



## Immunization: *Client Warnings*

*Note: Client Warnings are a communication tool for all PHIMS users. Public Health users might document Warnings that are related to in-person care, such as home visits, that might not apply to Pharmacy immunization settings.*

*Best practice is to review all documented Warnings. Use professional judgement to determine how a Warning applies to your practice.*

### **Examples of Client Warnings**

- Safety concerns related to behavioural/physical response to immunization
  - Extreme anxiety that prevents or delays immunization
  - Flailing or pulling away from syringe
  - Combative fear response at time of immunization
  - Risk of injury to self and others from fainting
  - Provide mitigation strategies if known (distraction, topical numbing creams)
- Allergies that pertain to immunization are documented as Client Warnings (see Canadian Immunization Guide)

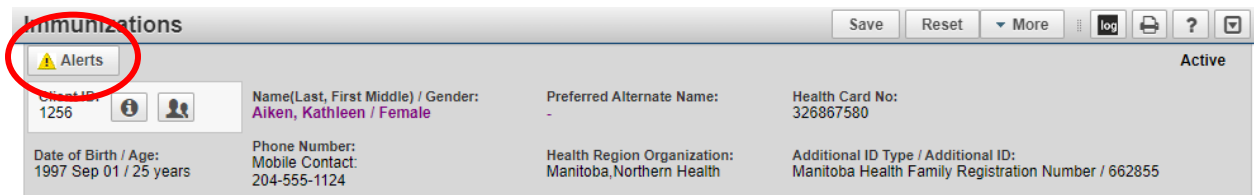
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# Immunization: *Client Warnings*

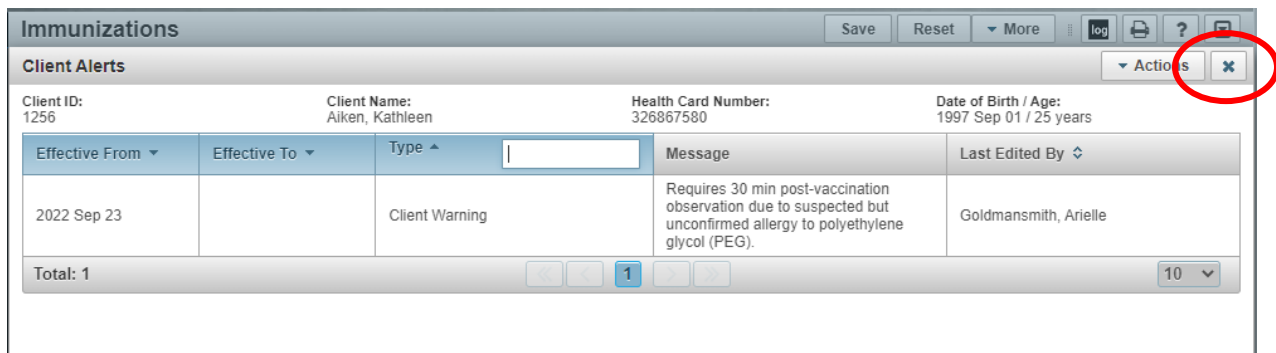
## 1. View Client Warnings on Client Immunization Profile, including High Priority Warnings

The Alerts button displays on the top left of the Client Context Header. Click the Alerts button to view the Warning.



The screenshot shows the 'Immunizations' window with a 'Client Context Header'. The 'Alerts' button, indicated by a yellow warning triangle icon, is circled in red. The header displays client information: Client ID 1256, Name Aiken, Kathleen / Female, Health Card No. 326867580, Date of Birth / Age 1997 Sep 01 / 25 years, Phone Number 204-555-1124, and Health Region Organization Manitoba, Northern Health.

The **Client Alerts** modal opens.



The screenshot shows the 'Client Alerts' modal. It displays client information and a table of alerts. The 'Close' button (X) in the top right corner is circled in red.

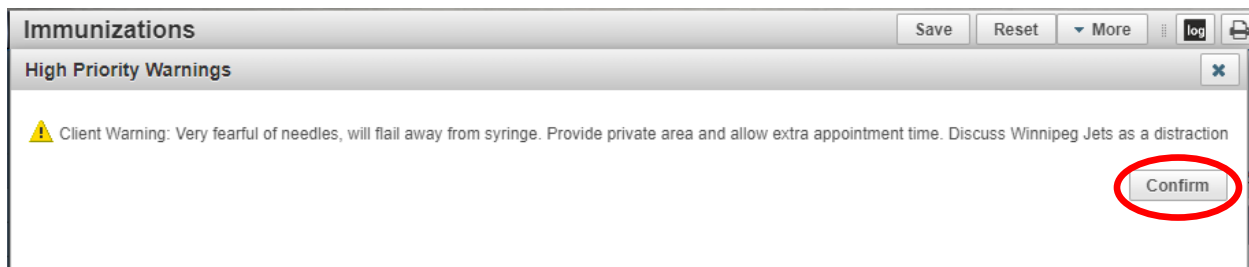
| Effective From | Effective To | Type           | Message   | Last Edited By        |
|----------------|--------------|----------------|---|-----------------------|
| 2022 Sep 23    |              | Client Warning | Requires 30 min post-vaccination observation due to suspected but unconfirmed allergy to polyethylene glycol (PEG). | Goldmansmith, Arielle |

Total: 1

Click X to close.

