



Update: Network Issues and Downtime

September 21, 2020

Dear Regional Pathology Services Clients,

We continue to experience network issues at our facility that is affecting all systems. Downtime procedures have been activated and additional staff have been called in.

STAT testing is being prioritized currently. Routine samples will be stabilized and processed when systems are back up. If you have a STAT please call us at [1-800-334-0459](tel:1-800-334-0459) to alert us or indicate it on the requisition with a phone number where we can call results or an e-mail where we can send a confidential e-mail result.

This will affect all electronic orders and results from interfaced clients. Please continue to order tests in your EMR as usual and send a copy of the order or a paper requisition with your samples.

If you are unable to place orders you can send a paper requisition which can be found on our website at <http://www.reglab.org/client-services/requisitions/>. Please make sure to fill all information on the requisition and include your account code and indicate how you want to receive results. Results may que up in your EMR once the systems are back up.

We are working tirelessly to bring systems back up and will inform clients as soon as that happens.

Thanks for your understanding.

If phone lines are busy please e-mail us at support@reglab.org with any questions.

If you have any questions about interfaces please contact **Interface Support:**
rpsinterfacesupport@unmc.edu
