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

Tools for LBOHs

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Topics Today

• Healthcare Associated Exposures & Situations
• Follow-up Reminders
  • Try to close out old cases and contacts.
  • You are not expected to check in daily with cases and contacts.
  • Updated Infectious Period - 2 days prior to symptom onset.
  • Isolation Discontinuation Reminder
  • Asymptomatic Cases
• MAVEN Tips & Tools
• Questions from You
First Friday Webinar for LBOHs

Now Tuesdays AND Fridays at 11am!!

- 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
- Clusters in Facilities in your community need your help.
How much should you Check In?

- You don’t have to check in daily with Confirmed Cases.
- 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.
Work on Clearing Out Old Cases from Workflows

- Contact events over 2 weeks old can be closed out.
  - Contact Monitoring Question Package
    - Contact Monitoring Status= Completed
  - Admin Question Package
    - Complete Steps 1-5 to move these along.

- Confirmed COVID Cases can be closed out when out of isolation & interview is complete.
  - Complete Data Entry in Question Packages
  - Contact Monitoring Question Package
    - Contact Monitoring Status= Completed
  - Admin Question Package
    - Complete Steps 1-5 to move these along.
Updates to the Infectious Period used for determining exposures.

- MDPH updated guidance on infectious period based upon new evidence and recommendations from CDC on possible transmission prior to symptom onset.
- MDPH will update the period of exposure risk from “onset of symptoms” to “48 hours before symptom onset.”
- When interviewing a confirmed case to determine if any contacts were exposed, include the two calendar days prior to symptom onset date.

<table>
<thead>
<tr>
<th>Sunday</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Day 3</td>
<td>- Day 2</td>
<td>- Day 1</td>
<td>DAY 0</td>
<td>Day 1</td>
<td>Day 2</td>
</tr>
<tr>
<td>No exposure</td>
<td>Exposure</td>
<td>Exposure</td>
<td>Exposure</td>
<td>Exposure</td>
<td>Exposure</td>
</tr>
</tbody>
</table>
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).
Asymptomatic Cases

• Contact Tracing/Infectious Period
• Isolation Guidance
• Returning to Work for HCW (same guidance for all confirmed cases applies.)
# Asymptomatic Cases – Contact Tracing Guide

- Asymptomatic cases that have a positive COVID-19 Lab test are confirmed cases and they should be interviewed and their close contacts should be notified and quarantined.
- Begin infectious period (looking for close contacts) 2 days prior to Lab test.
  - Lab Test Date = Day Zero
  - Exposures = 2 calendar days prior to lab test, through Day 7 after lab test.

<table>
<thead>
<tr>
<th>Sunday</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Day 3</td>
<td>- Day 2</td>
<td>- Day 1</td>
<td><strong>DAY 0</strong></td>
<td>Day 1</td>
<td>Day 2</td>
<td>Day 3</td>
</tr>
<tr>
<td>No exposure</td>
<td>Exposure</td>
<td>Exposure</td>
<td><strong>Positive Lab</strong></td>
<td>Exposure</td>
<td>Exposure</td>
<td>Exposure</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Day 4</th>
<th>Day 5</th>
<th>Day 6</th>
<th>Day 7</th>
<th>Day 8</th>
<th>Day 9</th>
<th>Day 10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exposure</td>
<td>Exposure</td>
<td>Exposure</td>
<td>Exposure</td>
<td>No exposure</td>
<td>No exposure</td>
<td>No exposure</td>
</tr>
</tbody>
</table>

Last day of isolation if no symptoms develop.
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.

- For 3 days following discontinuation of isolation, these persons should continue to limit contact (stay 6 feet away from others) and limit potential of dispersal of respiratory secretions by wearing a covering for their nose and mouth whenever they are in settings where other people are present.
  - In community settings, this covering may be a barrier mask, such as a bandana, scarf, or cloth mask. The covering does not refer to a medical mask or respirator.
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.
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.
Contact Monitoring Question Package

Key Variables:

- **Contact Monitoring Status**
  - In Progress, Completed, Lost to Follow-up, Transfer, Other

- **Last potential Exposure Date**
  - Exposure date – to calculate quarantine.

- **First/Last Day of Required Monitoring**
  - Quarantine Period
What are these Variables?

