

Update September 30: Resuming Normal Operations

Date: September 30th, 2020

Dear Regional Pathology Services Clients,

We would like to inform clients that we are now able to resume normal operations for our laboratory!

We are very excited to get back to “normal” and provide clients with the services they need and expect from us.

Thank You again for your patience as we recovered from this incident. We appreciate your flexibility through this challenge and value your continued partnership.

Clients can resume ordering in their interfaces and will get results back in their EMR. If you are looking for an urgent patient result please fill out this [spreadsheet](#) and e-mail it to pathclientservrps@unmc.edu. Clients may receive a mix of results by mail, fax or through their interfaces during this transition period.

Our data recovery team has been working tirelessly to input all results from the downtime so that clients can have those in their EMR’s. We anticipate this will be completed by Monday 10/5/2020.

We would also like to note that if a test was sent to our back-up laboratory partner (Methodist Pathology Center) these results will not be in the interfaces. Clients will need to scan those reports into the patient’s chart.

If any specimen was compromised or re-scheduled during this downtime 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

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

Date	Time	Who's Calling	Client	Account Code	Phone Number	Concern / TEST	Patient	DOB	Collection Date	Result Instruction

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