

**Date:** April 20, 2015  
**To:** Physicians, Nursing Units and Health Care Providers- Facilities  
**From:** AHS Laboratory Services  
**Re:** Meditech Laboratory Information System DOWNTIME – Temporary Changes to Services & Processes (Facility)

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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.
- Test orders and blood product requests as well as provision of blood products will be managed using existing downtime processes (**paper requisition/request forms**).
- During this period, **only STAT and Urgent tests requests will be processed**. Downtime paper reports will be utilized to report patient results and delivered to care areas using existing processes. Routine testing will resume when the computer system comes back up.
- Throughout the downtime, laboratory results will not print on nursing unit printers, will not transmit to ancillary Health Information Systems, and will not be electronically accessible by laboratory staff.
- The Laboratory will continue to **phone all critical results** during the scheduled computer downtime.
- The Laboratory will enter lab orders sent manually during the downtime by nursing units once the system is operational.

**Why this is important:**

- Laboratory workload needs to be limited to stat and urgent requests due to the length of the downtime and to reduce the number of results requiring manual back entry during recovery.
- Results from testing performed **prior** to the downtime will continue to be available on Netcare.

**Action Required:**

- Meditech Order Entry for morning bloodwork for Sunday, May 3, 2015 can be utilized until 2359 hours on Saturday, May 2, 2015. **After this time, Downtime Procedures for laboratory orders should be used.** Please Continue to use Downtime Procedures until there is communication that Meditech is available.

**Inquiries and feedback may be directed to:**

- Lisa Vandergouwe, Lab Business Provincial Lead Meditech 5.67 Upgrade Project (403-388-6065)  
[Lisa.Vandergouwe@albertahealthservices.ca](mailto:Lisa.Vandergouwe@albertahealthservices.ca)

**This bulletin has been reviewed and approved by:**

- Dr. James Wesenberg, AHS Laboratory Provincial Medical Scientific Director (403-343-4723)  
[James.Wesenberg@albertahealthservices.ca](mailto:James.Wesenberg@albertahealthservices.ca)