

Date: October 14, 2014
To: Edmonton Zone Community Physicians and Health Care Providers
From: AHS Laboratory Services and DynaLIFE_{Dx}
Re: Laboratory Information System DOWNTIME

PLEASE POST OR DISTRIBUTE AS WIDELY AS APPROPRIATE

Key Messages:

- **On Sunday, October 26, 2014**, DynaLIFE_{Dx}'s Patient Care Centres (PCCs) in the Edmonton Zone that are normally open that day will be **CLOSED** as we undergo a major upgrade to our laboratory information system.
- Two alternate PCC locations will be open to perform **STAT and Urgent Collections ONLY** - one in each of the North and South areas of the city.
- All PCCs will resume normal hours of operation on Monday, October 27, 2014.
- All laboratories within the Edmonton Zone will be operating under Downtime procedures and some reporting will be delayed.
- We will continue to process STAT and Urgent test orders and will continue to phone all critical results during the scheduled computer downtime.
- There will be no Home Collection or Facility Collection services on this day.

Why this is important:

- AHS and DL are working together to perform a major upgrade to the Laboratory Information System in the Edmonton Zone.
- This upgrade requires the entire lab computer system to be down (completely unavailable) for approximately 10 hours during the night and morning of October 26, 2014.
- During the downtime, laboratory results will not print.
- Results from testing performed prior to the downtime will continue to be available on NetCare.

Action Required:

- When ordering lab work over the next few weeks, please inform patients that PCCs will be closed on Sunday, October 26, 2014 and they should not plan to have collections performed that day.
- Community patients requiring **STAT or Urgent collections** on Sunday, October 26, 2014 may be directed to either of the following locations which will be **open from 7 am to 3 pm**:
 - Trail South PCC at 10389-51 Avenue
 - Pallisades PCC at 12843-140 Avenue
- DL will call all results from STAT or urgent collections and we **require a physician contact number** be provided on the requisition for this purpose.

Inquiries and feedback may be directed to:

- Jared Teare, Manager Patient Care Services at jared.teare@dynamifedx.com

This bulletin has been reviewed and approved by:

- Dr. Carolyn O'Hara, Medical/Scientific Director and Zone Clinical Department Head, AHS Laboratory Services Edmonton Zone
- Dr. Raymond Lai, Medical Director, DynaLIFE_{Dx}