

# MEMO

**Date:** April 14, 2023

**To:** All PHIMS Pharmacy Users

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**RE:** Reminders and tips - PHIMS Pharmacy users

In our ongoing efforts to maintain the highest standards of security and efficiency, we would like to provide you with the following information as a reminder to ensure a smooth, accurate, and secure user experience. These guidelines will help contribute to a more secure and efficient PHIMS platform, leading to an improved overall experience for pharmacy users and more thorough protection of sensitive data.

## Login

To log into PHIMS:

- 1) Go to the URL: <https://phims.sharedhealthmb.ca>
- 2) Enter your Username and Password.
- 3) Enter your two-factor authentication in one of two ways:
  - SMS Verification Code: a code is sent by text message to the mobile phone that is registered for the service. OR
  - Imprivata ID App: a notification on your smartphone app requesting your login approval.
- 4) Click the PHIMS log-on button

## Working at more than one pharmacy

If you work at more than one pharmacy, you must be provisioned with a PHIMS account at each individual site where you work. Each pharmacy is an individual entity in PHIMS, and your PHIMS access is not interchangeable between locations. Always ensure you select the log-in organization and service delivery location for the physical location where you are currently working.

## Two-Factor Authentication

PHIMS uses two-factor authentication (also referred to as “Imprivata”) as an extra layer of security.

Two-factor authentication is required for all users who do not use Manitoba’s Provincial Data Network.

*Note: Your two-factor authentication will auto-expire after 3 months of inactivity.* If it has expired, or you would like to change your mobile phone number or the Imprivata smartphone app associated with your account, please call the Shared Health Service Desk at 204-940-8500 or 1-866-999-9698 and speak with an agent to clear your enrollment and set up the process again.

## Password Resets

Your PHIMS password will expire every 90 days. If you have an expired password or have forgotten or entered too many incorrect passwords, you will need to call the Shared Health Service Desk for assistance. It is recommended to also ask the agent to check the status of your two-factor authentication in case it has expired as well.

If your call to the Shared Health Service Desk is urgent, please stay on the line to escalate your request. Do not leave a voicemail or send password reset requests by email. All password or two-factor authentication issues will require the services of a live agent.

## Authentication Questions

This is a separate Authentication Questions document that must be submitted by each new PHIMS user when their account is provisioned. These are security questions used by the Shared Health Service Desk agents to verify your identity when they are asked to perform a password reset. Please ensure your profile has updated Authentication Questions. Users who do not have Authentication Questions on file can request the form be sent to them via email.

## Reminders

Pharmacists may use PHIMS to:

- Receive COVID-19 vaccine products
- Manage COVID-19 vaccine inventory
- View clients' immunization records and verify the next forecasted dose
- Document COVID-19 vaccines administered at the pharmacy

Pharmacists may **NOT** use PHIMS to:

- Document doses other than COVID-19 vaccines administered at your pharmacy. Those should be entered via the Drug Program Information Network (DPIN) system.
- Enter vaccines onto a person's immunization record that were administered by other health care providers.
- Order vaccines. At this time, pharmacists cannot order vaccine products in PHIMS.

## Training Materials

Training Materials for the above functions are available at [www.phimsmb.ca](http://www.phimsmb.ca) under Support Tools -> Pharmacy.

## Support

If you have a support request that is non-urgent, you can submit an email with "PHIMS" in the subject line to [servicedesk@sharedhealthmb.ca](mailto:servicedesk@sharedhealthmb.ca).

Always ensure to send the email from the same address listed on your initial account sign-up. If this account is a non-corporate account, such as Gmail, Yahoo, etc., please also include the name of your pharmacy in the subject.

## Other Support Resources

|  |   |
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| Questions about the COVID-19 vaccine program, including ordering and billing | <a href="mailto:covid@gov.mb.ca">covid@gov.mb.ca</a>                          |
| Ordering other vaccines  | <a href="mailto:vaccines@gov.mb.ca">vaccines@gov.mb.ca</a>                    |
| Vaccine returns  | <a href="#">Vaccine and Biologics Return Policy and Procedure (gov.mb.ca)</a> |

*If you require support with PHIMS access or PHIMS software related issues, please contact the Shared Health Service Desk at: [servicedesk@sharedhealthmb.ca](mailto:servicedesk@sharedhealthmb.ca) (please state "PHIMS" in the subject line of the email). For urgent matters contact the Shared Health Service Desk by phone and speak with a live agent. Phone: (204) 940-8500, Toll-free: 1-866-999-9698. Do not leave a voicemail for urgent needs/requests.*