

Begin forwarded message:

From: "Beauregard, Paul (TBS)" <Paul.Beauregard@gov.mb.ca>
Date: January 17, 2021 at 1:21:40 PM CST
To: "Robert, Blake (PC Caucus) (LEG)" <Blake.Robert@leg.gov.mb.ca>
Cc: "Ross, Logan (LEG)" <Logan.Ross@leg.gov.mb.ca>, "Kowalchuk, Lenore (TCHSCP)" <Lenore.Kowalchuk@gov.mb.ca>, "Salyn, Brad (LEG)" <Brad.Salyn@leg.gov.mb.ca>, "Scarth, Jonathan (CWS)" <Jonathan.Scarth@gov.mb.ca>, "McLaughlin, David (LEG)" <David.McLaughlin@leg.gov.mb.ca>, "Reimer, Joss (WRHA)" <jreimer4@wrha.mb.ca>, Subject: RE: incoming self-inflicted missile ...

Per Adam's note – we are now creating processes where we are checking PedalMD's work. This is the same organization used by over 37,000 doctors across Canada. They are the largest, most reputable player in the space. They have now done this to us – twice. We are going to put them on training wheels.

Adam can answer more specific details.

From: Robert, Blake (LEG) <Blake.Robert@leg.gov.mb.ca>
Sent: January 17, 2021 1:19 PM
To: Beauregard, Paul (TBS) <Paul.Beauregard@gov.mb.ca>
Cc: Ross, Logan (LEG) <Logan.Ross@leg.gov.mb.ca>; Kowalchuk, Lenore (FIN) <Lenore.Kowalchuk@gov.mb.ca>; Salyn, Brad (LEG) <Brad.Salyn@leg.gov.mb.ca>; Scarth, Jonathan (FIN) <Jonathan.Scarth@gov.mb.ca>; McLaughlin, David (LEG) <David.McLaughlin@leg.gov.mb.ca>; Reimer, Joss (WRHA) <jreimer4@wrha.mb.ca>
Subject: Re: incoming self-inflicted missile ...

I should be more clear:

What, if any, are the consequences for this repeat error? Some kind of contractual penalty? Credit applied to whatever government is paying for the service? Reassignment of the person responsible for the error?

Or are we just shrugging our shoulders and using the Britney Spears response of “Oops! I did it again.”

Blake Robert

Director of Media Relations and Issues Management - *Executive Council*
Press Secretary – *Municipal Relations*
Attaché de presse – *affaires francophones*

Direct Line/Text: [\(204\) 914-9854](tel:2049149854)

E-mail: blake.robert@leg.gov.mb.ca

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On Jan 17, 2021, at 1:13 PM, Beauregard, Paul (TBS)

<Paul.Beauregard@gov.mb.ca> wrote:

<https://www.petalmd.com/about>

From: Robert, Blake (LEG) <Blake.Robert@leg.gov.mb.ca>

Sent: January 17, 2021 1:12 PM

To: Beauregard, Paul (TBS) <Paul.Beauregard@gov.mb.ca>

Cc: Ross, Logan (LEG) <Logan.Ross@leg.gov.mb.ca>; Kowalchuk, Lenore (FIN) <Lenore.Kowalchuk@gov.mb.ca>; Salyn, Brad (LEG)

<Brad.Salyn@leg.gov.mb.ca>; Scarth, Jonathan (FIN)

<Jonathan.Scarth@gov.mb.ca>; McLaughlin, David (LEG)

<David.McLaughlin@leg.gov.mb.ca>; Reimer, Joss (WRHA)

<jreimer4@wrha.mb.ca>

Subject: Re: incoming self-inflicted missile ...

We know who is responsible, but I'd like an answer on who is accountable for this now-repeat error.

When the inevitable media questions come, it would be helpful to have some tangible actions/consequences to point to.

Blake Robert

Director of Media Relations and Issues Management - *Executive Council*

Press Secretary – *Municipal Relations*

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On Jan 17, 2021, at 12:58 PM, Beauregard, Paul (TBS)

<Paul.Beauregard@gov.mb.ca> wrote:

From: Adam Topp <adam.topp@bighealthcare.ca>

Sent: January 17, 2021 12:57 PM

To: Beauregard, Paul (TBS) <Paul.Beauregard@gov.mb.ca>

Cc: Chung, Hong (FAM) <Hong.Chung@gov.mb.ca>

Subject: @\$%##@\$

Heads up,

Apparently we (PetalMD) did it again – sent out reminders with the wrong address.

Its been fixed. New texts going out right now.

IT would have been the 48 hours reminder that went yesterday to 558 people for Monday (tomorrow) appointments.

A correction is going out right now.

The text that went out in error is attached – it said Keystone, but gave the RBC address.

Petal had profusely apologized and said this would never happen again – well apparently it did.

We'll set up some processes to approve these reminders – which I though we already had!

Apologies,

Adam

Adam Topp
Priorities and Planning Secretariat
t: 204.391.7984
<IMG_1024[1].jpg.awsec>