- **Risk Status** – based upon an old risk table assessing exposure. **Not required.**

- **Assessment Date**
  - Repeatable Fields. You can enter health checks. **Not required.**
What are these Variables?
- Contact Established in 72 hours?
  - Did you notify the contact w/i 3 days?
- Did contact receive official notification of I&Q requirements?
  - Were you able officially notify the contact about their exposure? (MDPH I&Q guidance helpful)
- Date arrived in the US
  - For returning travelers. This is probably no longer applicable for 90% of contacts.
Contact Monitoring Question Package

**Key Variables:**

- **Contact Monitoring Status**
  - In Progress, Completed, Lost to Follow-up, Transfer, Other

- **Last potential Exposure Date**
  - Exposure date – to calculate quarantine.

- **First/Last Day of Required Monitoring**
  - Quarantine Period

These are the most applicable and helpful variables in this question package. Everything else is just a tool for your use if you wish.
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).
Clusters

- A facility or location based event that you then link individual patient events to for tracking purposes.
  - LTCF, Rest Homes, Nursing Homes, Group Homes, etc.
- Finding one in MAVEN
- Link individual people events to the cluster
- We will have Healthcare Associated Infection expert Epis on Friday

Update Type to “Outbreak” (from Normal)
MAVEN – Tips and Reminders
MAVEN functionality refresher

• Help Section on MAVEN
• Race/Ethnicity in the Demographic Question Package #2
• Additional variables added to Risk/Exposure Question Package
  • Question: Employed at, admitted to, or visited a healthcare setting?
• Address updates/Demographic updates (gender, dob, address, city/town)
• Communication events in MAVEN for 351 towns/city
• Reports
• Searching for Events or Cluster
How to Contact the Maven help desk in ISIS.
We are available M-F (9-5 p.m.)

- **ISIS Help Desk 617-983-6801**
- **ISIS Fax Number 617-983-6813**
- **isishelp@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 Online Help

- Expand all
- Collapse all

- **COVID-19 LBOH**
- General Information
- **Frequently Asked Questions (FAQs)**
- Division of Global Populations (DGP)
- ePostcards/ Webinars
## Race/Ethnicity

### Located in the Demographic QP #2

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Race</strong></td>
<td>Native Hawaiian / Pacific Islander</td>
</tr>
<tr>
<td><strong>Ethnicity</strong></td>
<td>Japanese</td>
</tr>
<tr>
<td>Gender</td>
<td>Male</td>
</tr>
<tr>
<td>Birth date</td>
<td>02/07/1987</td>
</tr>
<tr>
<td>Age</td>
<td></td>
</tr>
<tr>
<td>Age type</td>
<td></td>
</tr>
<tr>
<td>Place of birth (country)</td>
<td></td>
</tr>
<tr>
<td>Calculated Race</td>
<td></td>
</tr>
<tr>
<td>Is case Hispanic?</td>
<td>No</td>
</tr>
<tr>
<td>Primary language</td>
<td></td>
</tr>
</tbody>
</table>

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**Note:** The screenshot shows a form with demographic information, specifically focusing on race and ethnicity. The highlighted fields indicate editable sections within the form.
Employed at, admitted to, or visited a healthcare setting? (Risk/Exposure QP#5)

Employed at, admitted to, or visited a healthcare setting?
• Assisted living facility
• Dialysis
• Group home
• Hospital
• Inpatient Psychiatric Long-Term Acute Care
• Long-Term Care Facility (includes nursing homes, skilled nursing, rest homes and rehab facilities)
Employed at, admitted to, or visited a healthcare setting? (Risk/Exposure QP#5)

<table>
<thead>
<tr>
<th>Facility Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assisted Living Facility</td>
</tr>
<tr>
<td>Blood Bank</td>
</tr>
<tr>
<td>Community Health Center</td>
</tr>
<tr>
<td>Correctional Institution</td>
</tr>
<tr>
<td>Dialysis Facility</td>
</tr>
<tr>
<td>Drug Treatment Facility</td>
</tr>
<tr>
<td>Emergency Department or Urgent Care</td>
</tr>
<tr>
<td>Family Planning Clinic</td>
</tr>
<tr>
<td>Group Home</td>
</tr>
<tr>
<td>HIV Counseling, Testing, and Referral Site</td>
</tr>
<tr>
<td>Hospital</td>
</tr>
<tr>
<td>Hospital-based Clinic</td>
</tr>
<tr>
<td>Indian Health Services</td>
</tr>
<tr>
<td>Inpatient Psychiatric</td>
</tr>
<tr>
<td>Labor and Delivery</td>
</tr>
<tr>
<td>Laboratory</td>
</tr>
<tr>
<td>Long-Term Acute Care</td>
</tr>
<tr>
<td>Long-Term Care Facility (includes nursing homes, skilled nursing, rest homes and rehab facilities nursing homes)</td>
</tr>
<tr>
<td>Mental Health Services Site</td>
</tr>
</tbody>
</table>
Address updates/Demographic updates

