

**MEMO**

**Date:** November 20, 2020

**To:** All Public Health Directors, Managers, and PHIMS Communicable Disease Investigation (CDI) Users

**From:** Lynda Tjaden, Executive Director, Population and Public Health, MHSAL  
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**Re:** **COVID Call Centres and On-Call PHIMS Support**

The call centres listed below have been put in place to improve Manitoba's capacity for handling increased COVID-19 cases.

<b>Call Centre</b>	<b>Responsibility</b>	<b>Workgroup</b>	<b>Investigation Disposition</b>
Deer Lodge Call Centre (Public Health COVID Call Centre)	Active Monitoring	N/A	Follow-up performed by call centre
Canadian Red Cross	Active Monitoring	N/A	Follow-up performed by Canadian Red Cross
Canadian Red Cross	Case Investigators	CRC Case Investigators	Follow-up performed by Partner Case Investigator
Statistics Canada	Contact Notification	N/A	Follow-up performed by Statistics Canada
Deer Lodge Centre Virtual	Case Investigators, Unknown Contact Notifiers	DLC Case Investigators	Follow-up performed by Partner Case Investigator

### New - On-Call Support

The volume of COVID cases has increased the need for support from PHIMS during non-business hours. As a result, new on-call supports for **critical** issues have been created. Critical issues must be called into the service desk and escalated via phone. “Critical” is defined as a situation where a person is unable to do their work. The table below outlines the availability of support for PHIMS.

For critical PHIMS issues, contact the Shared Health Service Desk at:

- 204-940-8500 (local)
- 1-855-999-9698 (toll free)

Support Type	Hours of Support	Description
Service Desk	24/7	Level 1 support: Basic technical resolution for password resets, connectivity issues, etc. If no solution is available, level 1 support can escalate to a higher tier.
Informatics Specialist	<b>Regular shift:</b> Mon-Fri, 8 a.m. – 4 p.m. <b>On-call support:</b> 4 p.m. – 9 p.m. <b>On-call support:</b> Sat-Sun and stat holidays, 8 a.m. – 9 p.m.	Level 2 support: PHIMS clinical workflow/application case and contact management.
Application Administrator (App Admin)	<b>Regular shift:</b> Mon-Fri, 8 a.m. – 4 p.m. <b>On-call support:</b> 4 p.m. – 12 a.m. <b>On-call support:</b> Sat-Sun and stat holidays, 8 a.m. – 12 a.m.	Level 2 support: User account/role provisioning, PHIMS application issues, i.e. PHIMS login issues other than password resets, unable to access features/functions within PHIMS, etc.
Application Support Analyst (ASA)	<b>Regular shift:</b> Mon-Fri, 8 a.m. – 4 p.m. <b>On-call support:</b> 4 p.m. – 8 a.m. <b>On-call support:</b> Sat-Sun and stat holidays, 24/7	Level 3 technical support: Expert technical support for back-end server support, outages, reporting/interfaces.

**Note:** “On-call support” means that critical issues are paged out to the support staff to respond. Non-critical issues are acted on during regular business hours.