
Date: April 20, 2015
To: North, Central and South Zone Community Physician Offices/Clinics
From: AHS Laboratory Services
Re: Meditech Laboratory Information System DOWNTIME – Temporary Changes to Services & Processes (Community)

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Key Messages:

- On **Sunday May 3, 2015**, the laboratory will be in full **downtime/manual mode** as AHS Rural Zones perform the major Meditech upgrade that includes the Laboratory Information System. Systems will be unavailable for approximately 12 hours.
- **Sunday May 3, 2015** QEII site in Grande Prairie will be **closed for community patient** collections.
- **Normal hours of operation** will resume on **Monday, May 4, 2015**, all Laboratory Sites within North, Central and South Zones. However, collection and reporting delays may occur as staff becomes familiar with the software upgrade.
- Please defer routine patient laboratory orders on **Monday, May 4, 2015** to assist laboratory staff during this software upgrade.

Why this is important:

- Laboratory workload needs to be limited to support full system recovery.
- 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 collection and reporting delays can be expected due to the Meditech software upgrade as staff acclimatizes to the changes.

Inquiries and feedback may be directed to:

- Lisa Vandergouwe, Lab Business Provincial Lead Meditech 5.67 Upgrade Project at Lisa.Vandergouwe@albertahealthservices.ca

This bulletin has been reviewed and approved by:

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