

MEMO

Date: December 16, 2021

To: All Public Health Managers and Directors; All PHIMS Users

From: Lynda Tjaden, Executive Director, Population and Public Health, Manitoba Health and Seniors Care, Unified Public Health Operations;
Kathy Koschik, Manager, Public Health Systems, Digital Health, Shared Health

CC: Dr. Carol Kurbis, Medical Officer of Health, MHSC;
Dr. Carla Loeppky, Director Epidemiology and Surveillance, MHSC;
Debbie Nowicki, Epidemiologist, Manager, Program Privacy Officer, Population Health Surveillance

RE: **Avoiding Duplicate Records - Searching for Clients in PHIMS**

Please ensure you are not duplicating client records in PHIMS. Always take the time to perform a thorough search to find a client's existing record to update before creating a new client. Otherwise, duplicate records will cause the client's health history to become fragmented and inaccurate. Clients with a duplicate record are unable to obtain their proof of vaccination (Vax Card, printed immunization records) which is needed to:

- Visit family or loved ones in hospitals or care homes
- Access sports and entertainment venues
- Attend restaurants, bars and lounges
- Visit businesses or any other site that requires proof of immunization

The PHIMS Operations support team manually reviews and merges thousands of duplicate client records each month. Please help ensure duplicate client records are not being created unnecessarily by doing a thorough search before creating new client records.

Steps to take when SEARCHING FOR A CLIENT RECORD:

- Review the updated [Searching for a Client Record QRC](#) before searching for a client in PHIMS
- Ensure the '**Include Inactive Clients**' checkbox is selected to include all client records in the search. Clients may already have a PHIMS record that is set to Inactive.

- The Client search should be conducted a **minimum of three different ways** (e.g. PHIN, DOB, first and last name) prior to deciding to create a new client record.

Steps to take when CREATING A CLIENT RECORD:

- Review the new [Create Client Record QRC](#) for the detailed process of creating a new client.
- Client identifiers are crucial for identifying the client now and at subsequent points of care. New client records should be created with a **minimum of five client demographics** as stated on client's identification document: Last Name, First Name; Gender, Date of Birth; and at least one of the additional identifiers: Address; Phone Number; Email Address or other identifiers.
- **Do not create the client record if five client demographics are not available.**
- If the client has a health card number from another province, the health card number should be in the **Additional identifiers** field. Do **NOT** add out of province health card numbers in the Health Card Number field. That field is reserved for the **Manitoba PHIN only**.

CLIENT MERGE REQUESTS

- Please ensure you are using the updated [Request to Merge Client Form](#) for all Client Merge Requests.
- Ensure all demographical information are the same as what is in PHIMS.
- Data integrity guidelines requires a **minimum of five matching** client identifiers between duplicate records to validate the merge. Merge requests without five matching client identifiers will be returned to the requestor, asking that additional confirmed demographic information be added to the client record(s) in PHIMS.

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

Email: servicedesk@sharedhealthmb.ca (please state "PHIMS" in the subject line of the email)

Phone: (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 local peer supporter before logging any service requests.