

**MEMO**

**Date:** November 30, 2020

**To:** All PHIMS Directors, Managers, and PHIMS Users

**From:** Lynda Tjaden, Executive Director, Population and Public Health, Manitoba Health, Seniors and Active Living  
Gillian Brennan, Executive Director, Clinical Digital Solutions, Digital Health, Shared Health

**cc:** Dr. Carol Kurbis, Medical Officer of Health, Manitoba Health, Seniors and Active Living

**Re:** **PHIMS – Auto-Dialer Go-Live**

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On Wednesday, November 25<sup>th</sup>, Manitoba implemented an Auto-Dialer to assist with closing older case and contact investigations. Information from the Auto-Dialer initiates updates to PHIMS records and reports based on the caller's responses.

If you receive calls in follow-up to an auto-dialer call, you can look up the client's information in PHIMS and view what was recorded as a result of the call. Based on workflow, you may need to respond to a client via follow up phone call based auto-dialer responses.

The auto-dialer uses the following introductory messages:

**Cases:** Hello <first name last name>. You are being contacted because you tested positive for COVID-19 and you did not receive a call when isolation was complete. Please stay on the line and respond to the prompts.

You were advised by public health that you needed to isolate for a minimum of 10 days and until your symptoms were resolved for 24 hours. We are following up to see if you still have symptoms. A lingering cough that is improving can occur, and loss of taste or smell can take longer to resolve. You do not need to continue to isolate if these are your only symptoms remaining. Do you have other ongoing symptoms that remain? If yes, press 1, if no, press 2. Press 8 to hear this message again.

**Contacts:** Hello <first name last name>. You are being contacted because you were a contact to a COVID-19 case and you did not receive a call when isolation was complete. Please stay on the line and respond to the prompts.

You were advised by public health that you needed to self-isolate (quarantine) for 14 days. We are following up to see if you have any questions or if you developed any symptoms. Help us to determine

how best to advise you of what you should do next. Did you develop any symptoms during your isolation period? If yes, press 1, if no, press 2. Press 8 to hear this message again.

**A. Situations where the client reports no symptoms or does not have any questions:**

The investigation (for both cases and contacts) will be automatically closed in PHIMS, with a clinical note and a follow up documenting this was done by the auto-dialer. Reports will reflect a closed investigation.

**B. Situations where the auto-dialer was unable to reach the person after 3 attempts:**

The PHIMS entry differs, based on whether it is a contact or case investigation. If it is a contact investigation, it will be automatically closed in PHIMS, with a clinical note and a follow-up documenting this was done by the auto-dialer. Reports will reflect a closed investigation.

If it is a case investigation, it will be redirected back to the region via the Investigation Disposition 'Pending-referred back to region for follow up' with a Disposition Date of today's date:

Investigation Information			
Priority:	<input type="text"/>	<a href="#">Investigation History</a>	
* Disposition:	<input type="text" value="Pending - referred back to region for follow up"/>	Disposition Date:	<input type="text" value="2020"/> / <input type="text" value="11"/> / <input type="text" value="27"/>
			yyyy / mm / dd
* Status:	OPEN	* Status Date:	2020 Nov 26

There will be a Clinical Note:

<input type="radio"/>	2020 Nov 26 13:21 CST	<a href="#">2020 Nov 26 07:34 CST</a>	Unsuccessful Auto-Dial	<a href="#">Inv 569</a>	Complete
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Note Details	
Page 2 of 2	
Note is associated with Investigation ID 569	
<b>Note ID:</b> 20866	<b>Status:</b> Complete
<b>Author:</b>	<b>Note Date:</b> 2020 Nov 26 07:34 CST
<b>Role:</b>	<b>Created Date/Time:</b> 2020 Nov 26 13:21 CST
<b>Note Type:</b>	<b>Completed Date:</b> 2020 Nov 26
<b>Subject Line:</b> Unsuccessful Auto-Dial	
Auto-Dial attempts unsuccessful. Investigation remains open.	

There will also be an Intervention Follow-Up:

<input type="radio"/>	<input type="checkbox"/>	<a href="#">Isolation</a>	Home isolation	In progress	2020 Oct 20	2020 Nov 8	Pending	Manitoba Health SDL
Follow Up Type	Disposition	Follow Up Date	Has Symptoms	Provider	Next Recurrence Date	Next Follow Up Date		
<a href="#">Telephone</a>	Completed	2020 Oct 23	Yes	COOPER, STEPHAN	-	-		
<a href="#">Electronic/text message</a>	Unsuccessful Auto-Dial	2020 Nov 26	Not Asked	-	-	-		

The Investigation changes will appear in the Regional Public Health reports (as it does now). Regional Public Health is responsible for reaching out to the case and updating PHIMS accordingly, as per current practice.

**C. In situations where the person (either case or contact) reports being symptomatic:**

The investigation is re-directed back to the relevant call center (either VCC or Red Cross) for initial screening, and escalation to the region as needed.

In these cases, the disposition will still be the call center the investigation was assigned to, but the disposition date will reflect today's date:

**Investigation Information**

Priority:

[Investigation History](#)

\* Disposition:  Disposition Date:  /  /

yyyy mm dd

\* Status: OPEN \* Status Date: 2020 Nov 26

In the Extracts received by the call center, this date will also be reflected, as if it was a new investigation.

There will be a Clinical Note:

<input type="radio"/>	2020 Nov 27 11:55 CST	<a href="#">2020 Nov 27 06:06 CST</a>	Successful Auto-Dial - Dialer response indicates symptomatic.	<a href="#">Inv 603</a>	Complete
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**Note Details**

Page 2 of 2

Note is associated with Investigation ID 603

**Note ID:** 20899      **Status:** Complete

**Author:**      **Note Date:** 2020 Nov 27 06:06 CST

**Role:**      **Created Date/Time:** 2020 Nov 27 11:55 CST

**Note Type:**      **Completed Date:** 2020 Nov 27

**Subject Line:** Successful Auto-Dial - Dialer response indicates symptomatic.

Auto-Dial attempts successful. Dialer response indicates symptomatic.

There will also be a new Follow-Up:

Interventions <span style="float: right;">↑ Hide Interventions</span>								
Row Actions: <a href="#">Add Follow Up</a>					<a href="#">Create Intervention</a>			
	Type	SubType	Disposition	Start Date	End Date	Outcome	Location	
<input type="radio"/>	<a href="#">Isolation</a>	Home isolation	In progress	2020 Nov 1	2020 Nov 30	Pending	Manitoba Health SDL	
Follow Up Type	Disposition		Follow Up Date	Has Symptoms	Provider	Next Recurrence Date	Next Follow Up Date	
<a href="#">Home Visit</a>	Completed		2020 Nov 27	-	COOPER, STEPHAN	-	-	
<a href="#">Electronic/text message</a>	Completed Auto-Dial - Call Back required		2020 Nov 27	Yes	-	-	-	

In this situation, the call center agent reaches out to the client, documents findings in Clinical Notes and follows regular workflow (either close the investigation, or escalate to Public Health).