

DATE:	23 January 2023
TO:	All Ordering Providers and Clinicians
FROM:	Alberta Precision Laboratories
RE:	URGENT – RECENT AHS NETWORK DOWNTIME IMPACTING LABORATORY SYSTEMS

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Key Message

- At this time only critical and stat laboratory testing and collections will be performed, routine testing and collections will be deferred.
- Access to previous results is limited due to the network outage. Using analyzer logs, laboratories may be able to access recently performed testing that was completed on site. This ability is dependent on analyzer capability and varies between departments and sites.
- Critical and stat results reporting for all patient types (inpatient, ambulatory and community) will be communicated through standard downtime procedures.
- Result inquiries and stat collection requests can be made through existing downtime procedures by contacting your local laboratory directly.

Background

- A system-wide network outage has impacted the laboratory's activities across all systems. For more information on the status of the outage refer to [AHS Now – Alberta Health Services Emergency Messaging Site](#).

How this will impact you

- Only critical and stat results will be communicated per standard downtime procedures. Delivery of routine test results will be deferred.

Action Required

- Only request collections and testing in critical circumstances. To request recently performed (January 22, 2023 20:00 – current) critical or stat results, contact the testing laboratory directly.

Questions/Concerns

- communications@aplabs.ca

Approved by

- Tammy Hofer, COO, Alberta Precision Laboratories
- Dr. Carolyn O'Hara, Interim Chief Medical Laboratory Officer, Alberta Precision Laboratories