



MEMO

Date: July 19, 2023

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

From: Katrina Will, Acting Provincial Director, Public Health Information Systems, Manitoba Health

CC: Dr. Carol Kurbis, Medical Officer of Health, Manitoba Health;
Kathy Koschik, Manager, Public Health Systems, Digital Shared Services, Shared Health;
Debbie Nowicki, Acting Director Epidemiology and Surveillance, Manitoba Health

RE: Redirection of CD Investigations

In our ongoing efforts to maintain the highest standards of efficiency, we would like to provide you with the following information as a reminder of the redirection process for CD Investigations. This in turn, contributes to a more efficient PHIMS platform, thorough protection of sensitive data, prevent delays, and promote accuracy of information for surveillance purposes.

The Regions and FNIHB are responsible for redirecting investigations either through PHIMS (for PHIMS users) or by fax for non-PHIMS users (e.g. FNIHB) by following the appropriate QRCs:

[Resp. Org./Inv. Case and/or Known Contact-QRC \(phimsmb.ca\)](#)

[Resp. Org. Out of Province QRC \(phimsmb.ca\)](#)

These include updates to:

- Demographic information
- Responsible Org
- Responsible Org Workgroup
- Disposition – *Pending Referral Out of Region*

When Responsible Org is set to *Out of Province* and Responsible Org Workgroup is set to *CD – Appropriate Province's Name*, the Surveillance Unit is able to detect investigations requiring redirection through PHIMS front end reports. As per existing process, the Surveillance Unit (SU) will not redirect investigations within the province. The SU will redirect to **other provinces**, including CSC.

Quick Reference Cards (QRCs) related to redirection of CD Investigations are posted on the phimsmb.ca website under [Support Tools](#) > [Public Health](#) > [Investigations](#)

Need PHIMS 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 your local peer supporter/trainer before logging any service requests.*

Sincerely,

Katrina Will
Acting Provincial Director
Public Health Information Systems
Manitoba Health