

MEMO

Date: March 23, 2020

To:

From: **Dr. Brent Roussin**
Chief Provincial Public Health Officer
Lanette Siragusa, Provincial Lead
Health System Integration & Quality,
Chief Nursing Officer, Shared Health

Re: **COVID-19 – Virtual Visit Solutions**

Efforts are underway to make Microsoft Teams available to clinicians with Digital Health-supported IT systems for the purpose of virtual appointments.

Individual clinicians must apply for access and requests will be processed as quickly as possible. Around the world, jurisdictions are facing significant demand for these resources which may result in some delay.

Requests should be directed to the Shared Health Service Desk and identified as COVID-19 Virtual Visit Solutions. These will be quickly assigned and Digital Health teams will respond as fast as they are able.

In the interim, clinics and clinicians may utilize other technology until a secure platform is provided by Digital Health. Solutions will vary by individual clinician as well as case, setting and availability to the patient. Please refer to <https://sharedhealthmb.ca/files/covid-19-guidance-for-outpatient-care-delivery.pdf> for further information.

Please note that “free” products may not provide you with the same level of security encouraged for use by the health system.

Clinics with IT systems that are not supported by Digital Health are asked to work with their local IT provider to identify solutions that will work in their local setting.