

MEMO

Date: May 19, 2021

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

From: Dr. Carol Kurbis, Medical Officer of Health, MHSAL
Kathy Koschik, Manager, Public Health Systems, Digital Health Shared Health

Re: **Two New Intervention Follow up Dispositions for Active Monitoring**

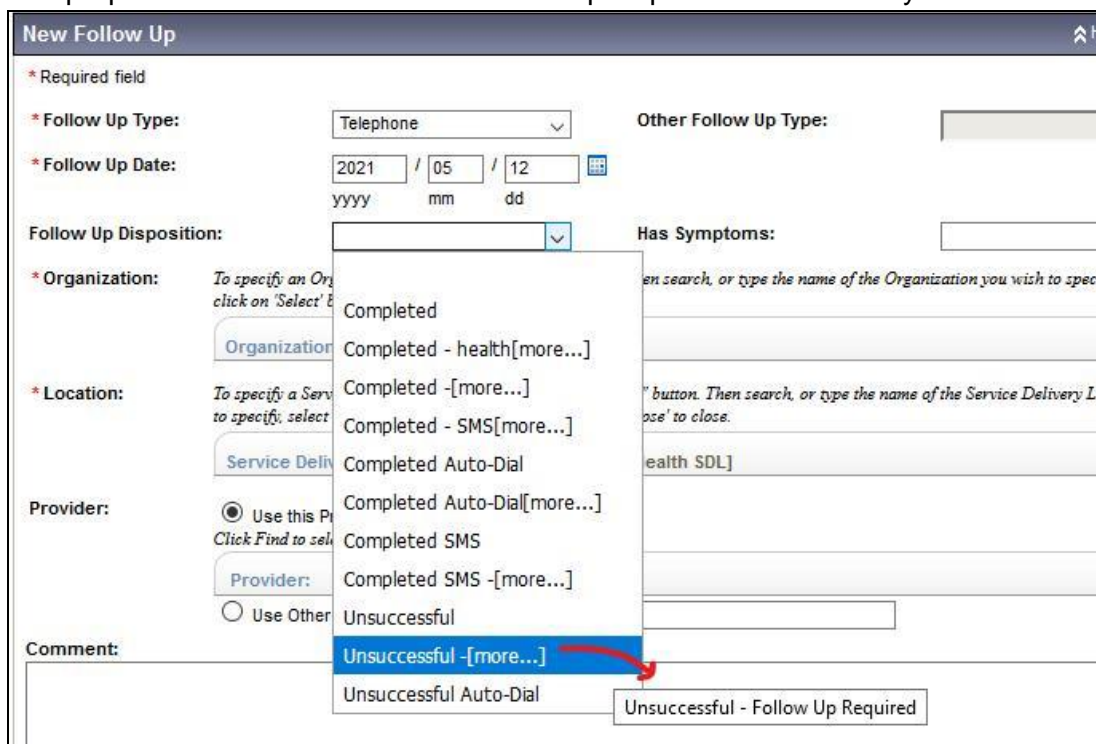
PHIMS Update - New Configuration

Two new Intervention Follow Up Dispositions have been added to PHIMS:

- 1) Unsuccessful – Follow Up Required
- 2) Completed – SMS Requested

Intervention Follow Up Disposition: 'Unsuccessful - Follow Up Required'

The purpose of this new intervention follow up disposition is for use by Active Monitoring.

