



June 23, 2020

## IMPORTANT MESSAGE FROM COMPUNET REGARDING POST LIS CONVERSION

Dear Provider,

On Saturday, June 13, CompuNet converted its lab information system from Quest Diagnostics' QLS LIS to Sunquest 8.1 LIS. The conversion was mandated in 2017 as a result of Quest Diagnostics no longer being a joint venture owner in CompuNet.

CompuNet has spent the last three years preparing for this conversion, knowing that it would be an enormous undertaking. We significantly increased our IT staffing to support the implementation, prepared and trained our employees over the past year for Sunquest 8.1, and assisted clients with preparations like test compendium builds all while COVID-19 test volumes drastically increased starting in March.

We anticipated and planned for some bumps in the LIS conversion process and our lab, providers, and patients have all experienced the impact of those issues. **Please know that we are working around the clock to resolve the remaining outstanding issues and we appreciate your support as we work to improve our overall processes.**

While we are beginning to see an improvement in test turnaround times this week, we have some suggestions to assist you with obtaining the information you need:

Checking on lab results: Rather than waiting on hold for Client Services, we recommend for the time being faxing a list of patient names and dates-of-birth or request "all labs from date xx/xx/2020 to xx/xx/2020. Faxes can be sent to: (937) 296-1924.

We also ask that you contact your CompuNet Account Representative for assistance with urgent needs rather than waiting on hold for Client Services. If you do not have or do not know who your Account Representative is, please call (937) 297-8336.

We have also included our updated critical values table. The critical values table was distributed to providers earlier in June but we are including it with this communication as a reminder.

**We thank you for your patience and appreciate the trust you've placed in CompuNet as we work diligently to improve our services in the coming days.**

Sincerely,

Teresa Williams  
Chief Operating Officer  
CompuNet Clinical Laboratories

Nick Lair  
Vice-President, Laboratory Services  
Premier Health