



MEMORANDUM

Date: September 7, 2017
To: WRHA Hospital Facilities
From: Charles Conway, DSM Chief Information Officer
CC: DSM Laboratory Directors, Supervisors and Charge Technologists
Subject: Delphic Laboratory Information System Outage – **Sept 17, 2017**

Please be advised the Delphic LIS will undergo a planned 4 hour system-wide outage on Sunday September 17, 2017 from 1530 to 1930 hours.

During the 4 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.

The outage is being scheduled to implement some application improvements to the LIS along with routine system maintenance.

Any questions or concerns regarding the September 17th outage should be directed to the Laboratory Director for your facility.