

Massachusetts Department
of Public Health



Report My Meal: Findings from the New Reporting System

September 8, 2026

Nichol Smith, MS

Outbreak & Response Coordinator Supervisor
BCEH Division of Food Protection

Johanna Vostok, MPH

Foodborne & Waterborne Illness Coordinator
BIDLS Division of Epidemiology

Overview

- Recap of Report My Meal
- Data review: how it's going so far
- Evaluation of data completeness
- Frequently asked questions
- Promoting Report My Meal
- Where to learn more



REPORT MY MEAL
Massachusetts Department of Public Health

An online system for notifying Massachusetts public health officials of foodborne illness

Foodborne illnesses can cause sudden onset of symptoms within a few hours to several days after consuming contaminated food.

Symptoms such as:

- diarrhea
- vomiting
- stomach cramps



If you think you or a family member has foodborne illness, it's important to **report the problem quickly** to public health officials.



Reporting can help prevent others from getting sick!

Learn more about foodborne illnesses and where to report them by scanning this QR code or visiting mass.gov/ReportMyMeal



DPH Bureau of Climate and Environmental Health
Division of Food Protection
Massachusetts Department of Public Health

Report My Meal Recap

Online form for reporting complaints

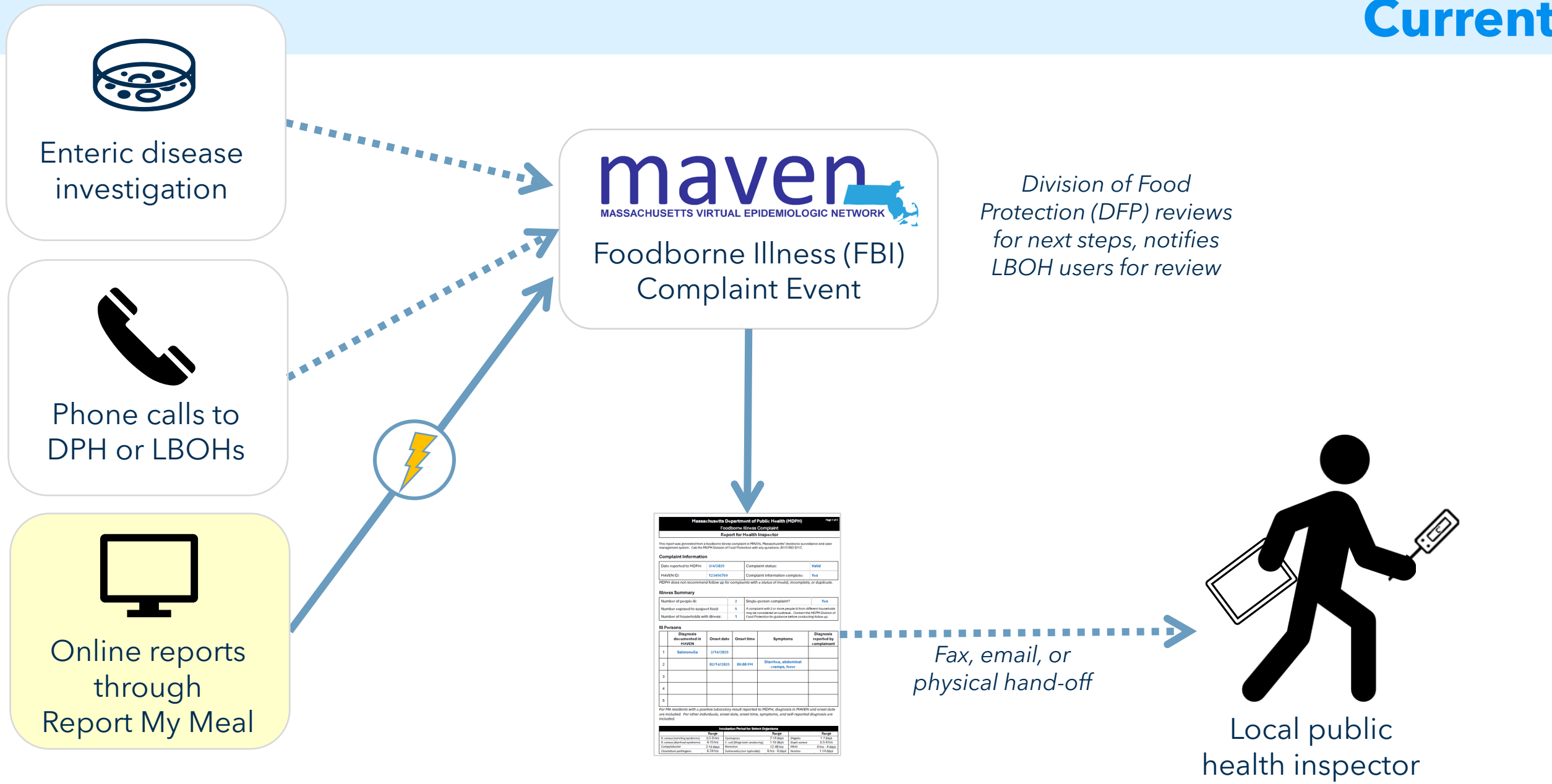


- Online system for reporting suspected foodborne illness to MA public health officials
- Information submitted via the online form generates a MAVEN foodborne illness complaint
- Developed for use by the public and **LBOH users not on MAVEN**
- Launched on mass.gov: December 2025

