

Memo

To: Allina Medical Laboratories Reference Laboratory Clients
From: Bonny Paetznick
Director, Reference Lab Services
Date: August 10, 2006
Re: **Inaccurate Calculated Results**

An upgrade was made to the Laboratory Information System, Ultra, on Sunday August 6th. Due to problems associated with this upgrade, errors were made in certain laboratory values requiring calculations to be performed by the computer system. This software calculation error impacted results completed in the timeframe of Sunday, August 6th after 5:00 PM through Tuesday, August 8th at 8:00 PM when the upgrade was removed from the system. This problem was observed because providers were unable to access certain test results such as urine calculations for Total Protein and Creatinine Clearance in the laboratory computer. Through an in depth investigation, we have identified an additional calculation performed by the computer system which created erroneous results being reported for LDL Cholesterol.

ALL Calculated LDL results for testing performed on Monday 8/7 and Tuesday 8/8 are falsely elevated. Corrected results are now available in ULTRA, but do not appear in Excellian or in Horizon Ambulatory Care at this time. Corrected reports will be created and distributed as soon as they are available.

If you have acted on the results you received for the calculated LDL, or wish to obtain the corrected result before the corrected reports are distributed, please call Allina Medical Laboratories Customer Service at 612-863-4678.

If you have further questions, you may contact the Allina Medical Laboratories Lead Chemistry pathologist, Dr. Jorge Ferreiro at 651-841-8777.

We are in the process of reviewing system calculations for erroneous results due to the software upgrade. If additional result calculations are identified as erroneous, a notification will be forwarded immediately.

We greatly regret this error and any inconvenience this has caused for you and your patients. Appropriate steps are being taken to address this problem to assure that future system upgrades will not negatively impact our system.