**Scenario**

**Yesterday**The [appropriate job role – CD nurse, clerk, Epi, etc.] receives a call from a local pediatrician’s clinic who is calling because of concern for a measles case. The clinic received a call from the mom of the child who stated they traveled to India recently. On the way back (3 days ago), the child developed a cough, runny nose, and fever. During the layover, they stopped by a traveler’s clinic that was concerned about measles and sent a PCR and serology test. The mom didn’t want to miss their flight, so they continued to Detroit. Today, the pediatrician’s office received a call from the clinic telling them the PCR and IgM were positive. Pictures of the notes and results were emailed to the office. The mom was calling [health department name] concerned about treatment and receiving a school/work excuse. Shortly after hanging up, the [appropriate job role – CD nurse, clerk, Epi, etc.] receives a second call, this time from the school regarding the child. The school states the mom called the school and informed them of the results. The child had been in school since returning from their trip but was absent today.

Unfortunately, the child also played in a school soccer tournament at the [local sports complex in your area] yesterday that had many community members and family members in attendance. The school has already informed the families of the classmates, the organizers of the tournament, and the [local sports complex in your area]. The [appropriate job role – CD nurse, clerk, Epi, etc.] tries calling the mom who confirms the details but must suddenly hang up to attend to her child. Despite repeated attempts, the [appropriate job role – CD nurse, clerk, Epi, etc.] is unable to get ahold of the mom again.

[Health department name] leadership is notified of the potential case and the [enter name of your public health EOC/command center: ex., PHECC, EOC, etc.] is activated to discuss immediate needs and emergent tasks to complete. Using the clinic notes and the mother’s initial conversation, a timeline is established. By the end of the day, [health department name] staff were able to:

* Work with teachers and school staff to identify classroom contacts who need to be excluded from school/daycare.
* Reach out to the school/[sports complex name] to receive the tournament schedule and player rosters that included phone numbers.
* Develop and issue a press release to notify the public of possible exposure times at [sports complex name] based on when the child’s team played.

The [health department name] team prepares for an onslaught of calls and inquiries from the public and develops talking points for staff and social media posts. The immunizations team begins planning for an offsite mass vaccination clinic.

[*You may choose to pause here and let staff process the possibility of a positive case in a school-aged child before moving onto “Today”.*]

**Today**After trying unsuccessfully to contact the mom several more times, an alternate phone number is found for the father who answers right away. After explaining the situation to him and starting to ask him questions about the child, he interrupts, confused, and states that his family took a trip to cabins up north, but never traveled abroad and the child is fine. When asked about the travel clinic, notes, and labs, he reveals that the mother suffers from Munchausen syndrome by proxy. She has previously made up elaborate diseases to seek attention and receive time off from work. He produces receipts for the cabin rental and family pictures that corroborate with his story.

**Intended Audience**

[Change titles as appropriate] Health Officer, Nursing Director, Nursing Supervisor, CD Nurse, EPC, Health Promotion Coord., Medical Director, Epi

**Objectives and Tasks**

1. Ensure participating staff understand the role they might fill during this type of response as well as the role/responsibilities of [agency name] as we fit into the “bigger picture” of the response.
2. Identify potential communication and/or print/digital materials needs.
3. Determine additional messaging needs. Identify materials or resources that need to be created and released.

**Possible Reference Materials**

* [MDHHS A-Z Page](https://bit.ly/3R5Y2x8) – Measles, Pg. 16
* The “Pink Book” – [Measles](https://www.cdc.gov/vaccines/pubs/pinkbook/meas.html)
* The “Purple Book”
* "Control of Communicable Diseases Manual"- 21st edition
* [Agency] CD Manual – [Include internal link to your CD plan]
* [Agency] Risk Communications Plan – [Include internal link to your plan]