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
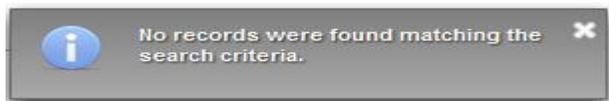

OR by **Client ID** when available

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**

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.

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.

Too many search results found. Please refine the search criteria and try again.

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:

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

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

Search by **Telephone Number**

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