

MEMO

Date: 5 May 2022

To: All PHIMS Pharmacy Users

From: Lynda Tjaden, Executive Director, Population and Public Health, Manitoba Health, Unified Public Health Operations
 Dr. Richard Baydack, Director, Communicable Disease Control, Manitoba Health
 Kathy Koschik, Manager, Public Health Information Management System (PHIMS), Shared Health Digital Health

CC: Clare Hargrave, COVID-19 Provincial Immunization Lead, Shared Health
 Dr. Carol Kurbis, Medical Officer of Health, Manitoba Health

RE: PHIMS Operational Processes for Pharmacists

A reminder to PHIMS pharmacy users of the following guidelines for using PHIMS in pharmacies.

Pharmacists may continue to use PHIMS to:

- ✓ Receive COVID-19 vaccine products
- ✓ Manage COVID-19 vaccine inventory
- ✓ View their client's immunization record and verify next forecasted dose
- ✓ Document COVID-19 vaccines administered at the pharmacy

Self-study materials for the above functions are posted at [Pharmacy - PHIMS \(phimsmb.ca\)](https://phimsmb.ca).

Do not use PHIMS to:

- Document doses other than COVID-19 administered at your pharmacy. Publicly funded vaccines other than COVID-19 administered at your pharmacy are tracked via the Drug Program Information Network (DPIN) system.
- Order vaccines. All vaccine products must be ordered through Manitoba Health (see email contact information below).

Contact information

• Questions about the COVID-19 vaccine program, including ordering COVID-19 vaccine products and billing	covid@gov.mb.ca
• Ordering all other vaccines	vaccines@gov.mb.ca
• Vaccine returns	Vaccine and Biologics Return Policy and Procedure (gov.mb.ca)

<ul style="list-style-type: none"> • Questions about using PHIMS, including managing COVID-19 inventory and recording/updating client immunization records 	Contact the Shared Health Service Desk by phone or email. For emails, state “PHIMS” in the subject line.
<ul style="list-style-type: none"> • System access issues related to passwords or remote access 	Contact the Shared Health Service Desk by phone.

Note: You must speak to a live agent for any issues related to password resets or changes to remote access (including changing phones or upgrades).

Reach the Shared Health Service Desk at:
 Phone: (204) 940-8500
 Toll free: 1-866-999-9698
servicedesk@sharedhealthmb.ca

Roles and Responsibilities for the Authorized Account Sponsor (AAS) and Authorized Account Requestor (AAR)

The AAS and AAR roles are an integral part of your pharmacy’s ability to manage and maintain user access to PHIMS.

The Authorized Account Sponsor (AAS)

The AAS is generally the person who has signed the Information Sharing Agreement with the Province of Manitoba to obtain your pharmacy’s access to PHIMS. The AAS/signatory ensures users at the pharmacy comply with PHIA requirements, have signed a confidentiality pledge and are entering quality data. The AAS would be notified to investigate privacy breaches and inappropriate use at the pharmacy.

The Authorized Account Requestor (AAR)

The AAR, generally the Pharmacy Manager, is authorized to request PHIMS access for users at the pharmacy. PHIMS account information is sent to the AAR and the AAR must provide that login information to the new users. The AAR ensures staff are aware of PHIMS communications. As well, the AAR is expected to support the AAS to ensure users at the pharmacy comply with PHIA requirements, have signed a confidentiality pledge, and are entering quality data.

For further detail on the AAS and AAR roles and responsibilities please see [Getting Access - PHIMS \(phimsmb.ca\)](#).

Changes to the AAS and AAR(s) at Your Pharmacy

Your pharmacy’s AAS and AARs were designated when your pharmacy started using PHIMS. The current AAS can designate new/additional AAS or AAR(s) at any time by submitting a [Change Form](#) to the Shared Health Service Desk.

If you are an AAS or AAR who is leaving the role, you can avoid delays in PHIMS service by transferring your role to your replacement before you leave.

User Access and Changes to Accounts

Requests for user access or changes **will only be processed** when they are submitted by the designated AAS or AARs that Shared Health Digital Health has on file for your pharmacy. The AAS or AAR for your pharmacy must complete the [PHIMS Account Request Form](#) and submit it to servicedesk@sharedhealthmb.ca.

User accounts must be deactivated when staff leave your pharmacy, as well as during an extended leave, such as a maternity/parental leave. The AAS or AAR at your pharmacy will need to submit the [PHIMS Account Request Form](#) when staff leave and when they return.

A reminder for pharmacies who use a shared store email that Information Technology best practice is to change any password shared with multiple members of staff when an employee leaves.

Access at more than one Pharmacy

PHIMS users who work at more than one pharmacy need PHIMS access provisioned at each individual location for inventory and billing purposes. PHIMS considers each pharmacy as an individual entity, even pharmacies that are part of the same franchise or chain. Please request PHIMS access for staff at your pharmacy even if they have access at another location.

Users who work at more than one pharmacy location

- Remote access, username and password will be the same, but the user must select the organization/location where they are currently working upon login.
- Users must confirm their Immunization Defaults are set to match the Organization (location) they selected upon login. User Defaults are not automatically updated when the Organization is selected. For example, a user's defaults will show Location B even when a user logs in at Location A.

Need support?

If you require support with PHIMS access or PHIMS software related issues, please email the Shared Health Service Desk at: servicedesk@sharedhealthmb.ca (please state "PHIMS" in the subject line of the email).

For urgent matters or password resets, contact the Service Desk by phone and speak with a live agent to escalate your request.

Phone: (204) 940-8500

Toll-free: 1-866-999-9698

Please consult with a local peer supporter before logging any service requests.