As part of our ongoing outreach and communication around MAVEN training, we thought we would focus our February ePostcard on some helpful tips for completing your case investigation and follow-up.

When you receive notification of an event/case in your workflows the first thing is to accept notification and then locate information regarding who the reporting clinician is for the associated lab.

1. **How to locate the reporting clinician** – You can find out who the reporting provider is by clicking on the lab tab and then selecting the lab(s) to see who the reporting provider is for your lab(s).

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<table>
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<tr>
<th>Details</th>
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<tbody>
<tr>
<td>Lab Results:</td>
<td>Spec Date: 02/27/2013 Spec Source: Serum Spec Number: 234234-45 Test: Entamoeba histolytica Ab IgM, ACnc, Pt: Ser: Qn: EIA Result: Positive</td>
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<tr>
<td>Last Update</td>
<td>02/29/2013</td>
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**Name of the provider should show here or you will see Infection Control Practitioner listed. This means ISIS did not receive the ordering provider information from the lab.**

Ordering Provider: Dr. Kathleen Roosevelt MD, Beth Israel Deaconess Medical Center, 330 Brookline Avenue, Boston, MA, 02215, 617-667-7000
You can also look at your event information by using the Event Print templates located under the Printer icon located on the MAVEN dashboard.

Two options to see information for your event/case - the Event Print.jsp (EventPrint) or the Event Print.xsl (Prints out the entire case) for your event will display all questions that are answered with information for lab(s) and notes if any are typed in at that point.
1. **Calling the ordering provider** – If it looks like the case was hospitalized (i.e. reporting facility is a hospital), call infection control. If the case was seen at a clinician’s office, ask to speak to a nurse working with the ordering provider. Be sure to explain that you will need a few minutes of his/her time, and consider having him/her call you back when it is more convenient. It may be necessary to discuss prophylaxis of close contacts (e.g. clinicians, phlebotomists) depending on the disease, and issues related to isolation and quarantine may also arise.

1. **Calling the case or parent/guardian of case** – Prepare for the call if necessary. For example, review the disease fact sheet by clicking on the Help Button located in MAVEN or you can find them online at: [http://www.mass.gov/eohhs/gov/departments/dph/programs/id/epidemiology/factsheets.html](http://www.mass.gov/eohhs/gov/departments/dph/programs/id/epidemiology/factsheets.html) and/or the disease chapter in the Guide to Surveillance, Reporting and Control (find them at: [http://www.mass.gov/eohhs/provider/reporting-to-state/diseases-and-conditions/public-health-cdc-surveillance-and-reporting.html](http://www.mass.gov/eohhs/provider/reporting-to-state/diseases-and-conditions/public-health-cdc-surveillance-and-reporting.html)). Explain to the case or parent that you are calling to answer questions they may have about the disease/infection, and to collect some information, and that the call will take about 10 minutes. It is helpful to ask, “How are you feeling?”, or “How is your child feeling?” as you are introducing yourself – it usually gets the case or parent talking. If you are unable to answer a question they have, don’t hesitate to call an epidemiologist at 617-983-6800 for assistance, and call the case back with the answer later. Remember, most cases are more than willing to talk about their illness, and many are very happy to hear from a public health professional who can answer their questions.

**Online Learning**

We have created online learning courses for MAVEN users, please visit [http://www.sph.bu.edu/otlt/LPHI/MAVEN2012/](http://www.sph.bu.edu/otlt/LPHI/MAVEN2012/) for general MAVEN training and [http://www.sph.bu.edu/otlt/LPHI/MAVEN-TB/](http://www.sph.bu.edu/otlt/LPHI/MAVEN-TB/) for TB. In the meantime, the MAVEN ISIS help desk welcomes your feedback and questions!

Review the help files/other useful links and documents by clicking on the Help Button in the upper right hand side of the screen once logged into MAVEN.

You can send any questions to our email us at isishelp@state.ma.us or contact the MAVEN help desk at 617-983-6801. Thanks.