



Middlesex-Essex

Public Health Collaborative

Requesting MAVEN Coverage SOP

i. Overview

The Middlesex-Essex Public Health Collaborative aims at increasing collaboration and sharing resources among member communities. This SOP aims to ensure efficient and complete MAVEN coverage for disease investigation in member communities.

ii. Eligibility

Regional Shared Services Public Health Nurse has MAVEN access to: Lynnfield, North Andover, Andover, Reading, North Reading, and Haverhill.

iii. Application

This document describes the procedure for how Public Health Nurses within participating communities can request and coordinate MAVEN coverage. It is recommended that you have someone available to log into MAVEN daily in the event that there is an immediate disease in need of local health response.

[MAVEN Capacity Assessment Overview](#) provides the list of diseases that were categorized as 'immediate' and 'routine' for the assessment. In general, all diseases that are considered 'immediate' should be responded to within 24 hours and those that are considered 'routine' should be responded to within 7 days. For a list of all reportable diseases, please [click here](#).

iv. Definitions

PHN- Public health nurse

v. Procedure Steps

1. If you have an upcoming planned time off and you require MAVEN coverage please send a request directly to your community's primary MAVEN coverage person.

- **For all MEPHC communities**

Please email CTC Regional Epidemiologist Henry Lindblad
(henry.lindblad@andoverma.us)

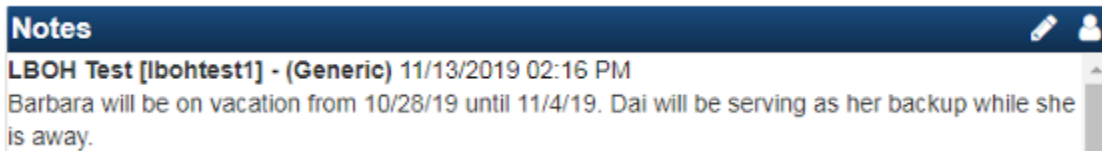


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- If Henry is unable to provide coverage:

Please email Shared Services PHN Lea Anne Pero (lpero@northandoverma.gov) and cc: Lydia Sweetser (lsweetser@northandoverma.gov).

- Please submit requests for MAVEN coverage at least 2 weeks prior to planned vacation/holidays. Lea Anne Pero currently works part-time and schedules may need to be adjusted to accommodate coverage.
2. If Henry and Lea Anne are unable to cover time away, reach out to MEPHC community PHNs and see if they are willing to monitor your workflows while you are away.
 - If you are unable to find someone from a neighboring town, reach out to MAVEN Help Desk immediately at mavenhelp@mass.gov.
 3. Once coverage is secured, you should also add a note in your city/town's Communication Event. Add the dates you will be out of the office and who will be covering MAVEN while you are away. If that person's contact number is not listed, please add it to the note section.



- If you do not know how to find your Communication Event, please access the [MAVEN Guidance Document Communication Events](#).
4. Call MAVEN Helpline have them share your case load with the covering person.
 5. Users should review their city/town Communication event(s) in MAVEN to make sure they're aware of who the other active users are in their jurisdiction.
 6. Please review the [tip sheet](#) linked here for how to notify MDPH of your plans for coverage.