

As part of our ongoing outreach and communication around MAVEN training, we thought we would focus our June ePostcard on a refresher of Refugee Events.

When you open a disease event in MAVEN, you may see a green hyperlink for a Refugee event in MAVEN. You will only see the hyperlink if both the disease event and the Refugee event were officially counted in your town.

Event Summary	
Basic Information	
Event ID:	100020641
Event:	TB-LTBI
Primary Person:	Foghorn Leghorn Birth Date: 01/01/1980 (Male) Phone: (555) 642-1245
Investigation Status:	Open
Linked Events/Contacts:	0 linked event(s)/contact(s) (View)
Linked Exposure Sites:	0 linked exposure site(s) (View)
Attachments:	0 attachment(s) (Add)
Notifications:	Event Date: 06/28/2013 Event Status: Suspect Event Type: Report Date Refugee 100020640, dated 06/28/2013 (View) ISA Team: 4
Edit Event Properties	

This hyperlink indicates that the client has likely received services from the Refugee and Immigrant Health Program (RIHP). If you click on the hyperlink, you will be able to view additional information for the client in the Refugee event including language spoken, date of arrival in the United States, and nationality.

Please note that data are only entered into a Refugee event when a person is newly arrived, and therefore health information, such as immunizations, should not be considered current for older Refugee events.

Only people with certain immigration statuses will have Refugee events in MAVEN. Therefore, most immigrants will not have a Refugee event, even if they have been assisted by RIHP, and you will not see the green hyperlink.

If you would like linguistic and cultural assistance from an RIHP community health worker for this case investigation, contact your RIHP Regional Coordinator. See below.

Please note that your Health Director will continue to receive refugee arrival notification letters regarding refugees resettled in your town.

Process for LBOH to engage RIHP in infectious disease case investigation:

STEP 1: NOTIFICATION

- **LBOH receives infectious disease report**
 - In the Notifications section of the event in MAVEN, is there indication that a Refugee Event exists?

If yes, contact the RIHP Coordinator in your region if you would like assistance with case investigation activities.

RIHP Regional Coordinator Contact Information:

- West (Hampden, Hampshire, Franklin and Berkshire Counties):
 - Olivia Peters
413-586-7525 x5863141
olivia.peters@state.ma.us
- Northeast/Central Region (Merrimack Valley and Worcester County):
 - Mary Bich Ngoc Vu
978-851-7261 x4033
bich.ngoc.vu@state.ma.us
- Greater Boston (Metropolitan Boston, North Shore and South Shore):
 - Marisa Chiang
617-983-6587
marisa.chiang@state.ma.us

STEP 2: ASSISTANCE FROM RIHP

- **RIHP Regional Coordinator confirms capacity to provide assistance**
 - Coordinator arranges a pre-visit meeting/phone call between the LBOH and CHW to:
 - Schedule visit (or phone call) with client
 - Review disease information
 - Discuss the types of information that need to be obtained during the visit and strategize about ways to approach any potentially sensitive questions
 - Strategize about ways to interact with the client in a culturally appropriate manner
 - Identify practices and/or beliefs that may affect the interaction with the client
 - Discuss process of interpretation & roles of CHW and public health nurse
 - CHW will assist with case investigation by phone or in person

Online Learning

We have created online learning courses for MAVEN users, please visit <http://www.sph.bu.edu/otlt/LPHI/MAVEN2013/> for general MAVEN training and <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.