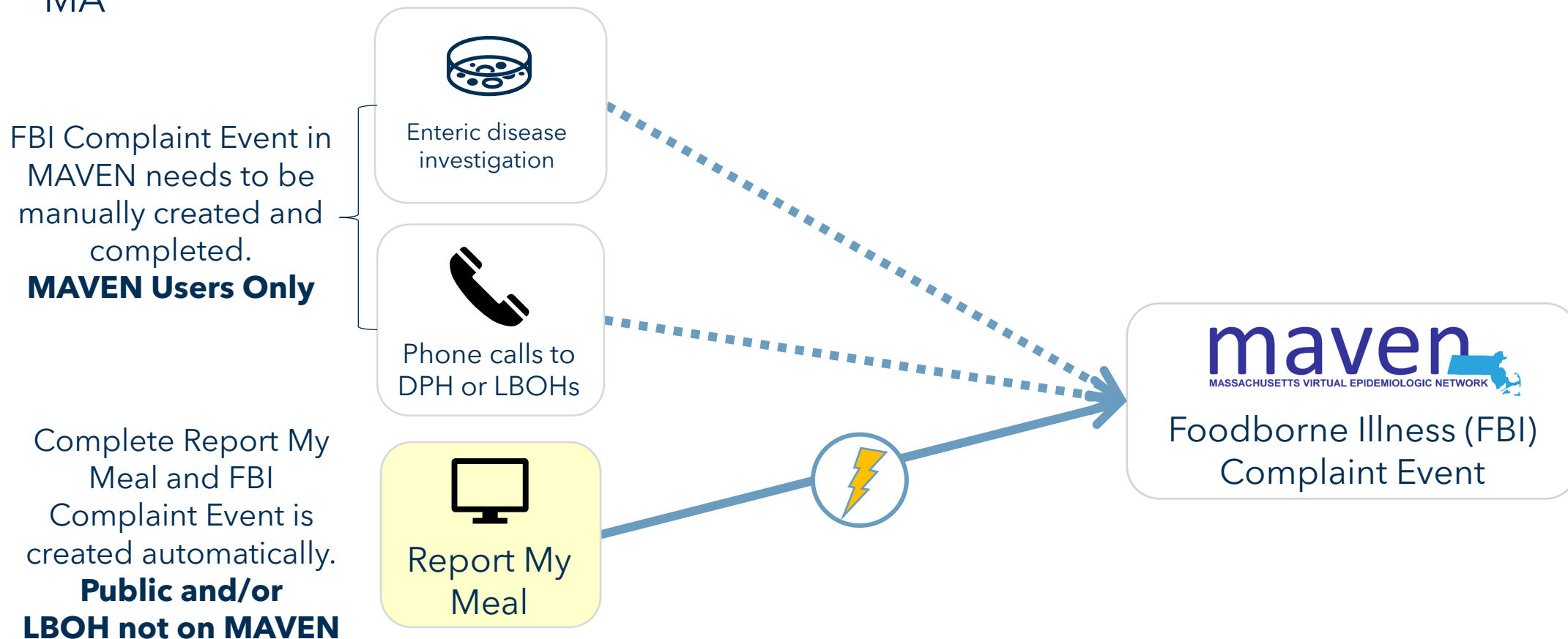
Guidance for using Report My Meal

Tips for reporting:

- Think of all foods eaten in the 72 hours before illness
- Review credit card or bank statements, work and personal calendars, photos on phone to help with recall
- Ensure name and address are available for sources of food
- Collect information for all others ill in household
- Report any meals prepared outside of their home, and any high-risk foods like raw/undercooked seafood/shellfish, raw/unpasteurized milk, etc.



- **Foodborne Illness Complaint Event** = A specific module within MAVEN used to document all MA foodborne illness complaints
- **Report My Meal** = online system for reporting foodborne illness to public health officials in MA



Information collected via Report My Meal

Report My Meal collects the same standard data elements public health would otherwise collect, including:

Submitter's information	Name , phone number , email address, preferred contact method
Information on ill person(s)	Name , address, gender, age, contact information (address, town , state , zip), contact preferences, preferred language, work in sensitive setting
Illness information	Number ill , number of households ill (if >1) , onset date and time, symptoms* , medical attention/diagnosis
Suspect food(s)	Food/meal consumed , date and time consumed, where it was purchased (name , address), anything unusual about it
Other exposures	Opportunities for transmission via travel, animal contact, water (drinking, recreational), and person-to-person

*Diarrhea, bloody stool, stomach cramps, vomiting, nausea, and fever are required symptoms

Blue = fields that are required to be completed to submit a report via Report My Meal

Capturing food exposures in Report My Meal

Just like in MAVEN,
multiple food exposures
can be documented in
Report My Meal using the
button “Add Additional
Suspect Food Source”

SUSPECTED SOURCE OF ILLNESS

Before completing the following section, please review food items and meals that were eaten during the 72 hours before symptoms developed. It can be helpful to review credit card or bank statements, personal and work calendars, and even photos on your phone to help with recall. If more than one person is sick, only report food exposures that are common among ill individuals.

Describe the food, drink, or meal that you suspect made you sick: (required)

Raw oysters, onion rings, side salad with balsamic vinaigrette

List anything unusual about the item (temperature, taste, color, etc.), if meal was consumed multiple days, or any other relevant details:

Lettuce was slimy

What date was this eaten? (required)

09/04/2026

What time was this eaten? (HH:MM AM/PM)

06:00 PM

Where was this eaten?

☐ Home ☒ Where Purchased ☐ Other

What is the name of the restaurant, store, or event where the food came from? (required)

Happy as a Clam

What type of establishment is this? If unsure, leave blank.

Restaurant

Street address of establishment (required)

123 Main St

State of establishment (required)

MA

City or town of establishment (required)

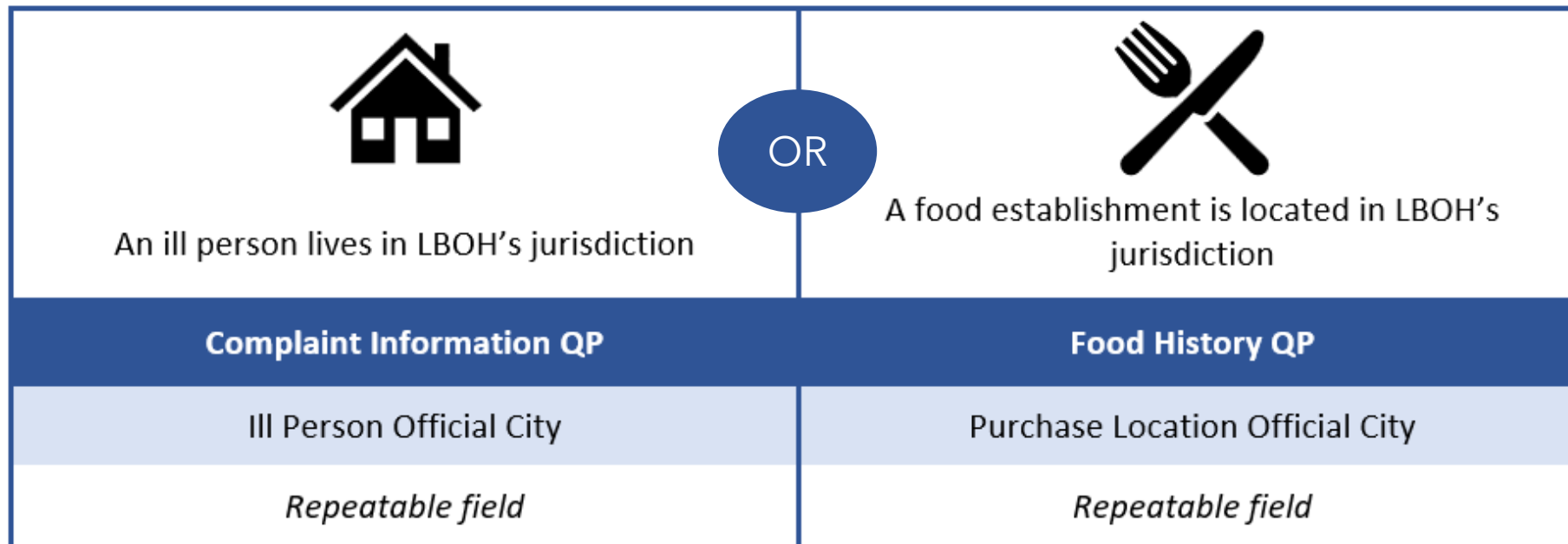
Ipswich

Zip code

Add Additional Suspect Food Source. +

Accessing Report My Meal complaints in MAVEN

- Once in MAVEN, complaints received via Report My Meal appear and are treated like any other FBI complaint event
- An LBOH MAVEN user has access to an FBI complaint event if:



