

## Digital Health Virtual Care Services Matrix

	MBTelehealth	MBT eVisit	Microsoft Teams	Zoom for Healthcare	MyMBT Video (Jabber)	MyMBT Messaging (Cortext)	Zoom Webinar
<b>Clinical Use</b>							
Virtual visit - patient's home	X	✓	✓	✓	X	X	X
Virtual visit - group of patients (single/multiple sites)	✓	X	✓	✓	✓	X	X
Video consult - patient in facilities	✓ *	✓	✓	✓	✓ *	X	X
Video consult - from provider's home	X	✓	✓	✓	✓	X	X
Appointment confirmations for patients	X	✓	X	X	X	X	X
Virtual waiting room for patients	X	✓	X	X	X	X	X
Messaging (PHI provider to provider, no PHI to patients **)	X	X	✓	✓	X	✓	X
Group messaging (PHI provider to provider, no PHI to patients **)	X	X	✓	✓	X	✓	X
Image sharing	X	X	X	X	X	✓	X
Video recording	X	X	X	X	X	X	X
<b>Compatibility</b>							
Smartphone & tablets (iOS/Android)	X	✓	✓	✓	✓	✓	✓
PC or MAC	X	✓	✓	✓	✓	✓	✓
High speed connection required	X	✓	✓	✓	✓	X	✓
<b>Cost Associated</b>							
Costs may apply	✓	X	X	✓	✓	✓	✓

\* in facilities with MBTelehealth equipment

\*\* except for Health Links who sends Covid results to patients

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	MBTelehealth	MBT eVisit	Microsoft Teams	Zoom for Healthcare	MyMBT Video (Jabber)	MyMBT Messaging (Cortext)	Zoom Webinar
<b>Non Clinical Use</b>							
Meetings and education sessions	✓	✗	✓	✓	✓	✗	✓
File collaboration	✗	✗	✓	✗	✗	✗	✗
Document sharing	✗	✗	✓	✓	✗	✗	✗
Chat or text message	✗	✗	✓	✓	✗	✓	✗
Video recording	✗	✗	✓	✓	✗	✗	✓
<b>Compatibility</b>							
Smartphone & tablets (iOS/Android)	✗	✓	✓	✓	✓	✓	✓
PC or MAC	✗	✓	✓	✓	✓	✓	✓
High speed connection required	✗	✓	✓	✓	✓	✗	✓
<b>Cost Associated</b>							
Costs may apply	✗	✗	✗	✓	✓	✓	✓

## Digital Health Virtual Care Services

Tools	Description	Considerations
<a href="#">MBTelehealth</a>	<ul style="list-style-type: none"> <li>• room based (fixed/mobile) videoconferencing between 2 or more locations</li> <li>• visits/sessions are scheduled</li> <li>• used in Manitoba and surrounding jurisdictions</li> <li>• equipment can connect to a scheduled Teams session</li> </ul>	<ul style="list-style-type: none"> <li>• currently available in 200 locations across Manitoba</li> </ul>
<a href="#">MBT eVisit</a>	<ul style="list-style-type: none"> <li>• web based virtual visit to a patient in their home</li> <li>• visits are scheduled</li> <li>• pre-visit connectivity testing feature</li> <li>• appointment confirmation &amp; waiting room features within application</li> </ul>	<ul style="list-style-type: none"> <li>• patient must have computer with webcam or a smartphone/tablet</li> <li>• provider must have webcam &amp; headset</li> <li>• high speed internet required</li> <li>• can be used on a personal device</li> </ul>
<a href="#">Microsoft Teams</a>	<ul style="list-style-type: none"> <li>• virtual visit to a patient in their home</li> <li>• visits/education sessions are scheduled</li> <li>• administrative meetings can be adhoc or scheduled</li> <li>• live captioning for hearing impairment</li> <li>• collaboration tool for clinical and admin teams</li> <li>• breakout rooms feature</li> <li>• MBT equipment can connect to a scheduled Teams session</li> </ul>	<ul style="list-style-type: none"> <li>• patient must have computer with webcam or a smartphone/tablet</li> <li>• provider must have a webcam &amp; headset</li> <li>• high speed internet required</li> <li>• can be used on a personal device</li> <li>• Southern Health users may experience challenges due to network configuration</li> </ul>
<a href="#">Zoom for Healthcare</a>	<ul style="list-style-type: none"> <li>• virtual visit to a patient in their home</li> <li>• visits/education sessions are scheduled</li> <li>• administrative meetings can be adhoc or scheduled</li> <li>• collaboration tool for clinical teams</li> <li>• breakout rooms feature</li> <li>• anonymous attendee feature</li> </ul>	<ul style="list-style-type: none"> <li>• patient must have computer or a smartphone/tablet</li> <li>• high speed internet required</li> <li>• can be used on a personal device</li> </ul>
<a href="#">MyMBT Video (Jabber)</a>	<ul style="list-style-type: none"> <li>• videoconferencing from a computer or mobile device</li> <li>• clinicians can connect remotely to MBTelehealth rooms and sites</li> </ul>	<ul style="list-style-type: none"> <li>• provider must have webcam &amp; headset</li> <li>• connects to MBTelehealth sites and rooms (not patient homes)</li> <li>• high speed internet required</li> <li>• can be used on a personal device</li> </ul>
<a href="#">MyMBT Messaging (Cortext)</a>	<ul style="list-style-type: none"> <li>• text messaging and image sharing (individuals or peer to peer group)</li> <li>• facilitates care coordination between health-care providers</li> </ul>	<ul style="list-style-type: none"> <li>• we strongly advise against using GUEST Wi-Fi as the connection may time out and messages may not be received</li> <li>• can be used on a personal device</li> <li>• data usage depending on connection type</li> <li>• good connectivity is required (LTE or WiFi)</li> </ul>
<a href="#">Zoom Webinar</a>	<ul style="list-style-type: none"> <li>• broadcast style audio/video meetings for large groups (up to 1000)</li> </ul>	<ul style="list-style-type: none"> <li>• typically less interactive than web conferencing</li> </ul>

## Additional Information

### Get Started

Complete and submit the Intake Form and a member of our team will contact you for further discussions.

[Intake Form](#)

### More Information

Visit our website for more information.

<https://mbtelehealth.ca/>

Visit our Training tab for resources on all of our services.

<https://mbtelehealth.ca/training/>

### Get Help

Contact the Service Desk:  
204-940-8500 Option 4, Option 1  
or toll free 1-866-999-9698 Option 4, Option 1