

MEMO

To: All Regional Medical Laboratory, Inc. (RML) Clients

From: Regional Medical Laboratory, Inc.
Amy Garrison, MBA, MT (ASCP), Director

Date: March 18, 2016

Subject: Laboratory Information System (LIS) Conversion

Dear Valued RML Customer,

Regional Medical Laboratory, Inc. has been diligently preparing to convert the Laboratory Information System (LIS) to Cerner Millennium. The conversion will occur on Saturday April 2, 2016. RML is excited about the enhancements that the new system will provide to our clients.

In preparation for the conversion, we want to highlight a few of the enhancements and differences you will see with the new system:

- If you currently receive your patient charts as a hard copy, either by courier, mail, or fax, you will see some differences. Changes include General laboratory results and Microbiology results will appear on one chart. You will also see differences in the way footnotes are displayed and the inclusion of completed date/time for testing. ***A copy of this new chart is available upon request.***
- If you currently receive client bills from RML and are ordering special profiles, these will no longer appear on your invoice or notifications as one line item but will be listed at the detail level, i.e. each test within a profile will be listed along with the price. The profile name will not be listed as previously displayed.

Downtime procedures on Saturday April 2, 2016:

- The conversion will begin at 9 a.m. Saturday morning and is expected to last 10 hours. During this timeframe, patient lab results will be available for all testing completed prior to 9am on April 2 in your EMR via the RML Labworks portal, or by calling our client services department. If you use our laboratory orders/results portal, LabWorks, or an interface to order your lab work, you will be able to place your orders in the same fashion as you always have. Once the conversion is complete and our system is available, any orders you placed in your system during the downtime will transmit to RML and results will transmit back to you. If you are experiencing any issues regarding receiving results, please contact the number below. During this timeframe STAT testing and limited routine testing will be performed. All

STAT and critical results will be called. There may be some delay in serology/immunology, microbiology and molecular testing.

Our Bernsen Patient Service Center (PSC) at St. John Medical Center will be open from 8 a.m.-noon on Saturday April 2, 2016. If you will be sending patients to be drawn at one of our Patient Service Centers on Saturday April 2, 2016, **please send the orders / requisition with the patient** so we will know what needs to be drawn.

We will post timely updates on the conversion process on the home page of our website, www.RMLOnline.com.

Thank you for your patience and understanding as we enhance our systems for continued provision of medical excellence and person centered laboratory services. If you have any questions, please call our main number at 918-744-2500 or toll free at 1-800-722-8077.