

Manitoba UpToDate FAQ

UpToDate Agreement Now Available for All Health Care Providers in Manitoba

UpToDate is now available to all healthcare providers and students at Manitoba Health, Healthy Living and Seniors, the University of Manitoba, the Regional Health Authorities of Manitoba, CancerCare Manitoba, Diagnostic Services of Manitoba, and Doctors Manitoba.

Getting Started with UpToDate

1. What is UpToDate and what do I use it for?

UpToDate is an electronic Clinical Decision Support used by clinicians and non-clinicians in the delivery of healthcare. It includes more than 10,500 topics covering general internal medicine and more than 20 specialities; a select drug database and drug interaction tool (in partnership with Lexicomp®); more than 1,500 patient education topics; more than 28,000 graphics; links to more than 400,000 references; and a number of medical calculators.

2. Why is the province using UpToDate?

Increase our capacity to deliver care through:

- Positive impact on quality
- Improve patient outcomes
- Reduce adverse events
- Reduce unnecessary testing
- Reduce delays in treatment
- Improve Patient Safety & Quality
- Reduce Mortality
- Reduce Length of stays in hospitals
- Patient engagement: improve Chronic Care Management
- Allow for treatment and treatment decisions to be made closer to where patients live
- Standardized evidenced-based approach to delivery of care (reducing variation in care reduces dollars spent)
- Standardize Medical Professional Development and education

3. What training is available and how do I learn to use it?

Training will be provided directly by UpToDate and by Certified UpToDate Trainers residing within Manitoba healthcare facilities, and University of Manitoba Health Sciences Librarians.

UpToDate has developed a comprehensive training and awareness program that includes a number of resources, in print and electronic formats, available at:

<http://www.uptodate.com/home/training-resource-center>

4. Can I earn continuing professional development (CPD) and continuing medical education (CME) credits through UpToDate?

Yes! Information on earning CME/CE/CPD credits with UpToDate is available:

<http://www.uptodate.com/home/earning-cme-ce-cpd-credit-uptodate>

Who Can Access UpToDate?

5. Who is eligible?

Individuals affiliated with the following organizations are eligible to access UpToDate:

- University of Manitoba (faculty, staff, and students)
- Interlake-Eastern Regional Health Authority
- Northern Regional Health Authority
- Prairie Mountain Health
- Southern Health-Santé Sud
- Winnipeg Regional Health Authority
- CancerCare Manitoba
- Manitoba Health, Healthy Living and Seniors
- Fee-for-service physicians

6. How do I access UpToDate?

There are two ways to access UpToDate:

1. From an RHA or CancerCare facility or intranet (IP authentication), or,
2. Through the University of Manitoba Health Sciences Libraries.

I work for:	How Do I Access UpToDate?
University of Manitoba (faculty, staff, and students)	Access UpToDate from the Health Sciences Libraries: http://libguides.lib.umanitoba.ca/health/home Information on how to log into the Libraries is available at: http://umanitoba.ca/libraries/services/logging_into_my_account.html
Manitoba Health, Healthy Living and Seniors	Register for a MHIKNET library card. Complete and return the borrower registration form at: http://mhiknet.lib.umanitoba.ca/Register Once you have a MHIKNET library card, you can access UpToDate from the MHIKNET homepage: http://mhiknet.lib.umanitoba.ca/friendly.php?s=home
Doctors Manitoba (Fee-for-service physicians)	Register for a MHIKNET library card. Complete and return the borrower registration form at: http://mhiknet.lib.umanitoba.ca/Register Once you have a MHIKNET library card, you can access UpToDate from the MHIKNET homepage: http://mhiknet.lib.umanitoba.ca/friendly.php?s=home

7. I work for a Regional Health Authority outside of Winnipeg. Can I access UpToDate using my MHIKNET library card?

Yes! Anyone with a MHIKNET library card can access UpToDate from the MHIKNET homepage: <http://mhiknet.lib.umanitoba.ca/friendly.php?s=home>

8. Do I have to create an account with UpToDate?

No. However, you will want to create an account if you want to:

- install and use the UpToDate app;
- access UpToDate outside of your organization's IP range (i.e. from home);
- earn continuing professional development credit;
- download images to PowerPoint.

9. How do I create a free account with UpToDate?

Once you have logged in to UpToDate, at the top right hand of the screen, click on "Log In / Register" and follow the instructions to register for a free account.

Note: every 90 days you will need to login from an RHA or CancerCare facility or intranet (IP authentication), or through the University of Manitoba Health Sciences Libraries, in order to maintain your account.

10. Can I access UpToDate on my mobile device?

Yes! There are two ways to access UpToDate on your mobile device. First you will need to:

- a. access UpToDate from your organization's IP address, or through the University of Manitoba Health Sciences Libraries; then,
- b. create a free account with UpToDate.

UpToDate App

- On your mobile device, download the UpToDate App from the App Store
- Login to the UpToDate App using your UpToDate account login

Note: every 90 days you will need to login from an RHA or CancerCare facility or intranet (IP authentication), or through the University of Manitoba Health Sciences Libraries, in order to maintain your account.

Mobile Web

- Open the browser on your mobile device and go to www.uptodate.com
- Login using your free account with UpToDate

Note: every 90 days you will need to login from an RHA or CancerCare facility or intranet (IP authentication), or through the University of Manitoba Health Sciences Libraries, in order to maintain your account.

11. Can I access UpToDate from home?

Yes! First you will need to:

- a. access UpToDate from your organization's IP address, or through the University of Manitoba Health Sciences Libraries;
- b. create a free account with UpToDate;
- c. open the browser on your mobile device and go to www.uptodate.com;
- d. login using your free account with UpToDate.

Note: every 90 days you will need to login from an RHA or CancerCare facility or intranet (IP authentication), or through the University of Manitoba Health Sciences Libraries, in order to maintain your account.

12. Who can I contact if I'm having trouble accessing UpToDate?

Everyone can contact UpToDate Customer Service if they have questions or are having difficulty accessing UpToDate:

UpToDate Customer Service

sitesupport@uptodate.com

Phone: 1-888-804-8436

Monday through Friday, 7 a.m. – 9 p.m. (GMT-5)

Critical access issues after 9:00 pm Eastern Time (GMT-5), 24 hours per day including weekends and holidays, please contact via phone: 1-888-804-8436

Additional contacts include:

User Groups	Technical Contacts
University of Manitoba (faculty, staff, and students)	Neil John Maclean Health Sciences Library Phone: 204-789-3342 Email: healthlibraries@umanitoba.ca
Manitoba Health, Healthy Living and Seniors Fee-for-service physicians	MHIKNET Library Services Phone: 1-877-789-3804 Email: mhiknet@umanitoba.ca