

# MEMO

**Date:** September 7, 2021

**To:** All PHIMS Users, all Public Health Managers and Directors

**From:** Lynda Tjaden, Executive Director, Population and Public Health, Manitoba Health and Seniors Care

**CC:** Dr. Carol Kurbis, Medical Officer of Health, Manitoba Health and Seniors Care  
Sandeep Anand, Director, Home and Community Care, Digital Health Shared Health  
Clare Hargrave, Provincial Lead Immunization, WRHA, Population, Public Health

**Re:** **Impact of PHIMS Duplicate Client Records**

Many users are mistakenly creating duplicate client records. Duplicate client records causes the client's health history to become fragmented and inaccurate, and clients with duplicate records are unable to obtain their proof of vaccination (Vax Card, printed immunization records).

**To ensure client records are not being created unnecessarily**, start with a thorough PHIMS client search to ensure a record for the client does not already exist.

## When searching for a client record

- Ensure that the 'Include Inactive Clients' checkbox is selected to include all client records in the search. Clients may already have a PHIMS record that is set to Inactive.
- See [Searching for a Client Record](#) for additional tips when searching.

## Before creating a client record

- The client search should be conducted a minimum of three different ways prior to deciding to create a new client record. Refer to the [creating a client record](#) guide.

## When creating a client record

- Client identifiers are crucial for identifying the client now and at subsequent points of care. Enter a minimum of five client demographics as stated on the client's identification document: Last Name, First Name, Gender, Date of Birth and at least one of: address, phone number, Additional Identifier.
- Do not create the client record if five client demographics are not available.
- When creating a client with a health card number from another province, record the health card number in the Additional Identifiers field. Do NOT add out of province health card numbers in the Health Card Number field. The Health Card Number field is reserved for Manitoba PHIN numbers only.

## CLIENT MERGE requests

The new [Request to Merge Client](#) form is posted on the PHIMS website. Data integrity guidelines require a MINIMUM of 5 MATCHING client identifiers between the duplicate records to confirm the merge. Merge requests without 5 matching client identifiers will be returned to the requester, asking that additional confirmed demographic information be added to the client record(s) in PHIMS, to provide evidence of the client match.

**Need support?** If you require support with PHIMS access or PHIMS software related issues, please contact the Shared Health Service Desk at:

Email: [servicedesk@sharedhealthmb.ca](mailto:servicedesk@sharedhealthmb.ca) (please state "PHIMS" in the subject line of the email)

Phone: (204) 940-8500

Toll-free: 1-866-999-9698

*For urgent matters contact the Service Desk by phone and speak with an agent to escalate your request. Please consult with a peer supporter or trainer before logging any service requests.*