

MEMO

Date: August 17, 2021

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

From: Contact Tracing and the Virtual Call Centre (VCC)
Dr. Carol Kurbis, Medical Officer of Health, MHSAL
Kathy Koschik, Manager, Public Health Systems, Digital Health, Shared Health;

CC: Gillian Brenan, Executive Director, Digital Health, Shared Health;
Sandeep Anand, Director, Home and Community Care, Digital Health Shared Health;

RE: **Investigations Dispositions Changes in PHIMS**

Effective **Thursday, August 19, 2021**, changes will be made to investigation dispositions in PHIMS to better reflect workflow and simplify options for users.

The reasons for these changes are:

- When the Virtual Call Centre (VCC) was initially set up, individual partner agencies were dedicated to single streams of work. Since then, the VCC has grown and improved adaptability by cross training various partner agencies (including agents from the Provincial Recruitment and Redeployment Team (PRRT) to perform the various streams of work.
- Investigation dispositions that named the partner agency will now be *deactivated* or *renamed* to reflect the stream of contact tracing.
- The change will reduce confusion and error rate while better reflecting where a file sits in the contact tracing process.

Which Investigation Dispositions are Changing?

Old Disposition	Change	New disposition
Follow up performed by Statistics Canada	Rename	Follow up by Contact Notification
Follow up performed by Call Centre	Rename	Follow up by Active Monitoring

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Follow up performed by 24-7 Intouch	Deactivate	Follow up by Active Monitoring
Follow up performed by Canadian Red Cross	Deactivate	Follow up by Active Monitoring
Follow up performed by Statistics Canada AM	Deactivate	Follow up by Active Monitoring

Who Will the Changes Impact?

- The RHAs when sending Investigations to either Contact Notification or Active Monitoring in the VCC.
- C19CI and Contact Notification agents from all partner agencies when sending cases to either Contact Notification or Active Monitoring.

What Does This Change for Me?

- When sending cases and contacts to the VCC for Active Monitoring, always use “Follow up by Active Monitoring”.
- When sending contacts to the VCC for Contact Notification, always use “Follow up by Contact Notification”.

How Does This Affect Reporting?

- Users who have access to run certain reports (e.g., the Investigation QA Report or COVID19 Record Quality Report) that have Investigation Disposition as a Report Filter will find that choices in that Filter have changed to reflect the new updates.
- All reports that have Investigation Disposition listed within the Report (e.g., Lab Results Report, Investigation Search Report), will still see the removed values if they were in the investigation, but new values (Follow up by Active Monitoring, Follow up by Contact Notification) will be inserted in place of the old values.

Questions?

- For questions related to the changes in PHIMS dispositions, please contact: CovidCTWorkloadDistribute@sharedhealthmb.ca

Need PHIMS support? PHIMS Users that require support with PHIMS access or with the PHIMS software application should contact the Shared Health Service Desk: Email: servicedesk@sharedhealthmb.ca Phone: (204) 940-8500, Toll free: 1-866-999-9698 For urgent matters, please call the Service Desk and speak with an agent to escalate your request.