A given LBOH that meets the above criteria will have access to the full FBI complaint event (not just information pertaining to the ill person or food establishment in their jurisdiction).

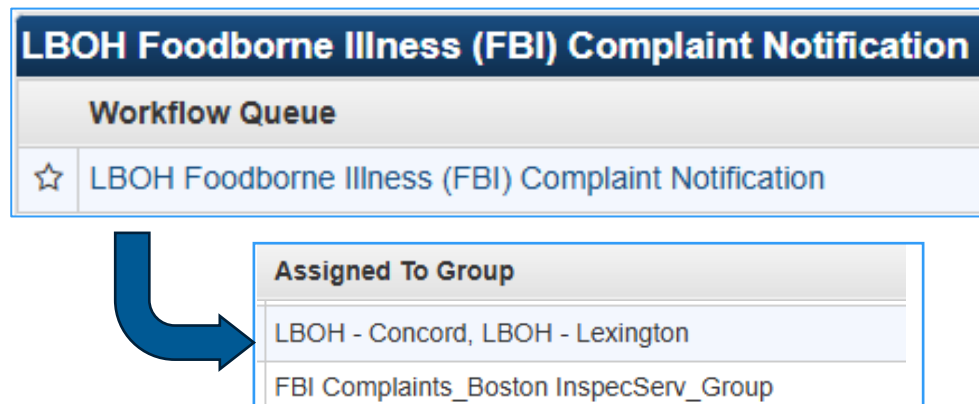
Identifying where a complaint originated

- You can identify the source of a complaint in the Administrative question package
- Complaints received via Report My Meal will be indicated as “Online public complaint”

Complaint Status Information	
Complaint Source	Online public complaint
How did you hear about online public complaint system?	Web-based search
Public complaint ID	123 + Add New
FBI Complaint Status	Valid

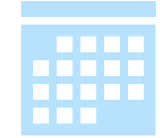
How a LBOH will be notified of a complaint

- For all complaints, DFP will task a MAVEN LBOH user group if inspectional follow up is recommended for a food establishment listed within an FBI complaint event.
 - Tasking generates an email notification with the MAVEN ID to users in that group
- Event will populate in your workflow(s) for review:

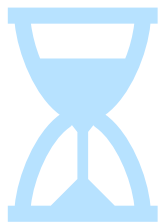


Task	
Workflow Queue	
☆	My Groups' Open Tasks
☆	My Open Tasks
☆	Open Tasks Created by Me

How do complaints move in and out of the workflow?



	To enter workflow	All newly created FBI complaint events enter the workflow. An LBOH user will be able to see all complaints associated with their jurisdiction(s).
	To exit workflow	FBI complaint events leave this workflow <u>two weeks</u> after they are created. There is not a field in MAVEN that an LBOH user can complete that will remove an FBI complaint event from this workflow or keep it there for longer than two weeks.



Food History Question Package

For listed food establishments in your jurisdiction, you can document that the exposure was reviewed using the optional field **LBOH Reviewed in MAVEN**



The following question can be used by the LBOH of the food establishment for tracking in MAVEN.

Has the LBOH reviewed this FBI complaint event in MAVEN? (optional)

Yes

Review date:



Reviewed by:

Report My Meal for LBOH users

Do Submit Report My Meal entry...

- If an individual contacts LBOH to report a foodborne illness

Don't Submit Report My Meal entry...

- If you have previously completed Foodborne Illness Complaint Event in MAVEN
- If the complaint is an outbreak (2 or more people ill from different households)
 - **Call DPH instead!**
 - Epi: (617) 983-6800
 - DFP: (617) 983-6712

The data: how it's going so far

Data as of 9/3/26 and are subject to change.

