

MEMO

Date: October 14, 2026

To: eConsult User – Primary Care Providers, Specialists and Delegates

From: Christine Aymont, Manager, Virtual Care
Felice Sgambato, Manager, Virtual Care

cc: Christine Pawlett, Interim Chief Operating Officer, Digital Shared Services
Katelin McDermott, Interim Executive Director, Clinical Digital Solutions, Digital Shared Services
Nicole McGregor, Director, Clinical Digital Solutions, Digital Shared Services

Re: **eConsult Transition and Go-Live: Important Dates and Actions Required**

As previously communicated, Manitoba's eConsult service is being upgraded to a modern, cloud-based platform. The upgraded application will provide a more secure and sustainable foundation for the continued delivery and growth of eConsult services across Manitoba.

Important Information About the Transition

As part of this upgrade, the existing **BASE eConsult** and **Store and Forward** systems will be permanently retired and will not return to service following the transition.

Important Reminder: Historical consults, attachments, and other information from the current systems will not be migrated to the new platform and will not be available for user access after October 18. Users are responsible for ensuring any information they may require in the future has been retrieved prior to the transition.

Service Interruption During Transition

To support the implementation of the new eConsult platform, **eConsult services will be unavailable from October 19 at 8:00 a.m. through October 21.**

During this period, users will not be able to access the eConsult service, including submitting, reviewing, responding to, or managing eConsults. **Service will resume when the new eConsult platform goes live at 8:00 a.m. on October 22.**

Preparing for Go-Live

To ensure a smooth go-live, the following actions must be completed before October 18.

Specialists

Please review your queue and complete any outstanding eConsults before October 19.

Primary Care Providers, Delegates and Specialists

Please retrieve and save any consult records, attachments, or other information you may require from the current systems **no later than October 18**.

What to Expect

Most users will find that the core eConsult process remains familiar. While the new platform introduces an updated user interface and some minor workflow changes, the overall purpose and functionality of the service remains unchanged.

Benefits of the new platform include:

- A secure, sustainable cloud-based platform
- Improved reliability and performance
- Improved usability and navigation
- Enhanced support for future improvements and integrations
- Continued support for familiar eConsult workflows

Go-Live

The new eConsult platform will be available beginning at **8:00 a.m. on October 22**.

Prior to go-live, users will receive:

- Information on accessing the new platform
- Quick Reference Guides and other training materials
- Additional transition and support information

Drop-In Information Sessions

To support users following go-live, the Virtual Care team will offer virtual drop-in sessions between **October 22 and October 30**.

Separate sessions will be available for:

- Primary Care Providers and Delegates
- Specialists

These sessions will provide:

- A demonstration of the new workflow
- An opportunity to ask questions
- Support for navigating the new platform

Additional details, including session dates and connection information, will be shared prior to go-live.

Thank you for your cooperation and support as we complete this important transition.

Virtual Care Team