Points to Remember:

- Unknown contacts are clients that have been identified by the case but cannot be found in PHIMS.
- Every Unknown Contact added to a case investigation **requires** a separate transmission event. Unknown Contacts cannot be added without a transmission event.
- If the exact start date is not certain, click the check box beside Estimated
- There may be several Transmission Events (TE) in the *Transmission Event Summary*. Click the (+) to open more information about the contact associated with a particular TE.
- Address is required on all Transmission Events (TE) where applicable to a defined setting at a minimum record Street name (and number if available), City, and Province. Other address details can be inputted if available.
- All documentation of case/contact attempts for unknown contacts is recorded in the 'Disposition Details' box. Each entry should be dated and signed and subsequent entries should be added at the bottom, so that the dates appear in sequential, ascending order.
- Two client-specific identifiers are required to create a known contact (or convert an unknown contact to client) and must be confirmed by the case or the contact themselves. (E.g. full name, date of birth, PHIN, or home address confirmed by the client).

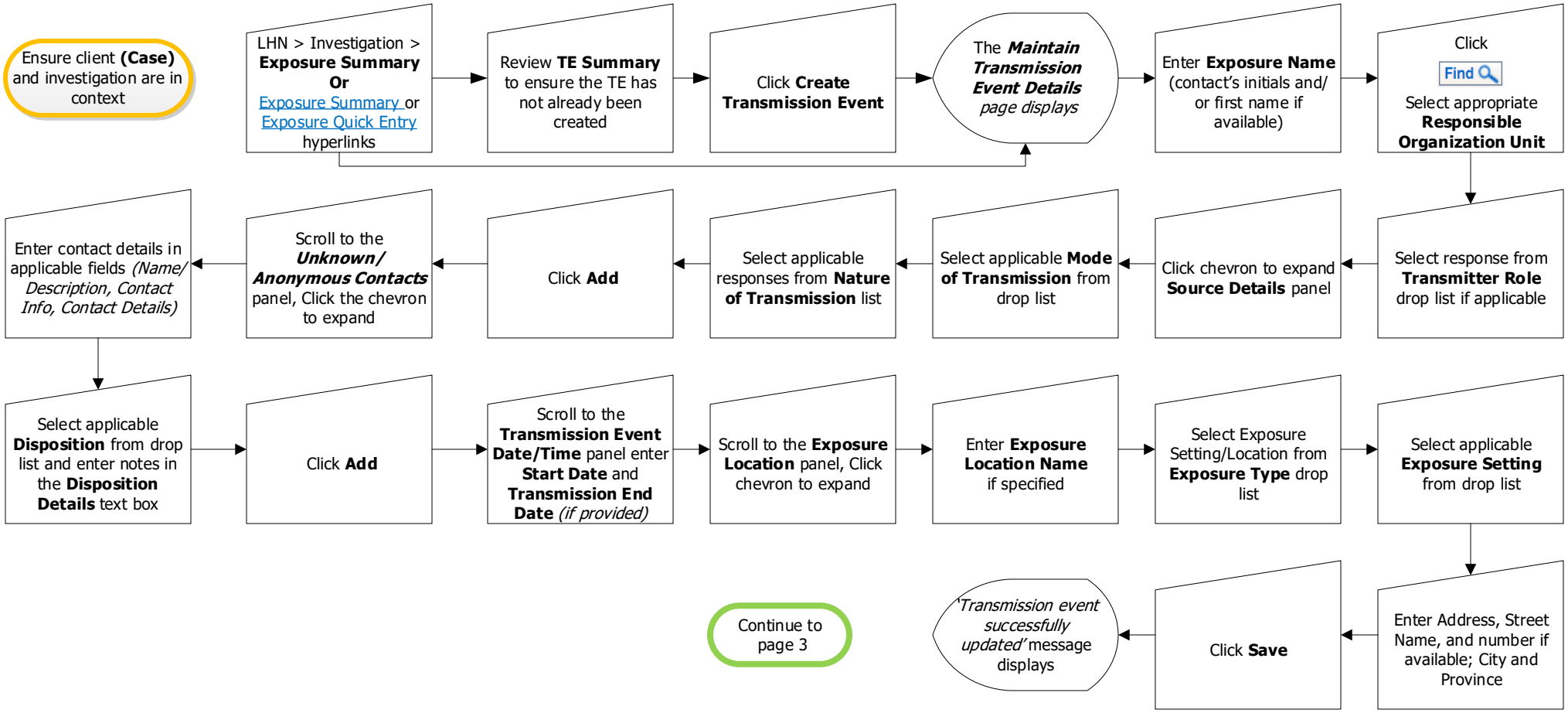
Footnotes:

