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| **Continuation of Operations Planning for DSTDP Guidance** |
| **Updated 3.18.20 at 11:00 AM** |

1. **Skeleton Staffing Schedule:** See Appendix A - DSTDP Staff Schedule and Work Locations
2. **Fieldwork (including medical chart abstraction):** See Appendix B – Fieldwork and Offsite Q & A
3. **Phone Coverage for the DSTDP Main Telephone Line:**
	* Kathleen updated the outgoing voicemail message on the Division’s main telephone line (617-983-6940) that uses language like this:

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| *"Thank you for calling the Department of Public Health Division of STD Prevention. If you are a healthcare provider who has questions about novel coronavirus, please hang up and call 617-983-6800, if you are a member of the public who has questions about novel coronavirus, please call 211. If you are calling with an urgent STD question, please hang up and call 617-983-6999, and if you have a non-urgent STD question, please leave a message here. This voicemail is not confidential. This voicemail will be checked at least three times per day."* |

* + Anne, Norma, and Sadie will periodically work in the office. An in-office work-schedule was created for them, detailing the days they will be on site and the offices in which they will work. The Division’s main line will be checked by a designee each day. It will NOT be forwarded when there is nobody sitting at the desk.
	+ Lauren will check the Division’s main line voicemail box when no one is in the office.

1. **HASP Core Duties (including working on internally-networked system**): Skeleton staff will be onsite for core duties, including eHARS maintenance and use of non-networked systems (see Appendix A).
2. **Phones:**
* All staff should update their outgoing voicemail with an out-of-office outgoing message, and any other relevant information, such as a work-issued cell phone number or the Division’s main telephone number (617-983-6940) when they need to speak to someone.

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| **How to Update Your Voicemail Box Message Remotely:*** Call your office phone number
* When the outgoing message begins, press \*
* Enter your interoffice extension and press #
	+ Your interoffice extension is your office phone number without the area code
	+ For example, Kathleen enters 983-6941
* Enter your voicemail pin and press #
* Follow the prompted directions to record a new outgoing message
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1. **Congenital Syphilis Follow-up**
	* As provider calls continue, staff should continue to pay attention to pregnancy status, maternal screening. and adequate treatment that adheres to the CDC recommended treatment guideline timeframes. Staff should continue to follow normal protocols pertaining to these types of cases, including notification and review of these cases with the Division’s public health nurse.
	* Reactor desk staff will continue to make provider calls to ascertain pregnancy status while in the office. In the event that reactor desk staff are not able to work in the office, and therefore are unable to complete these calls, the Division Director and supervisors will work to identify an interim plan that may include having other staff with remote MAVEN access make these calls.
	* Please contact Lauren Molotnikov for surveillance questions related to congenital syphilis and please contact Lila Coverstone for clinical questions and notification of pregnant women with positive lab results.
2. **Bicillin Supply**:
	* There is concern about a nation-wide Bicillin shortage. Pfizer is the only manufacturer, and shortages due to plant closure have occurred in the past. We currently have hundreds of doses available for DSTDP distribution and staff should continue to deliver Bicillin in accordance with our temporary field work strategy (see Appendix B Q&A doc, updated at least weekly, and available in the DSTDP Resource folder or by email).
	* The DSTDP Bicillin supply is being actively monitored. As supply decreases, a protocol for Bicillin distribution prioritization will be issued if necessary. This strategy will direct staff to provide TA to providers around recommended treatment guidelines, and will include distribution of Bicillin to the highest-priority, infectious patients first. If Bicillin distribution is no longer feasible, staff will advise providers to use alternative treatments (i.e. doxy) consistent with the CDC treatment guidelines.
3. **Faxes:**
	* Faxes related to specific events in MAVEN are being attached to that event. Field Epis assigned to those events will receive notification of attachments by task.
4. **Offsite Access to PACE and other learning resources:**
	* Pace trainings may be completed remotely by staff who are teleworking. PACE may be accessed on a private, non-DPH issued computer at the following web address: <https://www.pace.state.ma.us/kc/login/login.asp?kc_ident=kc0001&strUrl=https://www.pace.state.ma.us/EOHHS/default.asp>
	* [Training and Career Ladder Program](https://www.mass.gov/info-details/training-and-career-ladder-program)website: [www.mass.gov/info-details/training-and-career-ladder-program](http://www.mass.gov/info-details/training-and-career-ladder-program).
	* LinkedIn Learning <https://www.linkedin.com/learning> is available for Bargaining Unit members of NAGE, SEIU 509, and AFSCME/SEIU Local 888. To request a license, email Career Ladder Training at CareerLadderProgram@mass.gov and you will receive and email from LinkedIn with your account information (check your junk folder). Please note it may take up to a week.
5. **Clinic Referrals for Patients and Partners seeking STD care:**
	* A list of clinical sites providing STD/HIV testing and treatment services will be saved and routinely updated at the following link: <https://docs.google.com/spreadsheets/d/1HELmqgIEaWKjHgLVs1dTuxEpd7gK4Og1uGU5tPEzcig/edit#gid=0>
6. **DSTDP Partner Services and Reporting Line:**
	* Field Operations Managers will rotate responding to the DSTDP Partner Services and Reporting Line (617-983-6999).
	* FOMS will change the voicemail greeting on their assigned day to instruct callers to contact their work-issued cell phone.
	* FOMS will also check the voicemail box 3x each day on their assigned day and respond to messages left on this voicemail before close of business.
	* FOMs will also answer staff questions when staff are unable to reach their direct supervisor.
	* See Appendix C for the the FOM DSTDP Partner Services and Reporting Line rotation schedule.

**Appendix A - DSTDP Staff Schedule and Work Locations**

**Appendix B – Fieldwork and Offsite work Q & A**

**Appendix C – Field Operations Manager Rotation Schedule** (through 05/01/2020, in case it is necessary)

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| **Field Operations Manager Point Person** |
| **Date** | **Day** | **Point Person** |
| 19-Mar | Thursday | David |
| 20-Mar | Friday | Chris |
| 23-Mar | Monday | Brenda |
| 24-Mar | Tuesday | Brenda |
| 25-Mar | Wednesday | Courtney |
| 26-Mar | Thursday | Courtney |
| 27-Mar | Friday | Chris |
| 30-Mar | Monday | Brenda |
| 31-Mar | Tuesday | Brenda |
| 1-Apr | Wednesday | Courtney |
| 2-Apr | Thursday | David |
| 3-Apr | Friday | Chris |
| 6-Apr | Monday | Chris |
| 7-Apr | Tuesday | Brenda |
| 8-Apr | Wednesday | Courtney |
| 9-Apr | Thursday | David |
| 10-Apr | Friday | Chris |
| 13-Apr | Monday | Chris |
| 14-Apr | Tuesday | Brenda |
| 15-Apr | Wednesday | Courtney |
| 16-Apr | Thursday | David |
| 17-Apr | Friday | Chris |
| 20-Apr | Holiday |   |
| 21-Apr | Tuesday | Brenda |
| 22-Apr | Wednesday | Courtney |
| 23-Apr | Thursday | David |
| 24-Apr | Friday | Chris |
| 27-Apr | Monday | Chris |
| 28-Apr | Tuesday | Brenda |
| 29-Apr | Wednesday | Courtney |
| 30-Apr | Thursday | Chris |
| 1-May | Friday | David |