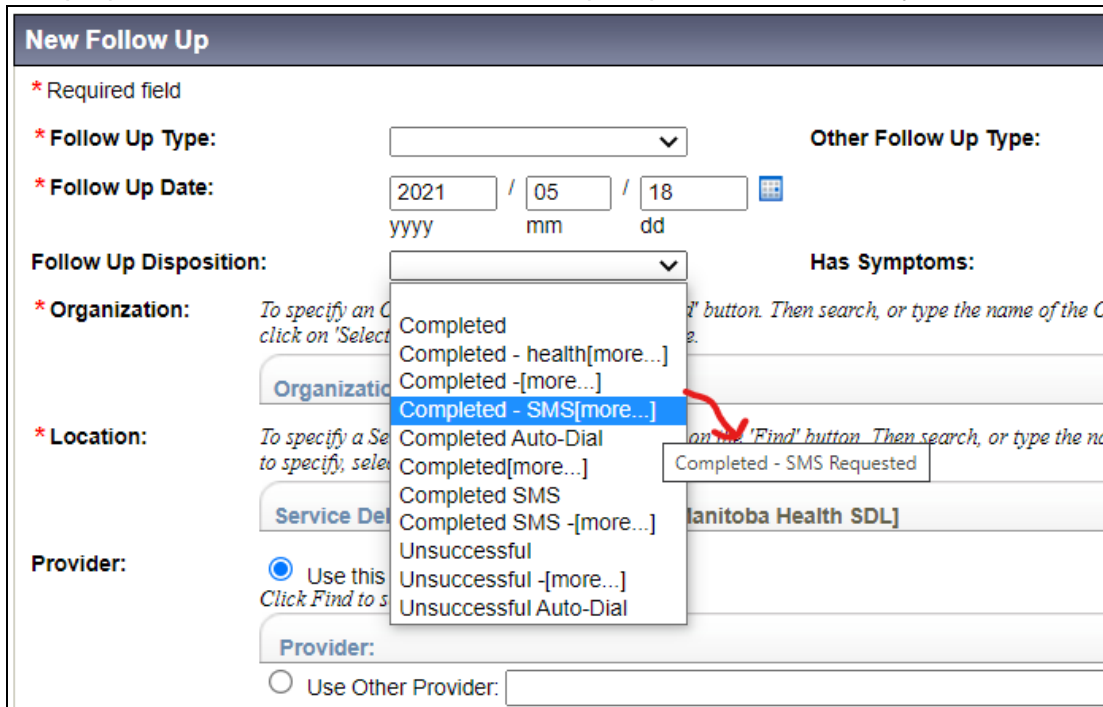


The screenshot shows the 'New Follow Up' form in PHIMS. The 'Follow Up Disposition' dropdown menu is open, displaying several options. The option 'Unsuccessful - Follow Up Required' is highlighted in blue, and a red arrow points to it from the right. Other options visible in the dropdown include 'Completed', 'Completed - health[more...]', 'Completed -[more...]', 'Completed - SMS[more...]', 'Completed Auto-Dial', 'Completed Auto-Dial[more...]', 'Completed SMS', 'Completed SMS -[more...]', 'Unsuccessful', and 'Unsuccessful Auto-Dial'. The form also includes fields for 'Follow Up Type' (set to Telephone), 'Follow Up Date' (2021/05/12), 'Organization', 'Location', 'Provider', and 'Comment'.

Why has this new intervention follow up disposition been added? The intervention disposition was created for use by Active Monitoring agents to identify unsuccessful active monitoring calls that require further follow up by Public Health Inspectors. When completing this workflow, these clients will continue to remain under active monitoring. Public Health will coordinate with Public Health Inspectors to follow up with these investigations.

Intervention Follow Up Disposition: 'Completed – SMS Requested'

The purpose of this new intervention follow up disposition is for use by Active Monitoring.



New Follow Up

* Required field

* Follow Up Type: **Other Follow Up Type:**

* Follow Up Date: 2021 / 05 / 18
yyyy mm dd

Follow Up Disposition: **Has Symptoms:**

* Organization: *To specify an Organization, click on 'Select Organization' button. Then search, or type the name of the Organization.*
 Organization:

* Location: *To specify a Service Delivery Location, click on 'Select Service Delivery Location' button. Then search, or type the name of the Service Delivery Location.*
 Service Delivery Location:

Provider: Use this Provider:
Click Find to search for a Provider.

Use Other Provider:

Completed - SMS Requested

Why has this new intervention follow up disposition been added? The intervention follow up disposition was created for use by Active Monitoring agents to opt clients into SMS (i.e. text messages) for their ongoing care. Active Monitoring agents will offer clients who have mobile phones the option of receiving their Active Monitoring via SMS. This can also be used by the regional PHNs by setting the investigation disposition to “Follow up performed by call center” and intervention follow up disposition to “Completed – SMS Requested”. Clients will receive a voice call on their first day of isolation, a contact on four days to isolation end and the last day of isolation.

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

E: servicedesk@sharedhealthmb.ca (please state “PHIMS” in the subject line of the email)
 Ph: (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.