MEMO

Date: September 22, 2021

To: All PHIMS Users, Public Health Managers, Directors, Virtual Call Centers, Lab and Surveillance Teams

From: Dr. Carla Loeppky, Director Epidemiology and Surveillance, Manitoba Health and Seniors Care

CC: Debbie Nowicki, Epidemiologist, Manager, Program Privacy Officer, Population Health Surveillance;
Lynda Tjaden, Executive Director, Population and Public Health, Manitoba Health and Seniors Care;
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Sandeep Anand, Director, Home and Community Care, Digital Health Shared Health;
Gillian Brennan, Executive Director, Digital Health Shared Health;
Kathy Koschik, Manager, Public Health Systems, Digital Health, Shared Health

RE: **PHIMS *Chlamydia and Gonorrhea* Robotic Process Automation Software Solution: GO LIVE September 20, 2021**

The Epidemiology and Surveillance Team has been working with a number of internal and external partners to develop and deploy a Robotic Process Automation (RPA) "bot" software solution. This solution is intended to:

- Automate and modernize Manitoba Health Surveillance Unit (MHSU) COVID-19 related processes, including variants of concern (VOC)
- Automate and modernize MHSU processes for select sexually transmitted infections(STIs); namely, Chlamydia and Gonorrhea

No impact to PHIMS end-users

There is no anticipated impact to the end-user other than receiving expedited lab/investigations for Chlamydia and Gonorrhea results through the PHIMS Lab Workload Report. If/when reviewing details of the chlamydia and/or Gonorrhea investigation history, please be aware of the bot user names: **Bot1, RPA** or **Bot2, RPA**.

The RPA solution for ***Chlamydia and Gonorrhea*** went live on **Monday, September 20**, following an initial phase in July 2021 that included processing of COVID-19 lab results ported into PHIMS through the interface (Cadham Provincial Lab, Dynacare and Shared Health labs).

The RPA is intended to reduce Chlamydia and/or Gonorrhea lab/case investigation processing time within PHIMS, resulting in more timely referrals to Service Delivery Organizations (SDOs).

Originally supported and funded by the COVID-19 Testing Task Force (TTF), the RPA solution software has been developed by Price Waterhouse Cooper (PwC) within the Government of Manitoba's technical environment. Substantive project planning has been ongoing in partnership with Digital Health (Shared Health) and Business Transformation Technology (BTT) and successful user acceptance testing has been completed.

Benefits

The *primary* goal of the RPA is to reduce COVID-19 and STI lab/case investigation processing time within PHIMS. As a result, timely referrals are directed to Service Delivery Organizations (SDOs) reducing and preventing transmission of COVID-19 and Chlamydia/Gonorrhea.

The secondary goals are to:

- Redirect MHSU manual processes for labs/investigations to other important and high-priority surveillance practice, such as routine data quality and training
- Enhance performance and system-based reporting for provincially notifiable communicable diseases.

Work is also underway to extend the RPA to process COVID-19 VOC laboratory results. Further communication will be circulated once the bot has been tested and approved for this deployment.

Further Assistance

The bots are programmed to fail if they encounter a pre-defined exception (e.g. missing postal code, invalid specimen collection date, incorrect encounter group, etc.). When this occurs, an automated email is directed to the MHSU inbox for pick up and manual processing by a Main Surveillance Unit Clerk.

Need support?
If you require support with PHIMS access or with the PHIMS software application, 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 to an agent to escalate your request. Please consult with a peer supporter before logging any service requests.