

Immunization Query Service FAQ

1. What is the Immunization Query Service?

The Immunization Query Service is an eHealth_hub service that provides a secure integration between EMRs and Manitoba's Public Health Information Management System (PHIMS) by providing on-demand access to immunization information.

2. What is the Public Health Information Management System (PHIMS)?

PHIMS is a secure, integrated electronic public health record that contains important public health information maintained by Manitoba Health. Information is collected in PHIMS to record immunizations, manage communicable disease investigation and outbreaks, and to provide health care. It is also the source system for immunization information available in [eChart Manitoba](#), the provincial electronic health record.

Learn more about [PHIMS](#) on the Manitoba Health website including:

- Information contained in PHIMS
- Who can access the information
- How information is protected
- How patients can mask information in PHIMS with a Disclosure Directive

3. How will the Immunization Query Service work?

The Immunization Query Service provides the ability for an EMR user to generate a search from a specific patient record in the EMR and view that patient's immunization history from PHIMS. After viewing, the user will have the ability to select which immunization records they wish to incorporate into their EMR. Immunization history incorporated from PHIMS will be identifiable from local data in the EMR and will not overwrite any pre-existing local data. EMR users will not be able to edit immunization information incorporated into their EMR.

4. What are the benefits of using the Immunization Query Service?

The benefits of using the Immunization Query Service include:

- Improves access to patient immunization history
- Provides ability to search and view immunization history from PHIMS directly from a patient record in the EMR
- Provides ability to select and incorporate immunization information from PHIMS into the EMR record without overwriting existing data
- Enables analysis of incorporated immunization history from PHIMS independently or in combination with existing EMR immunization data
- Improves patient safety through access to comprehensive immunization history
- Reduces the potential for duplicate immunizations to be administered
- Reduces administrative burden by reducing manual data entry into the EMR
- Supports continuity of care

5. Will our site be able to access the Immunization Query Service from our EMR?

You must be using an EMR that has been authorized to offer the Service to their customers. If you are using a Manitoba Certified EMR you can determine your EMR vendor's status on

the [Shared Health website](#).

Clinics using an EMR authorized to offer the Service will need to submit a request to Shared Health (see question 8), be approved for the Service, and successfully complete a series of implementation steps before being able to access immunization information from PHIMS.

6. What immunization details are available via the Immunization Query Service?

PHIMS has a specific set of data elements available to store information. If recorded in PHIMS, examples of immunization information available through the Service includes status of the immunization event, vaccine product, date administered, lot number, site of immunization, dose, reason vaccine was given and any notes recorded related to the immunization event. Patient information masked by a [Disclosure Directive in PHIMS](#) will not be available. Users will be informed as part of the Service if a Disclosure Directive exists.

7. How is the immunization information in this Service different than the immunization information available in eChart Manitoba?

The Immunization Query Service allows you to view additional information from PHIMS that is not available in eChart. This includes a status that denotes if the immunization aligns with the patient's recommended vaccine schedule, and if available in PHIMS, the tradename and lot number expiration date. In addition, using this Service provides the option to incorporate immunization data from PHIMS directly into your EMR for a select patient.

8. How do I request the Immunization Query Service?

If your EMR is authorized to offer the Service, clinics can use the [eHealth hub Site Intake Form](#) to make their request. If you are a registered primary care Home Clinic, you can also contact your Home Clinic Liaison for support.

Upon receipt of your request, you will be contacted by Digital Shared Services, Shared Health to confirm eligibility. Once eligibility status is confirmed, clinics should expect an implementation timeline of four to six weeks. Clinics with no pre-existing eHealth_hub services may require more time.

9. Will our clinic be able to log into PHIMS and access all information in the system?

Users of the Immunization Query Service will not be provided with authorized PHIMS accounts. The Service provides secure access to PHIMS through an integration with an authorized EMR to access immunization information only. Clinics who may already have credentials to access PHIMS directly, will not be able to connect to PHIMS through this Service.

10. How is patient information in PHIMS protected and kept secure when using the Immunization Query Service?

Only EMRs authorized to connect to the Service will be able to offer the Immunization Query Service to their customers. Authorized EMRs have met the necessary requirements to ensure a secure connection is maintained and patient information is protected.

Clinics can decide which users at their site are appropriate to use the Service by providing access via their existing user credentials and privileges. Clinics should limit access to EMR users who require immunization data as part of their role. User activity in the EMR related to accessing and using the Service is tracked to ensure the ability to manage the appropriate

use of the Service, aid in required user audits and support any privacy-related investigations related to PHIMS data.

