

## Update September 24: Network Issues

Date: September 24<sup>th</sup>, 2020

Dear Regional Pathology Services Clients,

We wanted to update you on the status of our laboratory testing today. We are still working on recovering all systems to bring them back up safely and securely.

**Running everything on downtime has created a backlog of samples which will delay turnaround time. We are now utilizing one of our local laboratory partners to process some of the back log of samples, so you may see some reports come from a different facility. We understand that this is not an ideal situation but we will continue to do whatever is in our ability to meet our client expectations. If you are looking for a patient result please call us at 402-559-6420.**

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](http://www.reglab.org) by searching for the test in the Test Directory.**

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.

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.**

If you have any questions you can call us at 1-800-334-0459, e-mail us at [support@reglab.org](mailto:support@reglab.org) or contact your account manager. If you have questions about interfaces please contact Interface Support: [rpsinterfacesupport@unmc.edu](mailto:rpsinterfacesupport@unmc.edu)