- Tip Sheet emailed out 4/9 with detailed instructions on how to update the address and then Select Official Address in the Demographic Question Package
Address updates

- **How to update addresses in MAVEN (see attached)** - this tip sheet will walk you through the steps you can take to update the address or other demographic information (address, birthdate, gender, city, zip, phone numbers) for your event.
  - Once you update the address and select the official address in the Demographic Question Package the event will be updated and move to the correct city/town.
  - If you case is lost to follow-up due to an address issue then complete Steps 1-5 and for Step 4 (Administrative Question Package): **Case Report Form Completed** as “No” and choose the reason as “Lost to follow-up”.
  - Email [isishelp@state.ma.us](mailto:isishelp@state.ma.us) if you need assistance or have questions.
Select Official Address hyperlink to update the event Official City

<table>
<thead>
<tr>
<th>Address Information (Address information below conforms to address when first reported)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Street address: 123 Manchester United Way #2</td>
</tr>
<tr>
<td>Official City: LAWRENCE</td>
</tr>
<tr>
<td>City: Lawrence</td>
</tr>
<tr>
<td>County: Essex County</td>
</tr>
<tr>
<td>State: NA</td>
</tr>
<tr>
<td>Country: USA</td>
</tr>
<tr>
<td>Zip code: 01841</td>
</tr>
</tbody>
</table>

Old address is displayed
Communication Events in MAVEN

• Each town has a Communication event in MAVEN
• You have access to **update** your town/city information for contacting appropriate staff
• You can search for other jurisdiction(s)
Search for your Communication Event

City: Your town/city
Event: Communication
<table>
<thead>
<tr>
<th>Event ID</th>
<th>Name</th>
<th>Birth Date</th>
<th>Status</th>
<th>Event</th>
<th>Create Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>101623345</td>
<td>Communication Lawrence</td>
<td></td>
<td>Open</td>
<td>Communication</td>
<td>11/06/2013</td>
</tr>
</tbody>
</table>

Showing 1 to 1 of 1 entries
Communication Event
<table>
<thead>
<tr>
<th>Question Package</th>
<th>Person</th>
</tr>
</thead>
<tbody>
<tr>
<td>LBOH Database</td>
<td>Communication Lawrence</td>
</tr>
</tbody>
</table>
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MAVEN Online Help

- COVID-19 LBOH
- General Information
- Frequently Asked Questions (FAQs)
- Division of Global Populations (DGP)
- ePostcards/Webinars
- Foodborne Illness Complaint Resources
- Infection Preventionist Resources
- Antibiogram
- Case Classification Manual
- Case Report Forms
- HIPAA Documents
LBOH COVID-19 Reports

• Created three new reports for you to manage your events
  • **COVID-19 LBOH Confirmed Case line list Report:** This report will display confirmed cases of COVID-19. Leave the Step 4 as blank and it will pull all confirmed cases. If you only want to see confirmed events that have been completed as Yes or No then choose those options.
  • **COVID-19 LBOH Contact line list Report:** This report will show you all the Contact cases of COVID-19 you have. Leave the Step 4 as blank and it will pull all contact cases. If you only want to see contact events that have been completed as Yes or No then choose those options.
  • **COVID-19 LBOH Requested Assistance line list Report:** This report will display events of COVID-19 you have answered the *COVID Assistance Requested* variable as either Yes or No.
LBOH COVID-19 Reports

To run a MAVEN Report

Step 1: Navigate to the MAVEN Dashboard and click on Reports from the Menu options.

Step 2: Select one of the three new reports for your town/city from Select Report dropdown.

Step 3: Enter Start Date & End Date

Step 4: Enter the Town/City you are running the report for: For the Official City field the town’s data you need to enter in all caps, for example – “Holyoke” needs to be entered as “HOLYOKE”.

Step 5: Click Run Report button.
COVID-19 LBOH Confirmed Case line list Report

Maven Reporting Suite - Training

Category: Custom Reports
Select Report: COVID-19 LBOH Confirmed Case line list Report
Description: COVID-19 Confirmed Case Line List. Your city/town name must be in all CAPS.

Report Period*: Date Range
Start Date: 01/01/2020
End Date: 04/08/2020

Official City*: LAWRENCE
Step 4 - Case Report Form Completed: Yes
Output Type: HTML

Today + One day
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.
Searching for your Cluster/Outbreak Events
COVID Requested Assistance chosen as “Yes”
Healthcare Associated Situations
YOUR Questions