

To: Central Zone Healthcare Providers and Health Service Directors

From: Pathology and Laboratory Medicine
Diagnostic Imaging

Date: April 21, 2023

Subject: **Millennium Downtime scheduled for Wednesday April 26 – Thursday April 27, 2023**

On Wednesday April 26, 2023, Millennium will experience a six-hour downtime between 11:30 pm to 5:30 am. During this period, laboratory and diagnostic imaging staff will revert to downtime procedures.

Pathology and Laboratory Medicine (Urgent and Stat testing only):

- Please restrict laboratory test orders and phone calls during this period to those required to support immediate patient care. Verbal requests for results require technical staff to interrupt testing so that the result may be retrieved from the analyzer.
- Inpatient Blood Collection orders for April 27th morning collections must be submitted no later than 7 pm on the 26th to provide sufficient time for order entry to be completed prior to the downtime.
- Clinical staff who routinely use Millennium Order Entry, must use the laboratory requisitions, CD2A or CD0432 to request testing.
- Urgent and STAT reports that normally print to designated printers will be faxed to the appropriate care areas. Critical result calling will continue to follow normal practice, and those results will also be faxed. Downtime reports are printed direct from the analyzers in a format that is very similar to regular reports.
- For requests related to urgent or stat laboratory results from testing performed during the downtime, please contact Central Reporting at 902-473-2266. For Dartmouth General Hospital requests call: 902-465-8310.
- Clinical teams can access One Content for results completed prior to the downtime. If unsure, please confirm the results are not available in One Content before calling the Laboratory to reduce unnecessary calls.
- Routine testing will resume when access to the system is restored. All results completed during the downtime period will be downloaded into Millennium once the system is available, and then sent to the Clinical Portal to maintain a complete patient record.

Diagnostic Imaging:

- Staff will operate under downtime procedures which will require imaging studies to be acquired with alternate identifiers. This will result in images going to unverified in IMPAX. Unverified images will not transfer to XERO until they are validated post outage.
- For urgent or critical cases, the radiology group will contact the requesting provider. Please ensure correct contact is included on the imaging requisition.
- Once the outage is complete, all orders and studies will need to be updated with appropriate patient identification prior to reports being finalized.