
Hostel Services Guideline – SMIS Health Alert

Number:	<i>HS - 2012-41</i>
Date Issued:	October 24, 2012
Subject:	Implementation of SMIS Health Alert
Effective Date:	November 5, 2012
Review Date:	November 5, 2013
Applicable to:	All Municipally Funded Shelter Providers.
Who To Call for Information:	<ul style="list-style-type: none">▪ Supervisor, Client Services, Hostel Services▪ Agency Review Officer

Background:

Hostel Services and Shelter Providers are required under relevant personal information and privacy legislations (**see Appendix 1**) to fully cooperate with Toronto Public Health (TPH) on investigations regarding issues affecting public health involving clients of municipally funded shelters.

Beginning in November of 2012, Hostel Services will activate the **Health Alert** component of the Health and Safety Alert function in SMIS. A Health Alert is a notification tool that is linked directly to an individual client's electronic record in SMIS. A Health Alert with specific instructions becomes immediately available to all Shelter Providers as soon as it is issued. However, the Alert appears only when a client's record is accessed (e.g., during intake/admission or when opening a client's case management notes in SMIS).

Health Alerts will only be issued when TPH requests assistance to locate a shelter client (currently admitted or past users) that may be a source of reportable communicable disease transmission or has been involved in an incident where reportable communicable disease transmission may have occurred.

A Health Alert can only be issued or removed by the Supervisor, Client Services, Hostel Services or designated Hostel Services Manager(s).

Process:

A Health Alert is a simple, quick and effective way to meet our obligation to facilitate contact between TPH and shelter clients on issues that affect public health. The Health Alert process involves the following:

1. TPH requests that Hostel Services issues a Health Alert on a shelter client.
2. Hostel Services places a Health Alert on client's file with instructions to shelter staff on what to do and how to contact TPH.
3. If while accessing a client file, shelter staff notice a Health Alert has been issued, shelter staff must follow instructions outlined in the Health Alert (**see Appendix 2**).
4. TPH is responsible for contacting clients and informing them of the reason for a Health Alert, unless the shelter is otherwise directed by TPH.
5. Hostel Services removes Health Alert from client's file when TPH requests it.

Action Required:

Effective implementation of the Health Alert will require the active participation and collaboration of all municipally funded shelters.

Shelter Managers (or designate) are required to:

- ensure staff understand and are educated on their role and responsibilities regarding the Health Alert. SMIS user training is currently being updated to assist in this regard; and
- fully co-operate with TPH as needed.

Shelter Staff are required to:

- be conscious of the possible presence of a Health Alert when performing an intake;
- follow instructions outlined in the Health Alert;
- collaborate with TPH regarding the Health Alert. (Health alerts are initiated on behalf of TPH, therefore, TPH is responsible for notifying the client about the Health Alert once they are able to contact them);
- not deny service to clients solely on the basis of a Health Alert **unless** the instructions in the Health Alert specifically state so;
- keep client health information confidential; and,
- contact their Supervisor, Shelter Manager or Hostel Services for further clarification as needed.

For further information please contact your Agency Review Officer or the Supervisor of Client Services at (416) 392-8741.

Appendices

1. Links to Relevant Legislations

- Personal Health Information Protection Act, 2004 (PHIPA), subsection 40(1).
http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_04p03_e.htm
- Municipal Freedom of Information & Privacy Protection Act, 1990, section 32(h).
http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90m56_e.htm
- Health Protection and Promotion Act
http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90h07_e.htm

2. Sample Health Alert: Screen Shot

The screenshot displays the SMIS interface for a client named 'Person, Anonymous' (Client No. 18091). The interface includes a left-hand navigation menu, a top navigation bar, and a main content area. A red oval highlights a 'Health and Safety' alert message that reads: 'Please contact Public Health Nurse at XXX-XXX-XXXX. User Name: Williams, Nicole Date: 2012/08/29'. A yellow callout box points to this message with the text: 'Health Alert Message will be seen here on the Summary Page of the Client File.'

Client Management - Summary			
Client No.	18091		
Name	Person, Anonymous	DOB	1970/02/02
		Age	42

Personal information

Client No	18091	Active	No
First Name	Anonymous	Gender	Male
Last Name	Person	Date of Birth	1970/02/02

Health and Safety

Please contact Public Health Nurse at XXX-XXX-XXXX.
User Name: Williams, Nicole Date: 2012/08/29

Family

No family member exists.

Bed/Room

No bed or room reserved

Current Program

This client is not currently admitted to any programs.

Referrals

Nothing found to display.

Shelter Management Information System V3.1.0 20120829 - Windows Internet Explorer

https://was-intra-qa.toronto.ca/SMIS/PMmodule/ClientSearch2.do

Shelter: Williams, Nicole

Home My Tasks Reports Administration Help Logout

Client Program Facility Shelter Head Office

Extreme Cold Weather Alert is OFF

Navigator

1 alert

()

Search - Client Management

Close | New Client | Search | Reset

Client No.

First Name

Last Name

Date of Birth (yyyy/mm/dd)

Active?

Gender

Assigned to

Program

An Active Health Alert will be seen here during a client search.

First Name	Last Name	Gender	Date of Birth	Active	H&S Alert	Client No
Antionette	Perkins	Female	1968/10/13	No	No	11774
Anonymous	Person	Male	1970/02/02	No	Yes	18091

2 items found, displaying all items.