**High Priority Warnings** display as a pop-up that displays when the client is *set in context*. Pharmacy users will see the High Priority Warning on the Client Immunization profile.

Click **Confirm** to accept the Warning.



The screenshot shows the 'High Priority Warnings' pop-up. It displays a warning message: 'Client Warning: Very fearful of needles, will flail away from syringe. Provide private area and allow extra appointment time. Discuss Winnipeg Jets as a distraction'. The 'Confirm' button is circled in red.


After clicking Confirm, the Alerts button will continue to display on the top left of the Client Context Header



# Immunization: Client Warnings



Immunizations

SaveResetMorelogPrintHelp

 Alerts

Active

Client ID:  
5967



Name(Last, First Middle) / Gender:  
**Kimball-W-20220414, Kendra-1 / Female**

Preferred Alternate Name:  
-

Health Card No:  
348486268

Date of Birth / Age:  
1943 Feb 23 / 79 years

Phone Number:  
-

Health Region Organization:  
Manitoba, Winnipeg Health

Additional ID Type / Additional ID:  
Manitoba Health Family Registration Number / 502271


Click the **Alerts** button to view the Warning

Immunizations

SaveResetMorelogPrintHelp

Client Alerts

▼ Action



Client ID:  
5967

Client Name:  
Kimball-W-20220414, Kendra-1

Health Card Number:  
348486268

Date of Birth / Age:  
1943 Feb 23 / 79 years

| Effective From ▼ | Effective To ▼ | Type ▲         | Message  | Last Edited By ▼      |
|------------------|----------------|----------------|--|-----------------------|
| 2022 Sep 23      |                | Client Warning | Very fearful of needles, will flail away from syringe. Provide private area and allow extra appointment time. Discuss Winnipeg Jets as a distraction | Goldmansmith, Arielle |

Total: 1

1

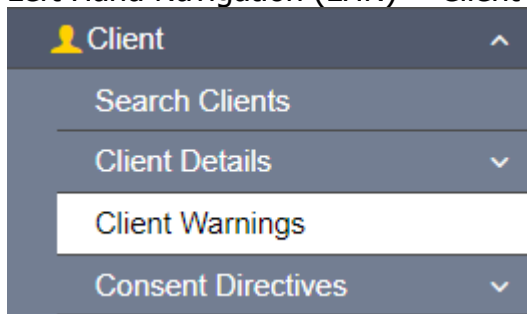
10▼

Click X to close.



## 2. Add a Warning

From the Client Immunizations page, open the Client Warnings page  
Left Hand Navigation (LHN) > Client > Client Warnings



The **Client Warnings** page displays. Click **Add**.

A screenshot of the 'Client Warnings' page. At the top right are buttons for 'Save', 'Reset', 'log', a printer icon, a help icon, and a refresh icon. Below these is a client information section with fields for 'Client ID: 5967', 'Name (Last, First Middle) / Gender: Kimball-W-20220414, Kendra-1 / Female', 'Preferred Alternate Name: -', 'Health Card No: 348486268', 'Date of Birth / Age: 1943 Feb 23 / 79 years', 'Phone Number: -', 'Health Region Organization: Manitoba, Winnipeg Health', and 'Additional ID Type / Additional ID: Manitoba Health Family Registration Number / 502271'. Below this is a 'Client Warnings' section with a message 'To create a new record click Add.' and an 'Add' button circled in red.

The **Add Client Warning** modal opens.

- The **Effective From date** defaults to current date
- Document the details of the warning in the **Message** field.

Click **Apply**.

A screenshot of the 'Add Client Warning' modal. It has buttons for 'Apply', 'Reset', a printer icon, and a close icon. The 'Effective From' field is highlighted with an orange box and contains '2022/09/23'. The 'To' field contains 'yyyy/mm/dd'. There is a 'High Priority' checkbox. The 'Message' field is highlighted with a green box and contains the text 'Requires 30 min post-vaccination observation due to suspected but unconfirmed allergy to polyethylene glycol (PEG)'. Below the message field is a character count '(135 characters remaining.)'. At the bottom right are 'Apply' and 'Reset' buttons.

The Warning is added to the Client Warnings page.  
Click **Save**.

