**To:** CGP Leadership

**From:** Mark A. Cervinski, PhD, Director of Clinical Chemistry

**Date:** May 9 2024

**RE:** Delay in routine outpatient testing

**Situation**

Instrument outages in the chemistry laboratory resulted in delays for routine outpatient testing starting late on 5/8/24 and expected to be caught up by early evening 5/9/24 (tonight).

**Background**

On Wednesday evening, May 8 2024, the chemistry laboratory at DHMC experienced three concurrent instrument downtime events. In response, routine testing was held to allow for processing and running of STAT testing. Routine testing was loaded slowly throughout the process to avoid any delays to STAT testing.

**Assessment**

Samples collected at outpatient locations and arriving by courier were held and stored under appropriate conditions to preserve accuracy. A service engineer has repaired the instruments and analysis of the routine patient samples, beginning with samples collected yesterday, has resumed.

**Recommendations**

No action is needed from our providers at this time.

**For questions or additional information, please contact:** [Mark.a.cervinski@hitchcock.org](mailto:Mark.a.cervinski@hitchcock.org)