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From: Sam Terese, CEO and President
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To: All Alverno Laboratories System Members

UPDATE: 5/25/2023

At this point, the LIS system upgrade is functional and we are in the process fine tuning and optimizing the system. That said, there is still a backlog of test results that the team is reviewing and testing. That backlog is being seen in the various EMR and other downstream systems and we know is a cause of concern.

During transition period we received a significant number of test orders without the ordering physician name, without the site where the order originated, missing MRN and others. Without this basic information we must review each order and essentially add the missing information which then enables the results to be transmitted. Because this is an entirely a manual process with each patient it is contributing to the delay.

We continue work these issues around the clock.

We are also reviewing interface error messages and making corrections as needed.

We continue to thank you and appreciate your patience during this clean-up phase of the transition. We continue to do everything we can to return our service to the same high standards prior to the transition.

In the meantime, thank you for your ongoing support and patience as we work through the IT challenges.

Sam Terese

President & CEO

