

Helping Home Clinics to connect with patients not yet vaccinated against COVID-19

In early June 2021, a new report was made available in the Home Clinic Portal providing Home Clinics with a list of their enrolled patients who have not received and are not scheduled to receive their first COVID-19 vaccination in the next 30 days. A joint communication was sent out June 3 to Home Clinics from Manitoba Health and Seniors Care, Doctors Manitoba, Shared Health and the Manitoba College of Family Physicians encouraging family physicians, nurse practitioners and other Home Clinic providers to support enrolled patients with decision-making and access to COVID-19 vaccinations.

The report is based on enrolment information from each Home Clinic as recorded in the Home Clinic Portal, matched with vaccination information in the Public Health Information Management System (PHIMS) and the supersite and pop-up clinic vaccination appointment system (PetalMD).

An online [Quick Reference Guide \(QRG\)](#) is available providing screenshots and more information about the report criteria and limitations. If you have any questions about this Home Clinic report, contact your Home Clinic Liaison directly or the Home Clinic team at Ph: 204-926-6010, Toll-free 1-866-926-6010 or email homeclinic@sharedhealthmb.ca.

Through the trusted relationship primary care providers build with their enrolled patients, information in this report can be used in a number of ways including:

- Contacting patients via secure message or email, letting them know you recommend the vaccines and inviting patients to contact you to discuss any concerns or hesitations they have
- Reaching out to patients individually, possibly starting with the oldest, recognizing that they have likely been eligible the longest (virtual and in-person visits responding to vaccine hesitancy are billable) to answer any questions
- Cross-referencing the report with upcoming appointments to ensure you raise vaccination with patients who have not yet been immunized

Use eChart Manitoba to look up an individual patient's immunization status using their Personal Health Identification Number (PHIN)

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Home Clinic - Did you know?

As Home Clinics are a source to eChart Manitoba, the identity of a client must be validated against the Manitoba Health record in the provincial Client Registry system in order for information sharing to occur and a client's enrolment status to be posted to eChart Manitoba.

Which identifiers are used?

Personal Health Identification Number (PHIN), Date of Birth and Gender.

How would I know if any of my clients failed validation for these identifiers?

In the Scheduled Reports section of the Home Clinic Portal, a monthly Client Validation report is available. This report contains all client validation errors that occurred from the Home Clinic Portal against the Client Registry system. Errors remain on this report until remediation has been completed.

I need help using the report, is there a guide?

Yes. An online [Quick Reference Guide](#) is available on the Home Clinic section of the Shared Health website.

Client Registry Query Service

The provincial Client Registry (CR) system creates and maintains a record of demographic and identification information of individuals who receive health care in Manitoba. CR allows an authorized health-care provider to correctly match their health record to the correct individual and provides the foundational information to eChart Manitoba. Coordination and confidence in an individual's health information enables health-care providers to make informed and timely decisions about an individual's health care.

CR provides access to information such as legal name, date of birth, gender, address, phone number, Personal Health Identification Number (PHIN), Manitoba Family Registration Number, insurance effective and expiry dates along with cancel codes as well as indicators and dates for deceased Manitobans. The Client

Registry Query Service provides a secure method to query, validate and import client demographics through an interface directly into a Manitoba Certified EMR that has achieved certification to the CR Query Service component. Benefits of using the service include:

- Reducing the average time to register new patients
- Improving patient identification
- Improving foundational EMR data quality
- Improving cost recovery
- Improving ability to contact patients using the most current information
- Providing visual notification of events such as expiration of insurance or death of a patient
- Assisting with prevention and management of duplicate records

To learn more:

- Watch the 5-minute Client Registry Query Service video in our [EMR Video Library](#)
- Read our [FAQs](#)
- [Check to see if your EMR is certified](#) to the Client Registry Query Service component

Questions?

Contact your Home Clinic Liaison or Home Clinic team at
Ph: 204-926-6010,
Toll-free 1-866-926-6010 or email:
homeclinic@sharedhealthmb.ca

Ready to apply?

Complete a [Site Intake Form](#)

eChart updates

eChart Manitoba is pleased to announce the launch of our improved [health-care providers](#) section [on the eChart website](#). eChart users can now access all training material and other eChart information without having to be logged into the secure network. Check out the updated [health-care providers section](#) to:

- Stay up to date with What's New in eChart
- Review eChart's new staff training videos at anytime
- Bookmark your favorite resources for QRGs, handbooks, and Frequently Asked Questions (FAQs)
- Access request forms for user accounts, site provisioning, personal health information, promotional material and lab changes on our Forms page
- Learn about Privacy Officers and Personal Health Information

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eChart upgrade

eChart is planning an upgrade to improve security and provide compatibility with modern browsers such as Google Chrome, Microsoft Edge Chromium and Apple Safari. Thank you for your patience as we prepare specific timelines to deliver the technical support and training resources for a smooth transition.

If you have any questions, please contact echart@sharedhealthmb.ca or phone 1-855-203-4528 or visit our website at echartmanitoba.ca for the most up to date information.