

MEMO

Date: August 26, 2024

To: All Cortext Users

From: Christine Pawlett, Executive Director, Clinical Digital Solution
Doug Snell, Chief Operating Officer, Digital Shared Services
Dr. Trevor Lee, Chief Medical Information Officer

Re: **Cortext Secure Clinical Messaging Transition Update - TigerConnect**

Sent on behalf of Doug Snell, Chief Operating Officer; Digital Shared Services; Christine Pawlett, Executive Director; Clinical Digital Solutions; and Dr. Trevor Lee, Chief Medical Information Officer

In response to concerns raised regarding the notification setting limitations in Microsoft Teams, we are working with our EPR solution vendor, Altera, to implement their partner solution, TigerConnect, as an alternative solution for **priority** clinical secure messaging. *Microsoft Teams remains available for **non-urgent** clinical secure messaging and overall team collaboration.*

TigerConnect, which functions similarly to the existing Cortext tool, allows for seamless communication between health-care providers using video, voice and text, and allows users to manage notification settings for escalated and priority messaging. Using TigerConnect also allows for consideration of future integration with the Electronic Patient Record (EPR).



Digital Shared Services is working with the vendor to provision Cortext users with TigerConnect in advance of Cortext being discontinued at the end of September. Further details, including information about roll-out, training and support will be provided as soon as they are available.

For general questions, contact the Virtual Care team at MBTH_Info@sharedhealthmb.ca.