



# MEMORANDUM

**Date:** April 26, 2017  
**To:** Regional Health Authorities  
**From:** Charles Conway, DSM Chief Information Officer  
**CC:** DSM Laboratory Directors, Supervisors and Charge Technologists  
**Subject:** Delphic Laboratory Information System Outage – **May 7, 2017**

**Facilities using the Delphic LIS as of April 26, 2017 (excluding Satellite Labs):**

PMH	PMH	Southern Health-Sante Sud	Northern	IERHA
Westman Lab	Grandview District Hospital	Portage District Hospital	Thompson General Hospital	All Hospital Labs
Dauphin Regional Health Centre	Minnedosa Health Centre	Bethesda Hospital (Steinbach)	Flin Flon General Hospital	
Neepawa Health Centre	Hamiota Health Centre	Boundary Trails Health Centre (Morden/Winkler)	The Pas Health Complex	
Swan River Valley Health Centre	Boissevain Health Centre	Ste. Anne Hospital		
Roblin Health Centre	Deloraine Health Centre	DeSalaberry Dist. Health Centre (St. Pierre Jolys)	<b>Winnipeg</b>	
Ste. Rose General Hospital	Melita Health Centre	Altona Comm. Memorial Health Centre	All Hospital Labs	
Virден Health Centre	Carberry Plains Health Centre	Morris General Hospital	Churchill Health Centre	
Russell Health Centre	Glenboro Health Centre	Carman Memorial Hospital		
Tri-Lake Health Centre (Killarney)	Tiger Hills Health Centre (Treherne)	Vita & Distirct Health Centre		
Souris Health Centre	Riverdale Health Centre ( Rivers)			
	Strathclair Health Centre (Shoal Lake)			

**Please be advised the Delphic LIS will undergo a planned 8 hour system-wide outage on Sunday May 7, 2017 from 1430 to 2230 hours.**

During the 8 hour downtime:

- Labs will continue to process specimens using established downtime procedures with priority for STAT specimens from Emergency and Critical Care areas. Results will be manually faxed to the ordering units using downtime lab report formats. Critical results will be telephoned by the lab as always.
- Downtime lab report formats are produced directly from lab instruments and differ in appearance and format from the usual LIS reports.
- Lab result interfaces to Allscripts EDIS, EPR and Results Viewing, CancerCare Manitoba's ARIA system, Brandon Hospital's MedSeries 4, DSM's Éclair system, BDM Pharmacy, eChart Manitoba and eHealth\_hub Service to EMR's will **NOT** be operational. Data from the downtime period will be input when the system is brought up and results will then be sent across the appropriate interfaces.
- Labs will have additional resources onsite where required and where possible to assist with the downtime workflow and subsequent recovery period once the LIS is operational.

This is the 2<sup>nd</sup> of 2 outages required to enable Manitoba eHealth resources to upgrade server operating system software within the Delphic LIS environment.

Any questions or concerns regarding the May 7<sup>th</sup> outage should be directed to the Laboratory Director for your facility.