FBI Complaint Status

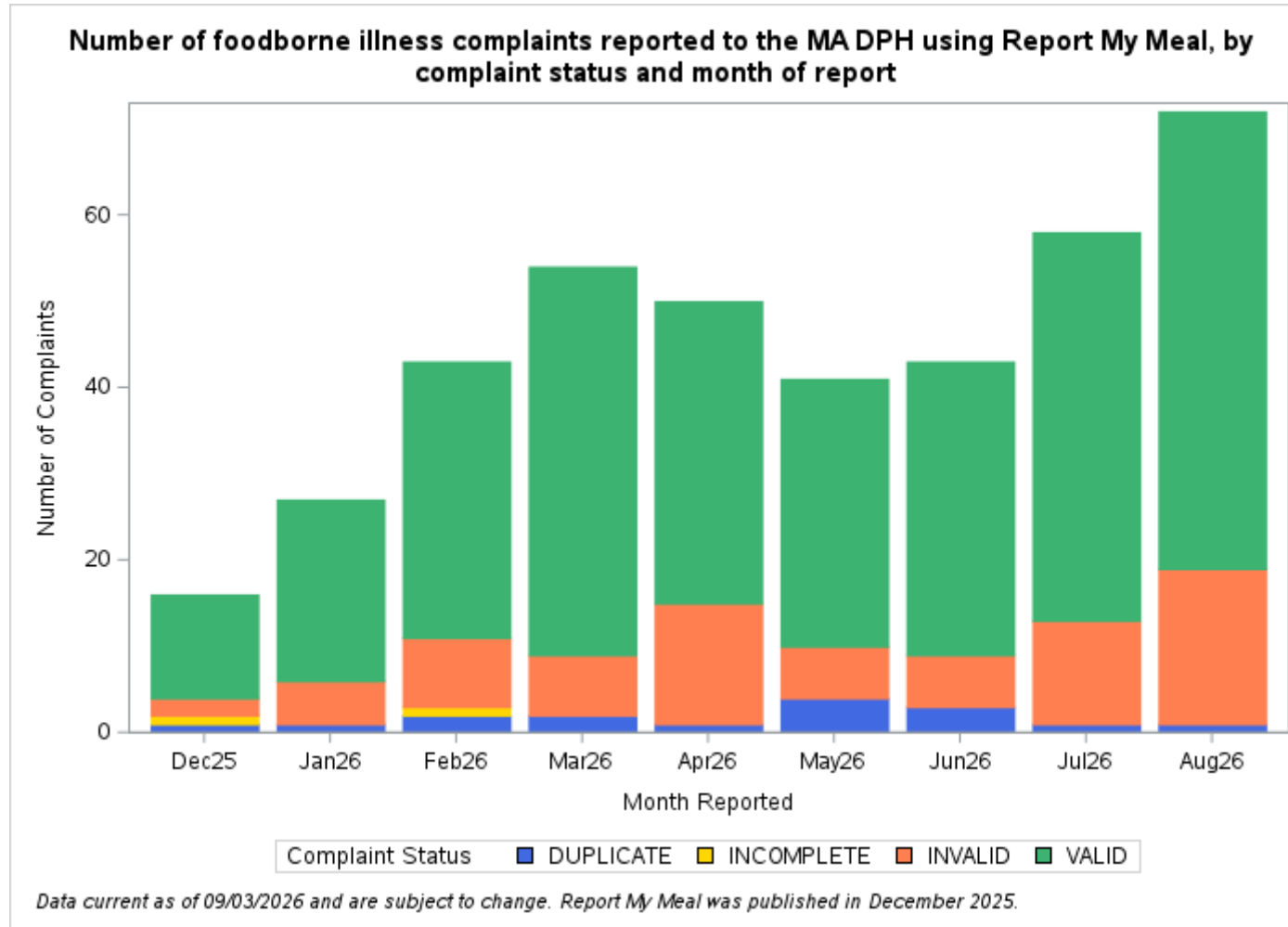
- This is assigned by the Division of Food Protection (DFP) following set definitions, similar to a disease status assigned to disease events (confirmed, probable, suspect)
- Definitions used can be found on MAVEN Help: [FBI Complaint Status Classification](#)

FBI Complaint Status	
Valid	▼
Valid	
Invalid	
Incomplete	
Duplicate	

<i>Valid</i>	FBI complaint includes both of the following: 1) Illness information: a. Diagnosis with an enteric pathogen, or b. Symptoms clinically compatible with foodborne illness 2) At least one complete food exposure ¹ that: a. Falls within the time period of interest ² for a diagnosed enteric pathogen, or b. Falls within a reasonable range for an enteric pathogen's incubation period
--------------	--

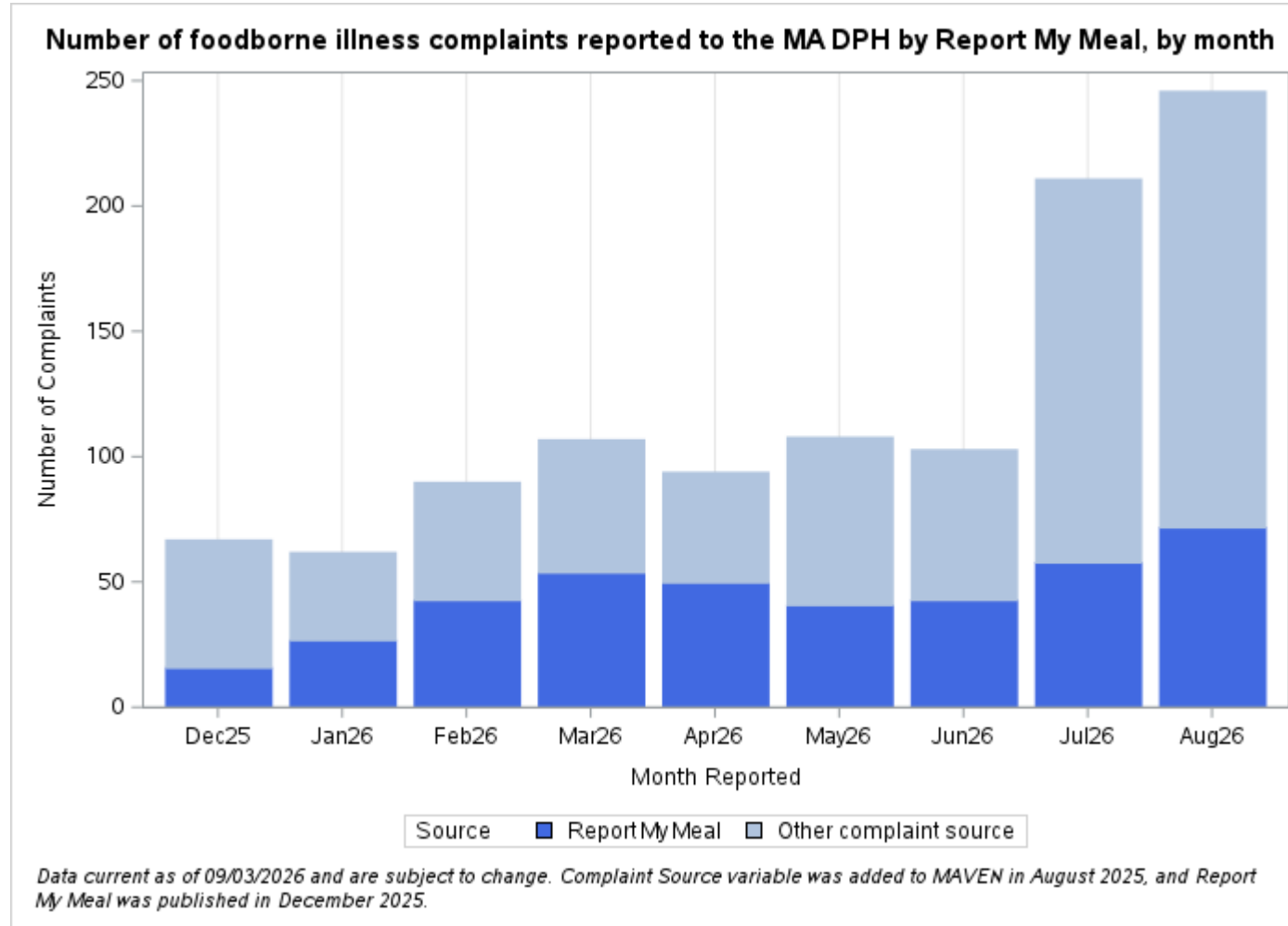
¹ A **complete food exposure** includes all of the following: 1) suspect food, drink, or meal; 2) name of establishment where food was obtained; 3) location of where food was obtained; and 4) when food was consumed (exact date or approximation).