# Immunization: Client Warnings

**Client Warnings** Save Reset log ?

**Active**

Client ID: 1256 Info Person Name (Last, First Middle) / Gender: Aiken, Kathleen / Female Preferred Alternate Name: - Health Card No: 326867580

Date of Birth / Age: 1997 Sep 01 / 25 years Phone Number: 204-555-1124 Mobile Contact: 204-555-1124 Health Region Organization: Manitoba, Northern Health Additional ID Type / Additional ID: Manitoba Health Family Registration Number / 662855

**Client Warnings** ↑

Add

Update View Delete

|                       |                   | Effective From | Effective To | Message   | High Priority |
|-----------------------|-------------------|----------------|--------------|---|---------------|
| <input type="radio"/> | <span>Info</span> | 2022 Sep 23    |              | Requires 30 min post-vaccination observation due to suspected but unconfirmed allergy to polyethylene glycol (PEG). |               |

Total: 1 1 10

Successful update message displays.  
Alerts button now displays on the Client Context Header.

**Client Warnings** Save Reset log ?

Alerts **Active**

Client ID: 1256 Info Person Name (Last, First Middle) / Gender: Aiken, Kathleen / Female Preferred Alternate Name: - Health Card No: 326867580

Date of Birth / Age: 1997 Sep 01 / 25 years Phone Number: 204-555-1124 Mobile Contact: 204-555-1124 Health Region Organization: Manitoba, Northern Health Additional ID Type / Additional ID: Manitoba Health Family Registration Number / 662855

Client Warnings was successfully updated.

**Client Warnings** ✓ ↑

Add

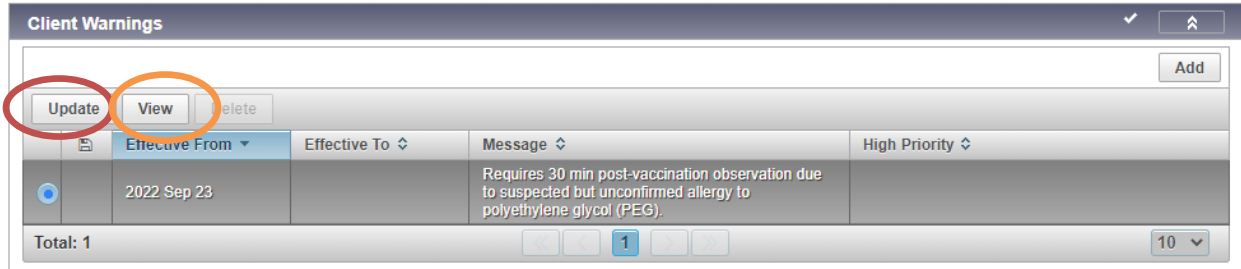
Update View Delete

|                       |                   | Effective From | Effective To | Message   | High Priority |
|-----------------------|-------------------|----------------|--------------|---|---------------|
| <input type="radio"/> | <span>Info</span> | 2022 Sep 23    |              | Requires 30 min post-vaccination observation due to suspected but unconfirmed allergy to polyethylene glycol (PEG). |               |

Total: 1 1 10

### 3. Update and View functions

Pharmacy users have the option to View and Update. These options are less commonly used and may not apply in Pharmacy immunization settings.

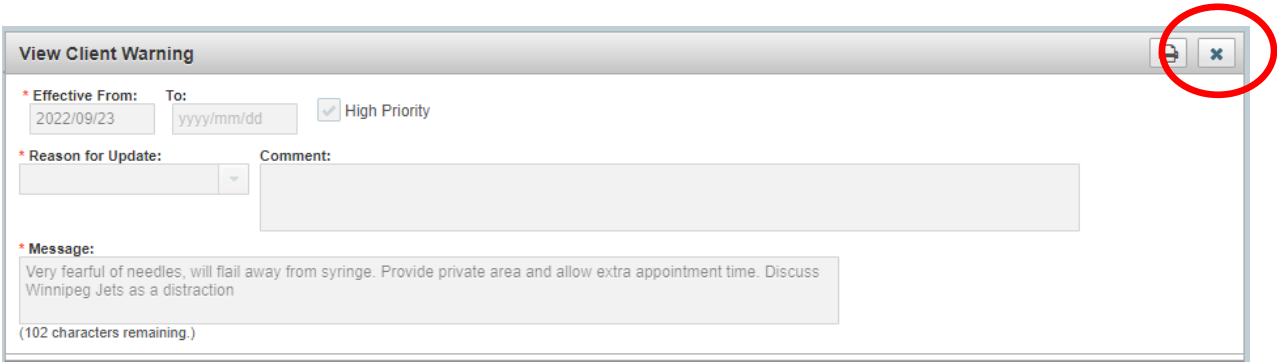


| Effective From | Effective To | Message   | High Priority |
|----------------|--------------|---|---------------|
| 2022 Sep 23    |              | Requires 30 min post-vaccination observation due to suspected but unconfirmed allergy to polyethylene glycol (PEG). |               |

**Update** offers the opportunity to add an Update Comment. The Update Comment field does not allow for on-going notation. The choices listed in the Reason for Update dropdown relate to marking the Warning as no longer applicable.

**View Client Warning** displays the initial Warning message and an Update comment if added.

Click X to close.



Effective From:

To:

High Priority

Reason for Update:

Comment:

Message:

Very fearful of needles, will flail away from syringe. Provide private area and allow extra appointment time. Discuss Winnipeg Jets as a distraction