Provincial Pharmacy Shared Services

MEMO

Date: January 15, 2026

To: All Clinical Staff

From: Jarrid McKitrick, Director, Provincial Pharmacy Shared Services (Project Lead)

cc: Jane Lamont, Executive Director, Provincial Pharmacy Shared Services
Monika Warren, Chief Nursing Officer, Shared Health & COO, HSC
Katelin McDermott, Director, Clinical Digital Solutions, Digital Shared Services

Re: **Lexidrug™ Access Updates**

UpToDate® Lexidrug™ is a valuable resource that is now accessible to all clinical staff across Manitoba as detailed here: https://healthproviders.sharedhealthmb.ca/medical-staff/.

There are three options to log in depending on your needs.

Option A — Access via a Network Computer

To access Lexidrug™ from a network computer, click on the tile UpToDate Lexidrug on your RHA or Shared Health shortcuts home page.

- Cancer Care (https://shortcuts.sharedhealthmb.ca/cancer-care/)
- IERHA (https://shortcuts.sharedhealthmb.ca/ierha/)
- NHR (https://shortcuts.sharedhealthmb.ca/northern-health-region/)
- PMH (https://shortcuts.sharedhealthmb.ca/pmh/clinical-resources/)
- Shared Health (https://shortcuts.sharedhealthmb.ca/)
- SHSS (https://shortcuts.sharedhealthmb.ca/southern-health/)
- WRHA (https://shortcuts.sharedhealthmb.ca/wrha/)

Users may also directly access Lexidrug™ by visiting UpToDate Lexidrug (https://online.lexi.com/lco/action/home?siteid=71543).

Option B— Remote Access/Personal Device Access via Shared Credentials

To access Lexidrug™ from a remote or personal device, users may use the following credentials if prompted during the log-in process:

Username: Shared_Health26
Password: lexidrug26

***Notes*: The vendor noted that the Option B log-in details should be valid until the end of 2026. The shared credentials should only be used by employees or physicians at government-operated healthcare facilities in Manitoba.**

Option C — Remote Access/Personal Device Access by contacting the vendor, Wolters Kluwer (WK), directly for VPN-specific IP activation of individual user accounts (with support from Service Desk)

***Note*: Option C is the long-term (preferred solution) for remote access/personal device access since Option B credentials expire at the end of 2026.**

1. Contact WK Customer Support to initiate a WK case/ticket https://www.wolterskluwer.com/en/solutions/uptodate/contact.
2. Review information requests from WK Customer Support.
3. Forward and secure required information by contacting SH Service Desk (servicedesk@sharedhealthmb.ca, 204-940-8500, or 1-866-999-9698).

   See example questions and *suggestions* below.

   Provide your IP Address: *This information may be confirmed by contacting Service Desk.*
   1. Is this a static IP address? *Yes*
   2. Is this IP address replacing any existing addresses? *No*
   3. Are users able to access via these IPs when off-site? If so, how (EHR, Proxy, Portal, VPN, Citrix, Remote Desktop)? *Citrix*
   4. Is this IP address only for locations listed on your contract? If so, which site? Or is this for a new location? *No. For all Shared Health MB Sites and remote access*
   5. Is this IP exclusive to your institution? *Yes*

   Additional Questions:
   1. What is the full name of the organization? *Shared Health*
   2. What is the street address for the locations updating their IPs? *Please provide work location, as applicable.*
   3. Are you experiencing access outage? If yes, is it a system wide or a handful of users? *No*
   4. Is this IP address/range configured with a cloud proxy service? *No*
4. Submit responses to WK Customer Support.
   After WK completes the VPN-specific IP activation, users may need to clear their browser cache and reconnect to the VPN before re-attempting access.

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