University of Nebraska Medical Center™

REGIONAL PATHOLOGY SERVICES

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Update September 23: Network Issues

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Date: September 23rd, 2020

Dear Regional Pathology Services Clients,

We want to continue to communicate with our clients to keep you aware of the situation as it unfolds.

The network outage that began Sunday September 20, 2020 was a security incident that affected all our systems. We are working tirelessly to recover all systems and bring them back up safely and securely.

Thank You for your continued patience during those difficult times. These circumstances are beyond our control and we are working to make sure all our clients' needs are met. **We anticipate our systems will be up in the next few days, but don't have a guaranteed date. We will send out a Lab Alert as soon as we know when systems will be restored.**

As you can imagine running everything on downtime has created a backlog of samples which will delay turnaround time.

We will continue to accept consults, COV19 PCR testing, bacterial microbiology and pathology samples. We ask clients to re-schedule patients for routine bloodwork, if possible, or hold routine, stable samples at their location.

Due to the unknown recovery timeframe and our continued commitment to maintain extraordinary patient care we are asking clients to reduce the volume of testing being requested from our facility. At this time, STAT and routine Pre-Op testing will NOT be accepted as we cannot guarantee the turnaround time needed for appropriate patient care. If you have a STAT or Pre-Op, we recommend sending the patient to an urgent care or to the nearest hospital.

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.

Effective today, results will be mailed, couriered or hand-delivered to clients. We will no longer email results due to our security incident. Reference ranges for tests can be found on our website at www.reglab.org by searching for the test in the Test Directory.

Thank You again for your patience as we navigate through this challenging time for our facility and the entire UNMC community.

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 questions about interfaces please contact Interface Support: rpsinterfacesupport@unmc.edu

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

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