



Investigation and Outbreak Management

Bulletin – Oct 1 2019

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Reminders/Announcements

Please remember when filing an IT Assyst ticket that you **do not use any personal health information in the information shared on the ticket**. Client ID from Panorama can be used as these are generated from the Panorama system. If application support requires more information, they will contact you through a secure method. Filing an [Assyst Ticket](#)

When filing an Adverse Storage Event (ASE) that has occurred at a Public Health managed fridge (Public Health Office) you **MUST** connect with your Bio Clerk **before you file the ASE in Panorama** so that affected vaccine can be appropriately moved. **THIS IS ONLY WITH ASE THAT OCCUR IN PUBLIC HEALTH MANAGED FRIDGES- NOT EXTERNAL PROVIDERS.**

Issues Reported/Enhancements

HPV has been added to the list of vaccines for free issue in Panorama

Questions and Answers

The Questions and Answers are developed in consultation with the HP Managers.

Question: Do all cases of Lyme disease need to have an acquisition event?

No. Acquisition events identify potential sources of acquiring the disease. We know that Lyme disease comes from a tick bite. However, risk factors must be completed to capture important surveillance information for Lyme disease.



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Question: How do I delete a note on a file?

There are times that a note may have been entered in error. This may include situations like:

- Correct client but incorrect information
- Information inputted on the incorrect client (see comment below regarding Personal Health Information)

Please refer to this [Link](#) to access a 2 page step by step on how to delete a note from a case file

Question: Do probable cases need a pathogen identified?

No- probable cases do not need to have a pathogen identified.

Question: What do I do if in an enteric follow up my client has no recall of any food history?

If your client is unable to recall any food history you still need to upload a UDF Food exposure questionnaire. Add a note to the UDF to indicate the client is unable to recall any food history.

Foods Exposures Questionnaire

Record type: Investigation
Record ID: 1630
Record Name: UDF Investigation

Applicable risk factor and exposure details must be captured in the appropriate section of Panorama.

Food Exposures Questionnaire [Show/Hide](#)

Day: Monday

Date: 10/1/2019

Breakfast Place: client unable to recall any food history