

## MEMO

**Date:** March 27, 2020  
**To:** All Manitoba physicians  
**From:** **Dr. Perry Gray**  
Provincial Lead, Medical Specialist Services  
Chief Medical Officer, Shared Health  
**Re:** **COVID-19 - MyMBT Messaging**

---

MyMBT Messaging is a messaging platform that allows health care providers to securely communicate using a “text” like functionality and is approved for transmission of clinical information. It is currently being used by over 1,000 Manitoba providers.

With support from Shared Health Clinical Leadership, MyMBT Messaging (powered by Imprivata Cortext) is being made available to all Manitoba physicians for urgent and clinically sensitive messaging including provider to provider communications related to COVID-19.

Digital Health has already enabled MyMBT Messaging for most physicians that are already on the Digital Health network. You will receive an email with instructions on how to install and use MyMBT Messaging on your personal device if you fall in that category. This will occur over the next week.

Other Manitoba physicians (those not already on the Digital Health email network) who would like access to MyMBT Messaging should contact the Digital Health Service Desk ([ServiceDesk@sharedhealthmb.ca](mailto:ServiceDesk@sharedhealthmb.ca) or 204-940-8500) to request this tool. You will need to fill out an access request form with your name, email address and Digital Health account name if you have one.

There is no cost for these new physician users of MyMBT Messaging for the duration of the COVID-19 pandemic.

If you believe you should have been enabled but did not receive the email, or you encounter installation or usage difficulties, please contact the Digital Health Service Desk ([ServiceDesk@sharedhealthmb.ca](mailto:ServiceDesk@sharedhealthmb.ca) or 204-940-8500) and reference MyMBT Messaging in your request.

More information on MyMBT Messaging is available at <https://mbtelehealth.ca/files/mymbt-service-overview.pdf>