



MEMO

DATE:	May 4, 2020		
TO:	PHC Program Testing and Assessment Sites Leaders Medical Site Leaders Community Area Directors Community Health Agencies WRHA Quality & Patient Safety	FROM:	Maria Cotroneo WRHA COVID-19 Incident Command - Community Operations Lead
CC:	Dr. Nancy Dixon, Chief Medical Officer, WRHA Gina Trinidad, Chief Health Operating Officer, Community & Continuing Care WRHA Krista Allan, Chief Nursing Officer, WRHA		
SUBJECT:	Dynacare Reporting Process		

Beginning today, Manitobans have direct access to COVID-19 negative test results via a secure online portal (SH-CORD) OR by contacting the Public Health COVID-19 Contact Centre. These modes of access will replace the current service provided by the Dynacare call centre. In addition to the negative results, individuals accessing their results online or by phone will receive an instructional script that provides appropriate information to ensure isolation measures are followed. Positive results will not be available in SH-CORD, and patients with positive results will continue to be contacted by Public Health Officials or Occupational Health Service for health-care workers.

Individuals who identify at the time of testing as having the ability to access their results either via the Online Portal or by calling the Contact Centre will be responsible for receiving those results independently. Individuals who indicate that they are unable to access their results online or by phone will be asked to identify an alternate method to receive results and will be flagged in the EMR for follow up by the preferred method when the results are received.

This process has been vetted and approved by the College of Physicians and Surgeons of Manitoba (CPSM) and is consistent with the expectation of the College of Registered Nurses of Manitoba. Further, training on the process has been supported by CSIS with the promotion to the EMR of approved scripts for calling patients, chart tools to be used for documentation and a standard letter for those needing to be contacted through Canada Post, consistent with PHIA requirements.

Effective today, the current backlog of negative test results follow-up will be supported centrally by WRHA Quality and Patient Safety team for all testing that has been completed through one of the four Designated Community Testing Sites in Winnipeg. Going forward the management of negative test results from Testing Sites for those patients flagged with an alternate method of contact will be managed centrally through the COVID Response Unit.

Other primary care sites that have completed any Covid-19 testing will be responsible for following up on the results through their usual processes, but have access to and are encouraged to use the approved scripts and letter as promoted in the Community Instance of Accuro EMR.

Thank you to CSIS, WRHA Medical Leadership, WRHA Quality and Patient Safety, DynaCare and Shared Health in their assistance and expertise in transitioning to this new COVID-19 Negative Results Reporting Process.