

MEMO

Date: January 14, 2021

To: All PHIMS Directors, Managers, and PHIMS Users

From: 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

Lynda Tjaden, Executive Director, Population and Public Health, Manitoba Health, Seniors and Active Living

Re: SMS Go-Live

Starting Thursday, January 14th, text messages will now be used to support case and contact monitoring on a daily basis, in addition to phone calls from contact tracing agents (24-7 Intouch) and automated phone messages.

Text messages for monitoring will be used in combination with support from members of the contact tracing team throughout the isolation period. The messages will provide recipients with an opportunity to confirm their isolation status, report changes in their symptoms and request direct contact from an agent.

This service augments the contact tracing team’s overall capacity and provides another option for cases and contacts to interact with public health officials.

The information received back will be updated into PHIMS and will appear in the Intervention Follow-up as: ‘SMS Completed’ or ‘SMS Completed – Call Back Required’. A comment will also be added explaining the reason.

Follow Up Type	Disposition	Follow Up Date	Has Symptoms	Provider	Next Recurrence Date	Next Follow Up Date
Electronic/text message	Completed SMS	2021 Jan 8	Yes	-	-	-
Electronic/text message	Completed SMS - Call Back Required	2021 Jan 8	Yes	-	-	2021 Jan 8

Date	Comments	Recorded By
2021 Jan 11	Contacted by SMS, Client did not respond or finish responding, incomplete response collected: -- Interaction Path: English	INTEGRTN1, ALL