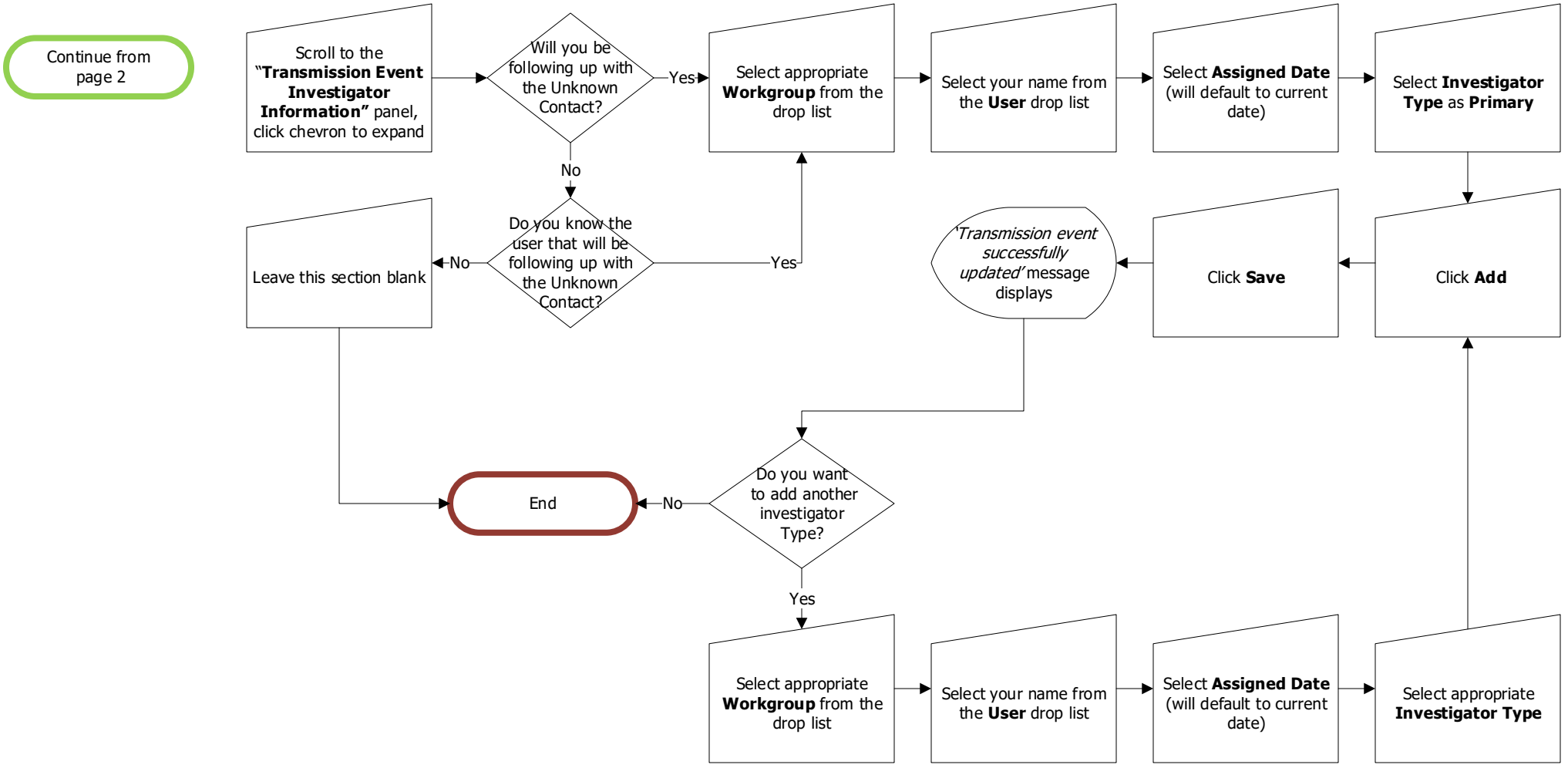
1 The Responsible Organization Unit is the Regional Health Authority that is following up on this Unknown Contact's investigation. If unknown contact is living out of province, territory, country or Correctional Service Canada. Select "Out of Province" from the drop list and Disposition as "Pending – referral out of region".

