

Cytogenetics Testing Update

Date: October 6, 2020

Dear Regional Pathology Services Clients,

We want to continue to communicate with our clients and keep you aware of the ongoing limitations with respect to our cytogenetics analysis and resulting capabilities. IT is working diligently to restore all systems, but the software systems necessary for cytogenetics and microarray analysis and reporting remain down at this time. The continued down time limits our reporting capabilities and we are not able to issue final reports at this time.

In order to ensure optimal patient care, some specimens will be sent to our partner labs during the ongoing downtime. We anticipate this new workflow will only occur until systems are fully functional and we navigate through the pending in-house specimens. On your end, the ordering and specimen routing processes will remain the same. Results will be provided to you as soon as they are available via your normal client result distribution method.

The analysis and reporting of samples received over the past two weeks will be our highest priority as soon as systems are restored, and we will bring all testing back in-house as soon as possible. We sincerely appreciate your understanding and flexibility through this challenge and value your continued partnership.

We realize this downtime was not ideal for our clients but we **Thank You** again for your continued patience during these difficult times. Please work with your account manager <http://www.reglab.org/contact-us/> or our cytogenetic client account specialist Kim Wiechman kwiechman@unmc.edu, 402-559-7747.

24/7 Client Services 1-800-334-0459
