Digital Shared Services

MEMO

Date: September 21, 2026

To: All BASE eConsult and Store and Forward eConsult users

From: Christine Aymont, Manager, Virtual Care, Digital Shared Services
Felice Sgambato, Acting Manager, Virtual Care Support, Digital Shared Services

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: **Store and Forward and BASE eConsult Consolidation Project Update**

Preparing for Go-Live in October 2026

In August, we shared that Manitoba's current Store and Forward and BASE eConsult services would be combined into one platform called eConsultCX. Since then, the project team has been working with the vendor to prepare the system for launch and ensure required information is moved over correctly. Feedback from early review sessions has helped confirm how the service will work and identify any needed adjustments. Current efforts are focused on final preparations to ensure a smooth transition and successful launch.

We recognize that any change to established workflows can be challenging. Thank you for your patience, flexibility, and ongoing engagement throughout this transition. We remain committed to working closely with users to minimize disruption, support adoption, and ensure eConsultCX meets the needs of providers across Manitoba.

Important Dates and Actions Required

To support the transition to eConsultCX, please note the following dates and required actions:

- **October 5, 2026:** Store and Forward and BASE eConsult will stop accepting new eConsult submissions.
- **October 13, 2026:** Specialists must submit responses for all outstanding eConsults.
- **October 18, 2026:** All users must download any eConsult summaries or records they wish to retain from the current platforms before access is removed.

- **October 19, 2026:** Store and Forward and BASE eConsult services will be taken offline.

Between October 5 and October 19, users will continue to have access to the current platforms to review existing eConsults, receive responses, and retrieve any required records.

Service Interruption

Following the shutdown of the current Store and Forward and BASE eConsult platforms on October 19, 2026, eConsult services will be temporarily unavailable while we complete the transition to eConsultCX, including final migration and deployment activities.

eConsultCX is expected to go live October 22, 2026.

What's Next

Information regarding account access, training materials, support resources, and the final go-live date will be shared closer to implementation.

Additional review sessions are planned as implementation activities continue. These sessions will provide an opportunity for stakeholders to see how their feedback from earlier sessions has been incorporated into the platform and to become familiar with the finalized workflows.

User feedback will remain an important part of ongoing optimization efforts following implementation.

Additional updates will be shared regularly as implementation activities progress.