

# Memo

**To** All PHIMS Users, All PHIMS Authorized Account Requestors and Sponsors

**cc** PHIMS Operations Support Team, PHIMS Project Teams

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**Date** October 23, 2019

**Subject** **Operational Change Freeze - Public Health Information Management System (PHIMS)**

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Effective Wednesday, November 6, 2019 **we will be applying an operational change freeze to the Public Health Information Management System (PHIMS)**. As of this date, no operational changes, modifications, or enhancements will be made to PHIMS. The purpose of this freeze is to avoid disrupting crucial PHIMS upgrade project activities that are currently underway.

During the freeze, users will still be able to access PHIMS as per usual and there will be no impact to system usage.

All PHIMS changes will be postponed until after the go-live of the PHIMS upgrade in the spring of 2020. Only critical changes will be exceptions to this freeze.

Further information will be shared in the coming months that will outline the new look and feel that can be expected from the PHIMS upgrade.

Service and support requests are still welcome to be submitted to the Shared Health Service Desk by phone (204-940-8500 or 1-866-999-9698) or email ([servicedesk@sharedhealthmb.ca](mailto:servicedesk@sharedhealthmb.ca)). It is advised that all users first consult with their Peer Supporters or Trainers before logging any support requests.