Reports by FBI Complaint Status



[FBI Complaint Status Classification](#)

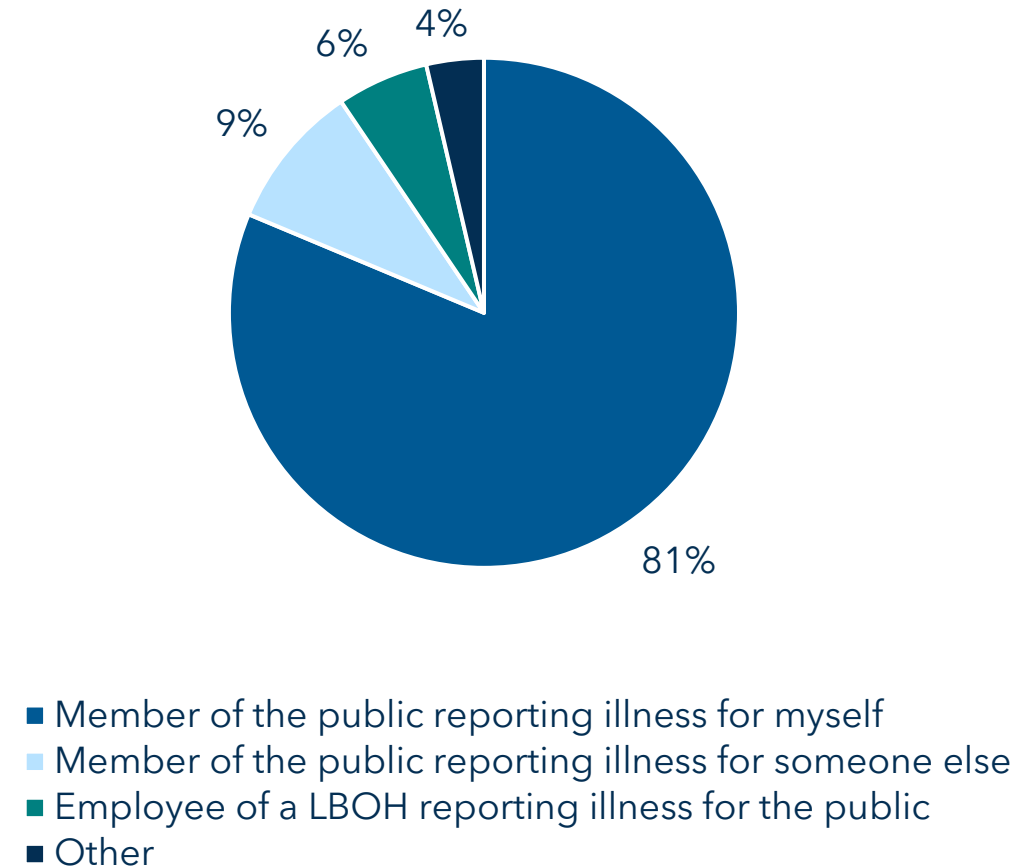
Source of complaints



Individuals using Report My Meal

- Majority (>90%) of reports received via Report My Meal are from MA residents
- Majority of submitters report learning about Report My Meal from a web-based search (50%)

Source of Report My Meal complaints



Food establishments reported

- Between January – August 2026, 346 food exposures were reported across 296 valid complaints received via Report My Meal
 - DFP recommended notifying LBOH inspectional services for 74% of food exposures

Reminder: A single FBI complaint (and Report My Meal submission) can include multiple food exposures

Outbreak detection

- So far in 2026, over 25 outbreaks have been detected via Report My Meal (40% of all reported outbreaks)
 - Includes single reports of multiple ill among a dining party, as well as multiple Report My Meal complaints for the same food establishment
- The public and LBOHs are asked to **call** if reporting multiple people ill from different households
 - Can lead to delayed investigation due to the need to contact individual for details missing from initial report

Evaluation of Report My Meal

Local Health Internship Program (LHIP) Project

During the summer of 2026, an intern within the Division of Food Protection conducted follow-up phone interviews with Report My Meal complainants, assessing:

- Number of food exposures included in initial online report
- Number of additional exposures identified upon phone interview
- Whether complainant read online instructions prior to beginning their report

Goals:

- Evaluate the accuracy and completeness of complaints received via Report My Meal
- Identify opportunities to improve online guidance for Report My Meal
- Determine if additional follow-up is needed for complaints received via Report My Meal

Project findings

- 44% (28) of complaints received via Report My Meal were missing information between 6/9/2026 and 7/17/2026
- Frequent gaps in 72-hour food histories
 - Nonspecific meals (e.g., “Burrito bowl”)
- Increase in reports containing multiple ill persons in a single dining party

LHIP summer intern recommendations

- Make consumption and onset time fields required (in addition to dates, already required)
- Automatically populate the number of "Ill person details" tabs
- Add a blank text field for additional information
- Automatically populate 3 boxes labeled "Meal 1", "Meal 2", and "Meal 3"
- Feedback polls

FAQs

“What LBOH follow up is needed for Report My Meal complaints?”