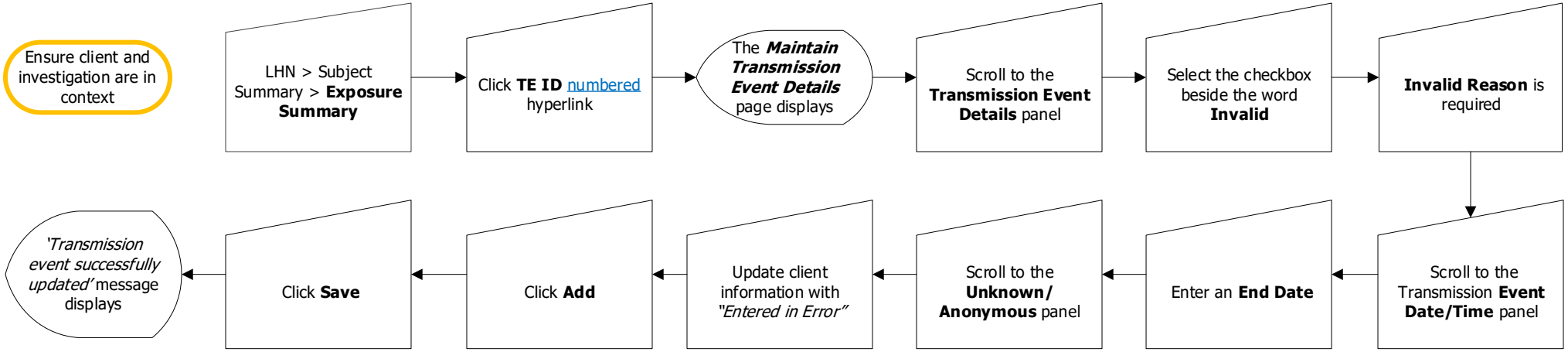
2 If no Transmission Start Date is noted, enter the date: 1900/01/01

Investigations:
TE Unknown Contact - Add
Page 2

QRC




Continue from page 2
Scroll to the "**Transmission Event Investigator Information**" panel, click chevron to expand
Will you be following up with the Unknown Contact?
Yes
No
Select appropriate **Workgroup** from the drop list
Select your name from the **User** drop list
Select **Assigned Date** (will default to current date)
Select **Investigator Type** as **Primary**
Click **Add**
Click **Save**
'Transmission event successfully updated' message displays
Do you know the user that will be following up with the Unknown Contact?
No
Yes
Leave this section blank
Do you want to add another investigator Type?
No
End
Yes
Select appropriate **Workgroup** from the drop list
Select your name from the **User** drop list
Select **Assigned Date** (will default to current date)
Select appropriate **Investigator Type**



Points to Remember:

- Any potentially identifiable information entered on the TE (eg. Names or intials for the Exposure name) should be cleared/replaced with "Entered in error"