



LABORATORY BULLETIN

2005 May 16

To: Clients of the Provincial Laboratory for Public Health (Microbiology) and the Capital Health Medical Microbiology Laboratory (University of Alberta Hospital)

Re: Laboratory Information System Upgrade Impact

PLEASE POST OR DISTRIBUTE WIDELY AS APPROPRIATE

Our Laboratory Information System will undergo a major software upgrade commencing on Saturday May 21, 2005 at 1800 hours. For the 24-hour period following this time, **the laboratory will be in manual production mode, and hard copy, faxed, and electronic reports will be unavailable to clients.** Laboratory technical staff will continue to phone critical results as per standard operating procedure. It is imperative that you **document your contact information (phone and fax numbers) on the requisitions you submit**, to ensure effective communication of these results.

Regular reporting, including the distribution of reports backlogged during the upgrade transition period, will resume once the installation of the new software is complete.

The new software has been tested extensively, and our laboratory anticipates a smooth and seamless transition. However, we would most appreciate your assistance in monitoring the new software performance by checking your reports closely for the 3-week period following the upgrade (May 22 – June 13). Should you notice anything unusual or feel you are missing expected reports, please contact the ProvLab Information Services Help Desk immediately, either by phone at **(403) 880-4733** or by email at Helpdesk@provlab.ab.ca. For clinical questions regarding laboratory reports, please continue to use the general laboratory information numbers:

Edmonton Site: (780) 407-7121
Calgary Site: (403) 944-1200

PLEASE NOTE: This notice does not apply to reports generated by the Department of Laboratory Medicine at the University of Alberta Hospital.

We sincerely thank you for your patience and consideration during this temporary but necessary disruption to our service.

Dr. Jutta Preiksaitis
Medical Director
ProvLab Alberta

Dr. Robert Rennie
Divisional Director
Capital Health Medical Microbiology Laboratory
University of Alberta Hospital Site