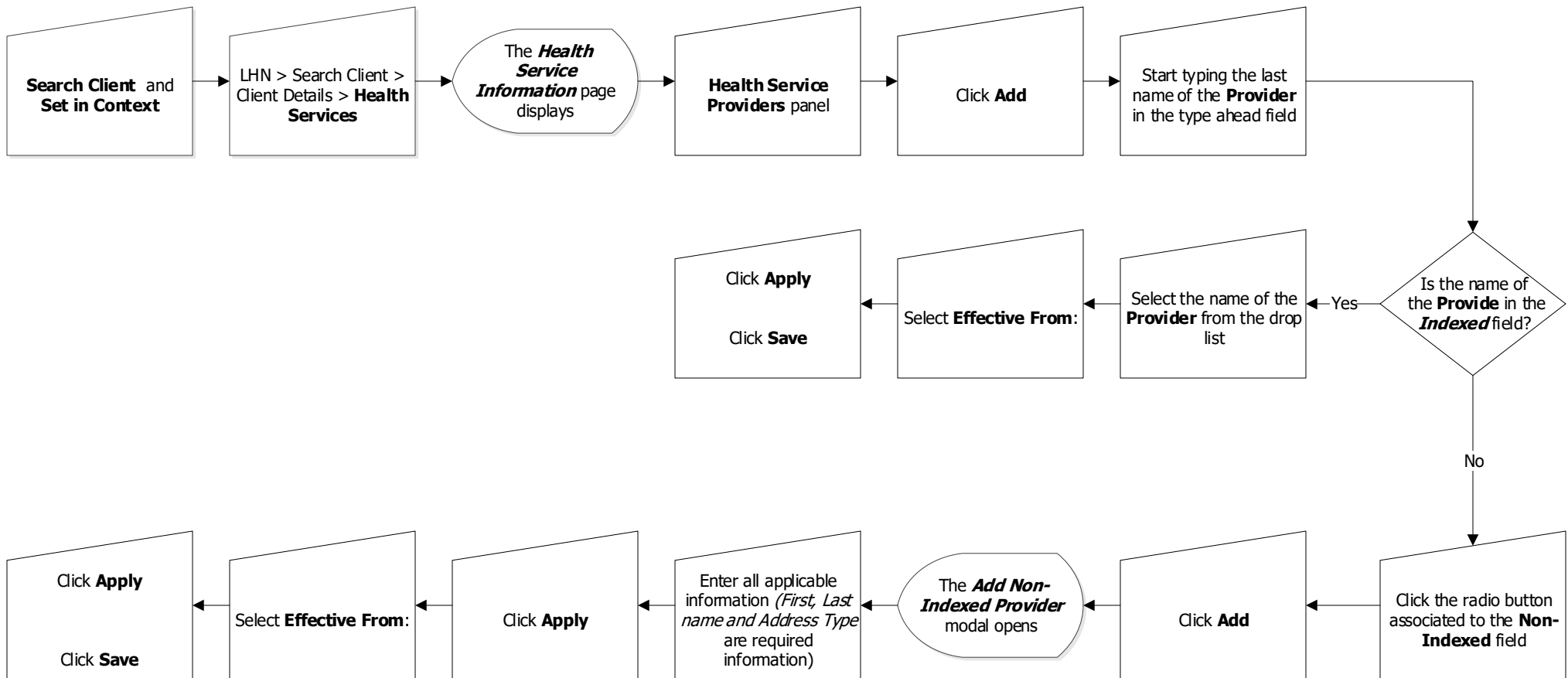




### **Points to Remember:**

- Client's Health Region and Preferred Service Delivery Location (SDL) should only be changed if the client's official registry address is correct
- Health Region and preferred SDL must reflect the current active Official Registry address postal code. Do NOT update to reflect any other type of address.
- PHIMS assigns the Health Region and preferred Service Delivery Location based on a client's postal code. This assignment is used in geography based surveillance reports and the reminder recall line list report.
- There are circumstances where postal codes overlap between public health office catchment areas, which results in clients mapped to the wrong public health office, health centre or nursing station within that shared postal code.
- The mapping algorithm to assign client SDL's has recently been updated to take into account where people receive service for a few locations significantly impacted by overlapping postal codes, which will assist with improving population counts and report results.
- Clients should only be manually re-mapped to a SDL within the catchment area of the client's official registry postal code (the public health office/health centre/nursing station that shares the postal code).
- PHIMS users can manually remap clients by following this QRC. The mapping algorithm in PHIMS will not update a client's SDL if a manual update has been made, and their registered address has not been changed. If a client subsequently updates their official registry address with a new postal code, their client SDL will be updated to their new public health office catchment area.
- There are only six Health Regions that should be selected for indexed clients in PHIMS:
  - FNIH, Manitoba
  - Interlake-Eastern Health, Manitoba
  - Northern Health, Manitoba
  - Prairie Mountain Health, Manitoba
  - Southern Health - Santé Sud, Southport, Manitoba
  - Winnipeg Health (including Churchill), Winnipeg, Manitoba
- Preferred Service Delivery Locations must be a Regional Public Health Office (PHO), First Nation Health Centre (HC) or Federal Nursing Station.
- Most postal code mappings are correct. If the entire postal code is mapped incorrectly, please create a service desk ticket to have the entire postal code remapped.





# Client Records: Service Delivery Locations