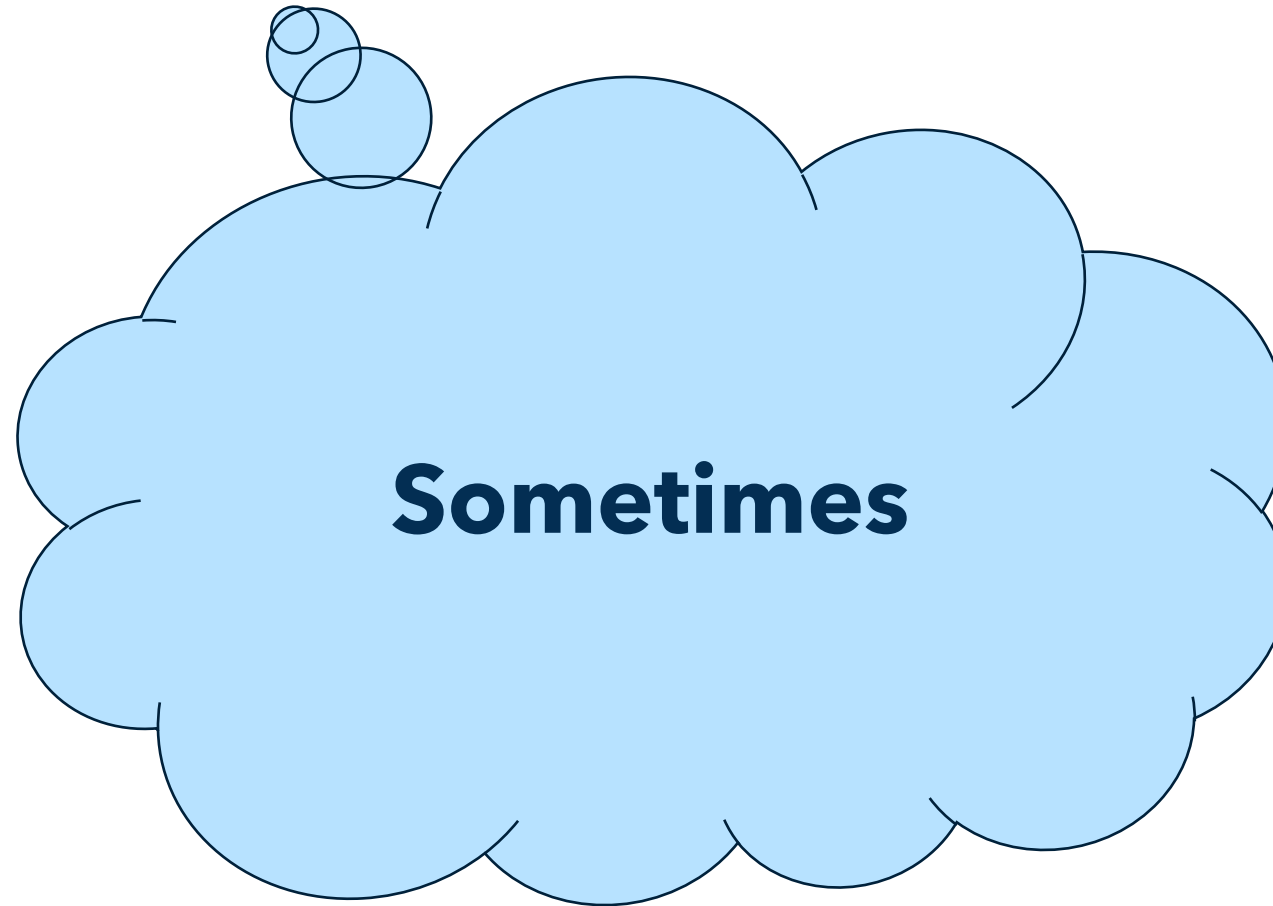


**Information review
and/or relaying
information to your
inspectional staff**

“What LBOH follow up is needed for Report My Meal complaints?”

- If the complainant lives in your town, but did not dine in your town, you can review the information for situational awareness and monitoring purposes.
- If the food history includes an exposure in your town, you can share the information with your inspectional staff for their review and follow up.
- As a reminder there is a form under the “print” option that can be downloaded to share relevant information with your inspectional staff.

"Are individuals who report illness via Report My Meal re-contacted?"



“Are individuals who report illness via Report My Meal re-contacted?”

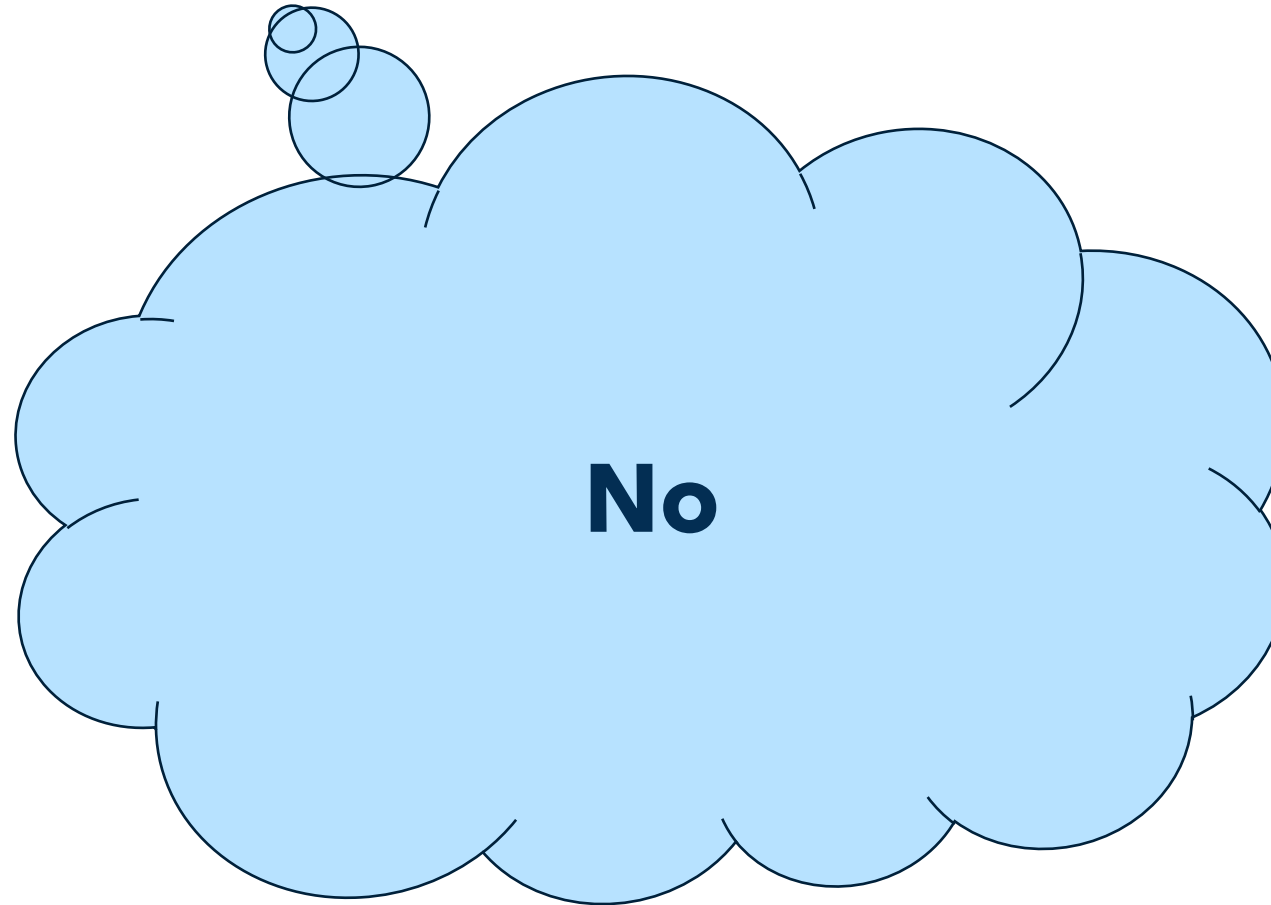
- Sometimes. If the information submitted via Report My Meal has at least one complete exposure and complete illness information, the complainant is unlikely to be re-contacted by DPH.
- If the entry is incomplete, DPH will follow up with the complainant to complete missing information and gather a more complete food history.
- If DPH is in the process of recontacting the case (left a voicemail, text, email), we will make a note in the event. Double check the event notes before reaching out to the case so efforts are not duplicated. If a LBOH such as yourselves conduct outreach, document those efforts in the complaint event so others (DPH and other LBOHs with access) are aware.

