

1.1. Purpose

The purpose of this guide is to document the procedures that are suggested to be used by all Public Health Information Management System (PHIMS) users in the event that there is an interruption in the availability of the Investigations / Immunization / Inventory Modules. There may be a number of situations that disrupt the availability of PHIMS including:

- System maintenance / upgrades.
- Power failures.
- Computer / network failures.

1.2. Background

PHIMS is an integrated, electronic public health record developed to improve and support management of communicable disease cases, outbreaks, immunizations, and inventory. The system also provides work management and notifications to support these key functions. Authorized health-care professionals and administrative staff use PHIMS to collect, share and analyze a wide range of health information critical for managing communicable diseases, outbreaks, and immunizations. Authorized users access the application securely via the Internet. Public Health practitioners must be able to continue delivery of Public Health Investigations-Immunizations-Inventory in the event of a system interruption by using alternate means to compensate for the impacts of a system outage.

1.3. Scope

The scope of the procedures documented in this guide reflects the needs of public health practitioners working in Southern Health – Santé Sud in the event that there is a PHIMS system outage.

1.4. Definitions Downtime Procedure

A downtime procedure supports a business process in lieu of the availability of automated functions normally provided by PHIMS. The downtime procedure is typically a series of additional manual steps, but may include the use of alternate support systems, assuming they are not impacted by the same system outage.

1.5. Recovery Procedure

A recovery procedure is used after PHIMS becomes available in order to make the information in the system consistent with the current state of a process that had been supported by a corresponding downtime procedure during an outage by updating the system with information

documented or queued during the outage.

Note: have a copy of the Manitoba Health Surveillance forms / Immunization Consent form at all times:

- Communicable Disease Control Investigation form
- STI Case Investigation Form
- STBBI Contact Investigation Form
- Hepatitis B and C, HIV, and Syphilis Investigation Form
- Vaccine Preventable Disease Investigation Form
- VTEC (Shiga toxin-producing) E.coli food recall questionnaire
- Salmonella Food Recall questionnaire
- Hepatitis A Questionnaire
- Invasive Listeriosis Questionnaire
- Tick-Borne Disease Clinical Case Report Form
- West Nile virus Human Case Investigation Form
- Report of Suspected Rabies Exposure
- Adult and Child Immunization Consent Form
- Child Immunization Consent Form

SH-SS Central Intake will be notified by fax of lab/investigation referrals by Manitoba Health Surveillance Unit.

Central Intake:

- Track on paper (or excel) incoming lab results received by Surveillance Unit
- Determine client address listed on Lab Result
- Use paper (or excel) process track where the lab results are being sent
- Fax Lab results to designated area Communicable Disease (CD) Coordinator

CD Coordinator:

- Review lab results (e-chart) if possible
- Determine client address
- Document on paper copy of the applicable MB Health Surveillance form, document notes on the Southern Health – Santé Sud IPN
- Fax lab results to designated area Public Health Nurse
- Track on paper (or excel) where the lab results and investigation form being sent

Public Health Nurse:

Communicable Disease:

- Review lab results (e-chart if possible), and investigation form
- Review Disease specific MB Protocol (if possible)
- Contact Client – document information pertinent on paper investigation form, document notes on the Southern Health – Santé Sud Integrated Progress Note

Immunizations: Child Health Clinics

- Record on paper immunizations administered on the MB Health Consent form.
 - Vaccine
 - Manufacturer
 - Lot Number
 - Site
 - Route
 - Dose
 - Date

Recovery Procedures

All Investigations, and Immunization data recorded on paper during downtime must be entered into PHIMS as soon as possible and within one week at the latest by the user that documented on the paper copy for accuracy.

Once information documented in PHIMS paper copies can be shredded.