11. How do I know the Immunization Query Service is providing me with immunization history for the right patient?

Demographic information in PHIMS is supplied by the Provincial Client Registry system in alignment with a patient's Manitoba Health card. For a patient match to occur using the Immunization Query Service, demographic data in the EMR must match the demographic information available in PHIMS.

An Immunization Query Service request is initiated from a specific patient record in your EMR using the Personal Health Identification Number (PHIN) and date of birth to identify and 100% match a patient record in PHIMS. If those demographics are not available, or a match does not take place, the patient's last name, date of birth and gender in the EMR are used to expand the search opportunities. If a 100% match does not take place, results will not be returned from PHIMS.

In cases where a patient match does not occur, clinics may need to work with the patient to ensure demographics are current in the EMR and aligned with information on the Manitoba Health card. When an Immunization Query Service request has been successful for a patient, a PHIMS Client ID is assigned and will be used to match future patient requests.

12. Will using the Immunization Query Service provide more immunization information than what we have in our EMR?

Maybe. For vaccines administered outside your clinic, using the Service will likely provide you with more information than your patient can provide or that you access via other sources. For vaccines administered at your own site, your EMR may have more immunization data captured based on the data entry fields available in your system and the data entry workflows at your clinic. The Immunization Query Service provides an opportunity for EMR users to compare local EMR data with PHIMS data and determine relevance for incorporation into the EMR.

13. How might the immunization data available via the Immunization Query Service be different than immunization data captured in our EMR?

PHIMS has a specific set of data elements available to store information. These fields may differ from what is available in your EMR. How information is captured in the fields may also be different than how your site captures information in your EMR. Some examples may include differences in:

- Vaccine names/products (e.g. MMR, Measles-Mumps-Rubella, PRIORIX)
- Vaccine dates (e.g. date administered in PHIMS or date recorded in EMR)
- Date formats (EMR may contain partial dates (e.g. May 2019) while PHIMS contains full dates (e.g. May 22, 2019))
- Patient demographics (e.g. date of birth) may be different resulting in no patient match in PHIMS or no immunization records being returned from PHIMS

Clinical judgement may be required during incorporation of PHIMS data into your EMR.

14. How current is the information available in the Immunization Query Service?

There are different ways that immunization data becomes available in PHIMS. In some

cases, immunization information is directly entered into PHIMS at or close to the time the vaccine is administered. In these cases, immunization information available via the Service is current. Many immunizations are submitted to PHIMS in other ways and manually entered at a later date. This means there can be a delay in immunization data being available via the Service. In some cases, immunizations are not submitted to PHIMS and data will not be available.

15. An immunization accessed using the Immunization Query Service is marked as “Invalid”. What does this mean?

In PHIMS, a notation of “Invalid” refers to an immunization that is considered to have been given outside the recommended guidelines or administered outside the recommended vaccine schedule. In many cases, the vaccine administration was appropriate based on specific circumstances. Clinical judgement may be required to determine appropriateness.

16. Once immunization history accessed via the Immunization Query Service is incorporated into our EMR, can it be changed or deleted?

If you choose to incorporate immunization history from PHIMS, it will be clearly identified in your EMR as coming from PHIMS and will not be editable. As part of offering the Service, your EMR needs to provide an option to delete immunization history incorporated from PHIMS and record the deletion as part of the EMR auditing functionality. Contact your EMR vendor for instructions.

17. What action can we take if we identify an error in immunization data available via the Immunization Query Service?

If your site identifies an error in immunization data from PHIMS, the associated patient can be instructed to submit an electronic [Immunization Update Request Form](#) to submit a request to update their immunization record. They can also call their [local public health office](#) for assistance to correct their immunization records.

If you have incorporated the immunization history into your EMR, the data cannot be changed manually. Sites have the option to delete the information (as described in question 16). Once the patient information has been updated in PHIMS, your site can use the Immunization Query Service to access and incorporate the revised immunization history.

18. Who do I contact for assistance with using the Immunization Query Service?

Your vendor is the first point of contact on how to use your EMR to successfully access immunization information via the Immunization Query Service.

If you encounter technical issues (e.g. system connectivity errors when attempting to access the Service), contact the Shared Health Service Desk at:

- Phone: (204) 940-8500* | Toll-free: 1-866-999-9698
- Email: servicedesk@sharedhealthmb.ca

* For higher priority requests, contact the Service Desk by phone.

If you are a registered primary care Home Clinic, you can contact your Home Clinic Liaison directly or the Home Clinic Team for support at:

- Phone: (204) 926-6010 | Toll-free: 1-866-926-6010
- Email: homeclinic@sharedhealthmb.ca