

Update September 22nd: Network Issues

Date: September 22nd, 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. We currently do not have information on when systems will be back up.

Thank You for your continued patience as we navigate through these challenging times. These circumstances are beyond our control and we are working tirelessly to make sure all our clients needs are met.

We have now moved to the second phase in our business continuity plan and are now running all routine tests, STAT tests, Consults, and all Pathology. Results will be either given verbally over the phone, sent as a confidential e-mail or couriered to clients. Please indicate on your requisition how you want to receive results.

This network outage will affect all electronic orders and results from interfaced clients. Please continue to order tests in your EMR as usual. 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 requisitions and include your account code and indicate how you want to receive results.

If you have any specialty testing we ask that clients send an individual sample for that test so as not to delay testing.

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

Thank You again for your patience.

If you have any questions you can call us at 1-800-334-0459, e-mail us at support@reglab.org or contact your account manager.

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