"Are inspectors required to follow up with the restaurant?"



**Confirm with your
department
policies**

"Should I fax the Foodborne Illness Complaint Worksheet to DFP?"



“Should I fax the Foodborne Illness Complaint Worksheet to DFP?”

- No, please do not fax foodborne illness complaint worksheets to DFP as a method of communicating foodborne illness complaints.
- This form has been removed from mass.gov and discontinued.
- Report My Meal is a secure way to report foodborne illness complaints to DFP and greatly reduces lag time in communication.

Promotion of Report

My Meal

Let's tell EVERYONE!

- Notification to LBOHs (January 2025)
- Promoted via social media
- Flyer developed (March 2025)
 - ...and translated into 10 languages (May 2026)
- Shared with clinicians (May 2026)



REPORT MY MEAL
Massachusetts Department of Public Health

An online system for notifying Massachusetts public health officials of foodborne illness

Foodborne illnesses can cause sudden onset of symptoms within a few hours to several days after consuming contaminated food.

Symptoms such as:

- diarrhea
- vomiting
- stomach cramps

If you think you or a family member has foodborne illness, it's important to **report the problem quickly** to public health officials.

Reporting can help prevent others from getting sick!

Learn more about foodborne illnesses and where to report them by scanning this QR code or visiting mass.gov/ReportMyMeal

DPH Bureau of Climate and Environmental Health
Division of Food Protection
Massachusetts Department of Public Health

mass.gov/ReportMyMeal



Gardner Health Department, Gardner MA · Follow

June 22 · 🌐

...

Report My Meal is an online system for reporting suspected foodborne illness to public health officials in Massachusetts. After completing an online form, the information goes to the Massachusetts Department of Public Health (DPH) where it is reviewed and shared with local health departments within the state for follow-up.

Members of the public should only use this form to report illness for themselves or someone else in their household.

<https://www.mass.gov/info-details/report-my-meal> See less



An online system for notifying Massachusetts public health officials of foodborne illness

Foodborne illnesses can cause sudden onset of symptoms within a few hours to several days after consuming contaminated food.



Symptoms such as:

diarrhea

vomiting

stomach cramps



If you think you or a family member has foodborne illness, it's important to **report the problem quickly** to public health officials.



City of Gloucester, MA

July 21 · 🌐

...

🤔 Think you have a food borne illness? Notify public health officials to get help!
🔴 REMEMBER to include more than the last thing you ate in your report 🤔. Symptoms can start within a few hours or up to several days after consuming contaminated food. The last thing you ate is not necessarily what is making you sick. The more information you provide us, the faster we can get to the root cause 🔍.

Thank you, [Massachusetts Department of Public Health](#), for this tool!

Visit mass.gov/ReportMyMeal for flyer translations and more information.
Have questions? Call our Public Health Nurse Cindy Juncker at 978-325-5266.

#GloucesterHealthDepartment See less



Sherborn Board of Health · Follow

April 6 · 🌐

...

National Public Health Week takes place every year during the first week of April! Each year, we celebrate how public health has improved our daily lives, safeguarded our families, and strengthened our communities. One core value of public health is coordination, and coordination is the backbone of safe food and disease prevention. Did you know that [Massachusetts Department of Public Health](#) launched a program where you can report suspected foodborne illness? Report My Meal directly connects the state public health to the local public health and gives power to the residents to report any suspected foodborne illnesses!

Check out <https://www.mass.gov/info-details/report-my-meal> to learn more!

#NationalPublicHealthWeek #NPHW #massachusettspublichealth See less



Ready. Set. Action!

National Public Health Week 2026



REPORT MY MEAL

Massachusetts Department of Public Health



Coordination across different agencies and between the public and public health professionals helps detect outbreaks early and protect others from potential disease.

Report My Meal is an online system used for reporting suspected foodborne illness to public health officials. Use this form to report illness for yourself or someone else in your household.



Brookline Department of Public Health · Follow

June 11 · 🌐

...

Listen to your gut. If you suspect you've got a foodborne illness, report it now at mass.gov/reportmymeal.

#ReportMyMeal #FoodborneIllness #BrooklineHealth #EnvironmentalHealth #CommunityHealth #BrooklineMA See less

Brookline Public Health & Human Services



LISTEN TO YOUR GUT. REPORT YOUR MEAL.

Report My Meal

Contact MDPH: mass.gov/reportmymeal



Ludlow Health Department · Follow

June 5 · 🌐

...

🔴 Think You Got Sick from Something You Ate? Report It! 🔴

The Massachusetts Department of Public Health has launched Report My Meal, a new online tool that makes it easy to report suspected foodborne illness to state and local public health officials.

If you experience symptoms such as:

- ✓ Diarrhea
- ✓ Vomiting
- ✓ Stomach cramps

after eating food from a restaurant, event, or other food establishment, reporting your illness can help public health officials investigate potential outbreaks and prevent others from becoming sick.

📖 Learn more or submit a report at:

<https://www.mass.gov/info-details/report-my-meal>

#FoodSafety #PublicHealth #ReportMyMeal See less

Quick reminder:
FBI complaints for disease
investigations

Reminders

- FBI complaints are what communicate food exposures reported by a case to the jurisdiction(s) of where they ate so that follow up can occur
- Creation of an FBI complaint after identifying high-risk exposures needs to take place promptly
- Guidance on how to create an FBI complaint: [FBI Complaint Tip Sheet](#)

General FBI Complaint Guidance

- ✓ Create an FBI complaint event for both in-state and out-of-state food exposures. Out-of-country exposures do not need to be included.
- ✓ Only one FBI complaint event needs to be created per person or per party.
- ✓ Multiple food exposures for an individual or party can be entered into a single foodborne illness complaint event.

