



M.O.H. Log: Communication Log - Points to Remember

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Points to Remember:

- The Communication Event Log (CEL) function in PHIMS is for documentation and tracking of on call communications and consults received by Medical Officers of Health (MOHs). Communication Event Logs (CELs) may be related to a person or to an event referred to Public Health.
- Logging into PHIMS: Log into your computer with your usual login. Log into PHIMS via the web browser "Edge". Click on the PHIMS icon or go to <https://phims.sharedhealthmb.ca>. If you are a brand new user click on the link sent to you on your email. Login to PHIMS with your Manitoba Shared Health User ID and password. For login problems contact Service Desk at 204-940-8500 or 1-866-999-9698 - 24/7. MOH's organization at login is 'Manitoba'.

- **Search for a Communication Event log:**

You do not have to use all of the following search criteria. It is recommended that you use one or two of the search criteria such as the 'date/date range' & 'logged by' fields to search for the event.

Date or date range of the event

Direction - choices are: 'After Hours MOH Consult' or 'MOH Consult', (MOH Consults will be for documentation of regular work day calls / consults.)

Type - represents the type of caller who initiated the consult. Choices are: City of Wpg, MB Conservation, Media, Nurse, Office of Disaster Management, Office of Drinking Water, Other, Physician, Public, Public Health Inspector, Public Health Nurse, Rural Municipality.

Topic - choices are: Communicable Disease, Environment, Immunization or 'Other'

Logged by: MOH / user who logged the event

'Jurisdictional organization' - **do not change the jurisdictional organization (j org)**, as this will create issues with viewing and updating the log. Maintain the default: MB Health.

- Search for a communication event. **Do not search for a client.** Ensure that you do not have a client already in context. If in the Communication Log page you have client information above the Communication Log banner – click on the [Remove Client From Context](#) hyperlink.

- **To create a Communication Event Log:**

Event Details:

Event Date / Event Time - auto-populates to present date / time. Update to the date/time of first contact if entry delayed.

Direction - choices are 'After Hours MOH Consult' or 'MOH Consult.' MOH consults will be for documentation of regular work day calls / consults.

Jurisdictional Organization - **do not change the 'j org'** as this will create issues with viewing and updating the log. Maintain the default 'MB Health'.



Points to Remember:

- **To create a Communication Event Log (continued):**

Client Information:

Client Name – note that in the client information section only the first name is mandatory. If the CEL concerns a non-person (outbreak or environmental event) the CEL can be given a first name to represent that event (for example 'Forest Fire').

Enter all relevant fields under client information. **Do not record the client / CEL address in the client information section as address will not display when viewing the created CEL or updating a CEL. (Record address in Comments box see below).** Do not perform a client search, as you cannot update their address and locating information if the client is selected from the registry.

Communication Details:

Communication Type – refers to who initiated the call; choices are: City of Wpg, MB Conservation, Media, Nurse, Office of Disaster Management, Office of Drinking Water, Other, Physician, Public, Public Health Inspector, Public Health Nurse or Rural Municipality.

Topic – choices are: Communicable Disease, Environment, Immunization or 'Other'.

Outcomes – ignore the 'Assigned task for Follow-up' and the 'Client Appointment.' Choose either 'Follow up Required' or 'No Follow-Up Required.'

However note that if follow-up is required the MOH creating or updating the event will need to notify the region by email / fax / phone call to indicate that follow-up is required and a CEL was created or updated.

Title – brief summary of the event (for example: 'Forest Fire May 15/17 Roseau River').

Comments – this box is where the address of the client / CEL is documented to ensure that the address is visible when updating a CEL. The comments box is also used for detailed documentation of the event and the disposition of the event. **Be sure to click the 'Add button beside the Comments box before clicking 'Save' or your documentation will be lost.**

- **To update a Communication Event Log:**

Each action related to the consult should be documented as a separate comment in the communication log (e.g. each phone call, referral). Write these additional notes in the Comments box under the Communication Details. **Be sure to click the 'Add' button beside the Comments box before clicking 'Save'** for each additional comment. The number of comments related to one log will be used to provide an estimate of time required for the consult.

- **To delete a Communication Event Log (made in error):**

If errors are noted after a CEL is created and saved the CEL cannot be deleted nor can the CEL's 'Event Details' or 'Client Information' be edited. If errors occur reenter the information in another CEL and request deletion of the original CEL through a service desk request. Identify the CEL to be deleted by providing information such as the CEL's 'Event Date/Time' and 'Logged By.'



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