last Name, Date of Birth, and City if possible. Please also make sure to include the event ID that you want the contacts linked to.
2. Attach the spreadsheet to the event you want to link the contacts to.
3. Email [ISIShelp@state.ma.us](mailto:ISIShelp@state.ma.us) with the event ID that the contact list is attached to.
How should I be utilizing MAVEN?

- Monitoring Task workflow to identify new Cases and Contacts assigned to you.
  - Notifying Contacts about their Quarantine Period.
  - Clinical QP and Contact Monitoring QP are key for available exposure info.
  - A summary of the person’s exposure (if available) would be populating the medical notes field in the clinical QP. Last exposure date should be in the Contact Monitoring QP for everyone (as long as everyone is creating contact events correctly).

- Sharing Events with other Jurisdictions
  - If your case or a contact works somewhere else, etc.
  - If you created a contact for another jurisdiction, you can share the index case that named the contact, etc.

- Monitoring New Positive Cases (Confirmed events)
  - Enter your interview data so we can track this outbreak and its effects.
  - Creating their new contacts to ensure quarantine.
Managing Contact Events

• Prioritize household members/Close Contacts
  • Should be quarantining away from the case to prevent recurring exposure
• Partner with the Index Case to help in notifications.
• Prioritize high risk settings/settings of interest.
  • Follow-up LTCFs, nursing homes, doctors offices, and schools
• If you identify a setting where numerous exposures took place (i.e. work, conference, camp) then notify the organization
  • They should be able to send out a general notification so that you don’t have to contact all individuals
  • Large Gatherings: Remember most people would be considered at low risk and DPH/CDC have only rarely recommended public notifications in a setting like this

Interviewing Tool Will Help
Managing Contact Events

- Try to get the events into MAVEN
- Priority is to notify them of their quarantine.
  - They should self monitor their health and contact their provider if they develop illness.
  - If workload allows, check back in at the end of quarantine to close out and sign off.

Interviewing Tool Will Help
Sharing Cases

• If my case works in another town, what should I do?
  • SHARE the MAVEN event with the appropriate jurisdiction so you both can communicate on the follow-up.

• Who should I Share with?
  • Share with the full LBOH TOWN MAVEN users. It is easier than picking individual users.
  • Make sure your contact information is in the ADMIN QP so any other LBOHs can talk to you if needed.