DPH recommends creating an FBI complaint event in MAVEN when:

Undiagnosed



An undiagnosed individual with gastrointestinal illness reports one or more of the following in the 7 days before symptom onset:

- ✓ Eating **food prepared outside of a private residence**
- ✓ Consuming one of the following **high-risk foods**:
Unpasteurized milk, unpasteurized and unaged (<6 months) cheese, unpasteurized juice or cider, or raw shellfish or seafood
- ✓ Consuming food at an event or gathering where others are also sick

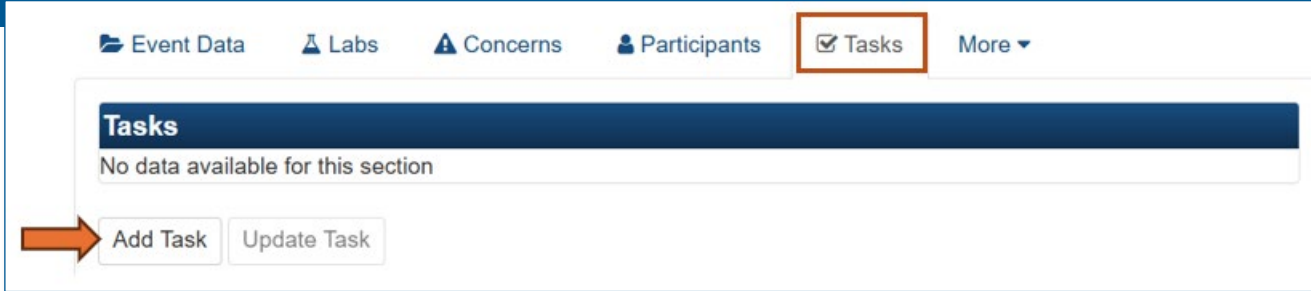
Diagnosed



A diagnosed enteric disease case reports one or more of the following during their incubation period:

- ✓ Eating **food prepared outside of a private residence**
- ✓ Consuming one of the following **high-risk foods**:
Unpasteurized milk, unpasteurized and unaged (<6 months) cheese, unpasteurized juice or cider, or raw seafood or shellfish
- ✓ Is an infant that is primarily formula fed
- ✓ Consuming food at an event or gathering where others are also sick

Requesting assistance from DPH to create a complaint

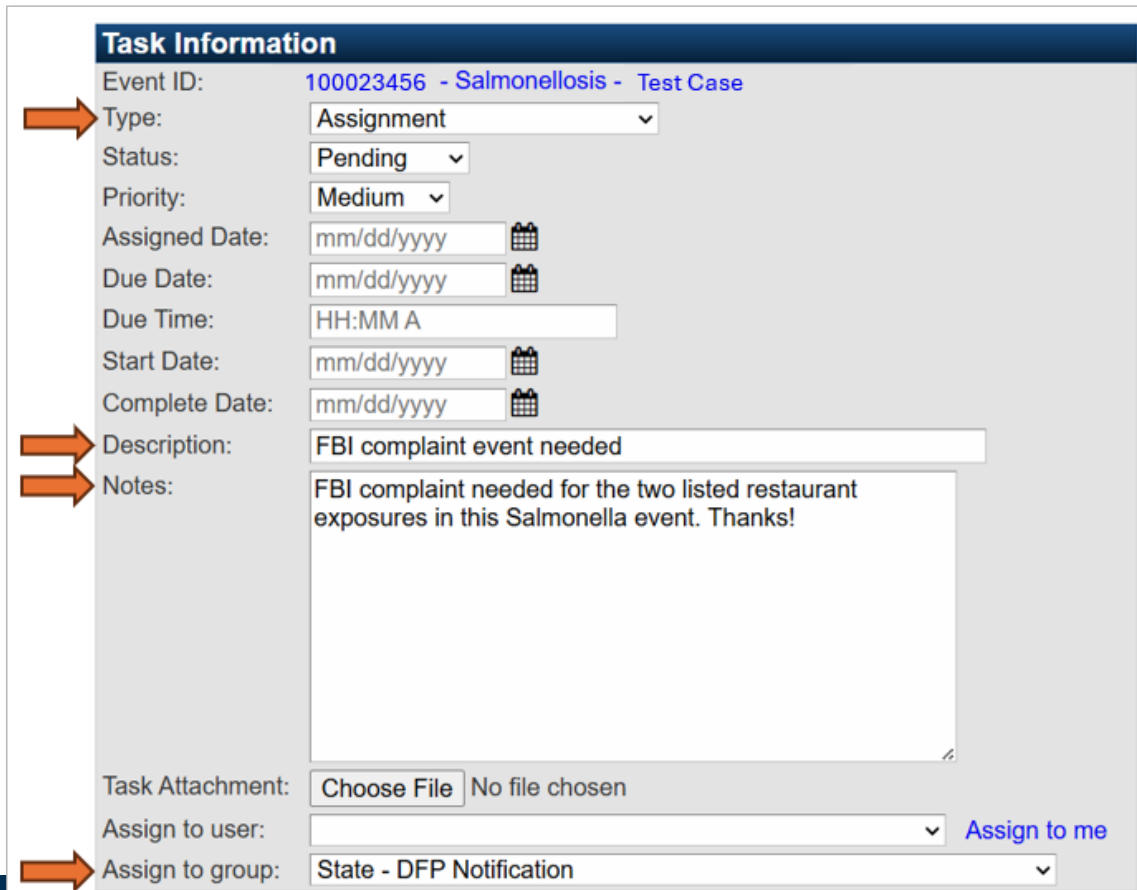


Event Data Labs Concerns Participants **Tasks** More ▾

Tasks

No data available for this section

 Add Task Update Task



Task Information

Event ID: 100023456 - Salmonellosis - Test Case

 Type: Assignment ▾

Status: Pending ▾

Priority: Medium ▾

Assigned Date: mm/dd/yyyy 📅

Due Date: mm/dd/yyyy 📅

Due Time: HH:MM A

Start Date: mm/dd/yyyy 📅

Complete Date: mm/dd/yyyy 📅

 Description: FBI complaint event needed

 Notes: FBI complaint needed for the two listed restaurant exposures in this Salmonella event. Thanks!

Task Attachment: Choose File No file chosen

Assign to user: ▾ Assign to me

 Assign to group: State - DFP Notification ▾

If you are unable to create an FBI complaint after collecting a case's food history, task the disease event to DFP

Where to learn more

Foodborne Illness Complaint Resources

MAVEN Help:

- [FBI Complaint Tip Sheet](#)
- Webinar: Foodborne Illness Complaints in MAVEN, September 2025 ([Slides](#), [Recording](#))



Where to learn more

Massachusetts Health Officer Association (MHOA) Annual Conference 10/28/26

- Foodborne Illness Complaints for Inspectors: An introduction to Report My Meal complaint intake to investigatory follow-up



MHOA 2026 Annual Conference

Sharing Insight. Celebrating Impact.

October 28 - 30, 2026

MassMutual Center - Springfield, MA