

LABORATORY INFORMATION SYSTEM (LIS) MAJOR UPGRADE WEDNESDAY 23 AND THURSDAY 24 SEPTEMBER 2020

Canterbury Health Laboratories will be upgrading the version of the LIS, used to report all laboratory results, commencing Wednesday 23 September. This is a major undertaking, even with the detailed planning underway there will be significant disruption to laboratories during this process. We had originally intended to undertake this upgrade over a weekend to minimise disruption to clinical services, however, this had to be delayed and a weekend date is no longer feasible. We acknowledge that midweek timing will have a much larger impact for both clinical services and laboratories, however, this is not able to be avoided and we appreciate your support to work together to minimise impacts where possible.

What is happening during the upgrade

During the upgrade there will be an initial brief (10 minute) outage at 6pm on Wednesday 23 September. At this time an image of the current system will be taken, for transfer to the new version. Once data is imported into the new system a second, longer (1-2 hours) outage will occur from 12 midday Thursday 24 September. At the completion of the second outage, CHL will be live on version 10.

What does this mean for Clinical teams

The initial outage will have little impact for clinical teams, there will only be a brief time period where results will not transmit electronically. **The second outage is for a longer period (1 - 2 hours Thursday afternoon, 24 September). During this time no results will transmit electronically to your Practice inbox (eg Medtech) or to HealthOne.** A **duplicate copy** will be generated to your inbox (eg Medtech) for any result reported from the time of the first outage through to the completion of the upgrade. These results will primarily be Acute Demand and COVID results and we apologise in advance for any inconvenience this duplicate result delivery may cause.

What does this mean for Laboratories

The first outage will have little impact for the lab, due to the short duration. **However, any request that is received or resulted from the time of the first outage right through until the completion of the upgrade (up to 20 hours) will need to be re-entered into the system manually. This is up to 20 hours of rework.** For both outages the laboratory teams will be working solely on manual systems, which are very time intensive. It is this required re-entry that will generate a duplicate copy of the result being sent to your inbox (eg Medtech).