

Update September 28: Networks Being Restored

Date: September 28th, 2020

Dear Regional Pathology Services Clients,

We wanted to start with a heartfelt Thank You to all of our clients for their patience and their well wishes during this unprecedented time of dealing with a pandemic and a cyberattack on our facility.

The resilience of our UNMC community and our clients has shined through and guided us through these tough times. We remain committed to providing extraordinary service to our clients.

Our systems are being restored and clients are able to turn on their interfaces if they shut them off and resume ordering through interfaces.

We are still working on getting through our back log of specimens which may delay turnaround time. If you are looking for a patient result please fill out this [spreadsheet](#) and e-mail it to pathclientsrvps@unmc.edu. Clients may receive a mix of results by mail, fax or through their interfaces during this transition period. **Several results have been sent out today and clients will receive them via courier.**

We have activated a team that has been working tirelessly to place orders and results that were ran on downtime so that clients can see those in their EMR's in the future. However, this may take some time to complete.

If any specimen was compromised or re-scheduled during this time we will offer a recollect at no charge. Please work with your account manager to get those processed.

We realize this downtime was not ideal for our clients but we Thank You again for your continued patience during those difficult times. If there are any issues or concerns please reach out to your account manager <http://www.reglab.org/contact-us/>

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

