

WRHA Community Area COVID-19 Investigation Management PHIMS Process

CA Admin = red
 CA PHN = blue
 QRC = green

CA Admin - RUN REPORTS: 0830, 1030 & 1430,
 to identify new and redirected referrals:

- Investigation Search Report (QRC 7.19b)

Will be coming via PHIMS as **primary investigator to CASES.**

According to distribution process, **CA Admin:**

- assigns cases to PHN as primary (QRC 7.19o) and 'end-dates' CA Admin as primary
- notifies (calls) PHN of Referral to ensure receipt

Re-Assign Primary Investigator:
 QRC 7.19o pg. 2

CA PHN - RUN REPORTS: 0900, 1100 & 1500,
 to identify new and redirected referrals:

- Investigation Search Report* (QRC 7.19b)

Will be coming via PHIMS as **primary investigator to CASES**
 *Generate with your name AND any PHNs you are covering for.

TBC—Distribution of contacts of cases

PHN – Proceed with CASE Investigation

- Confirm *minimum* of 2 client identifiers
Per Regional Policy 110.000.370

PHN –Initial Contact notification via Case TE.
Identify Unknown CONTACTS in Case TE:
 Confirm *minimum* of 2 client identifiers Per Regional Policy 110.000.370

Conduct interview per protocol

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PHN – Document Case Investigation (QRC 7.19d)

- Add/Update Disposition, S & S, Risk Factors, Interventions
- Confirm contacts, add Exposure(s) (QRC 7.19t)

PHN – Return to SOURCE CASE (QRC 7.19s)

- In Source Case Investigation, locate TE:
 - Add contact via 'Known Contact Search'
 - Convert Unknown Contact to 'Client'
- Return to (new) Contact Investigation, add Disposition, S & S, Risk Factors, Interventions

Conduct interview(s) per protocol

PHN – Document Contact Investigation (QRC 7.19c)

- Add/Update Disposition, S & S, Risk Factors, Interventions

? REDIRECT Contact:
 QRC 7.19o:
 In Region = pg. 2
 Out of Region = pg. 3

Update QRC's:
 S & S 7.19g
 Risk Factors 7.19h
 Interventions 7.19i

PHN – Refer Case/Contact to Call Center
 Ensure Investigation has:

- 'Isolation' Intervention added & end-dated
 - Current phone number
- Disposition updated to "Follow up performed by Call Center" (QRC 7.19j) [TBC—Stats Can Call Centre]