

Client Records: Search Client Record

Best practice start by entering the client's 9 digit **Manitoba Health Number (PHIN)**

Enter the 9 digit **Health Card Number** in the **Client Number** field, select **Health Card Number** from the **Client Number Type** drop list

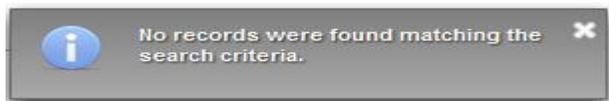
The screenshot shows the 'Search Clients' interface. The 'Client Number' field contains '555888111'. The 'Client Number Type' dropdown menu is open, showing 'Health Card Number' selected. The 'Search' button is circled in green. Other fields include 'Last Name', 'Middle Name', 'Gender', and a 'Select' section with checkboxes for 'Inc' and 'Us'.

OR by **Client ID** when available

The screenshot shows the 'Search Clients' interface. The 'Client Number' field contains '7711003'. The 'Client Number Type' dropdown menu is open, showing 'Client ID' selected. The 'Search' button is circled in green. Other fields include 'Last Name', 'Middle Name', 'Gender', and a 'Select' section with checkboxes for 'In' and 'U'.

Click **Search**

If the **'No records were found matching the search criteria'** message displays, modify the search.



Ensure to remove the previously entered search criteria prior to searching, click **Reset**

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Search using the **Additional ID** client number type. This searches by the following identifiers, example:

- Manitoba Health Family Registration Number (6 digits) – found on the Manitoba Health Card
- Health Card Number from other provinces
- Medical Record Number
- Citizen/Immigration Identification Number
- RCMP Regiment Number
- Veterans Health Identification Number
- Treaty Number

Enter the number in the Client Number field and select Additional ID from the Client Number Type drop list, (the number can have letters within it), click **Search**

If the **'No records were found matching the search criteria'** a message displays, modify the search.



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Search: (there are multiple ways to search for a client in PHIMS)

- **Last Name & First Name** (also invert the First Name for Last Name, or combine both First and Last name, e.g. Karen Smith, Karen Smith. The client’s name might have been created incorrectly)
- **First Name & Date of Birth**
- **First Name & Date of Birth Range (Effective From: To)**
- **Telephone number**
- **First Name & Age**
- **First Name & Gender**
- **Pseudonym** (e.g. Bill and not William or client might be using alias e.g. Rabbit)
- **Maiden Name & First Name**
- **Maiden Name & First Name & Date of Birth**

If the “**Too many search results found. Please refine the search criteria and try again**” message will displays.



If the exact spelling of the client’s name is unknown, use *wildcards* or *placeholders* to search.

Wildcard search, use the percentage sign (%) to improve search results. Entering a % at the beginning, end or a partial name it the name field will look for results that begin with the letters before or after the %.

(e.g. Smi% will return names such as: Smith, Smitherman, Smiel, etc)

Note: Using a percentage sign % in a blank name field is not permitted, as it will negatively impact system performance

Try searching different variations using the wildcard:

A screenshot of the "Search Clients" web interface. The "Basic Search Criteria" section includes fields for "Last Name:" (containing "Smith%"), "First Name:" (containing "K%"), "Middle Name:", "Gender:", and "Date of Birth:" (containing "1999/01/01"). A "Search" button is circled in green in the top right corner. The "Date of Birth" field is highlighted with a purple box, and the "Last Name" and "First Name" fields are highlighted with red boxes.

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Client was created with First Name combined with Last Name. (e.g. Karen Smith, Karen Smith)

Search Clients [Search]

Basic Search Criteria

Client Number: Client Number Type:

Last Name: First Name:

Middle Name:

Gender:

Choose one:

Date of Birth:

Effective From: To:

Select a

Inc

Inc

Us

Placeholders can also be used if the exact spelling is not known (e.g. Kar_n for Karyn or Karen)

Search Clients [Search]

Basic Search Criteria

Client Number: Client Number Type:

Last Name: First Name:

Middle Name:

Gender:

Choose one:

Date of Birth:

Effective From: To:

Select a

Inc

Inc

Us

Search by **Telephone number**

Age: Year(s)

None of the above

Telephone Number:

Country: Number: x

Health Region Organization: Exact Match

Best practice is to search for the client at least 3 times before assuming that there isn't a file.