



# WDHB Data Outage

As Waikato DHB navigate through the difficult issue of running a complex service without any IT systems, we advise as follows.

Waikato DHB laboratories (HWL):

- Are able to do testing, however, are limited to covid and urgent tests.
- Critical results will be reported via telephone as they are unable to electronically report.
- Referral work to HWL just prior to the outage are being reported by paper. These should arrive over the next few days.
- Pathlab Waikato will be managing the tertiary sendways until HWL are fully functional. We will ensure that these investigations are performed using a like analytical platform, but if you receive any results which you believe do not fit the patient history, please contact Pathlab via [info@pathlab.co.nz](mailto:info@pathlab.co.nz) for confirmation / discussion or to repeat the investigation.
- WDHB do not have a phone system so cannot be contacted – at present. When the WDHB system is up and running there will be continued delays as the laboratory starts the arduous task of catching up.

**Please note:** Pathlab laboratories are not affected by this IT issue, however we have no separate access to HWL information.

**We are most grateful for your patience and understanding in this difficult situation.**

Dianne McQueen  
**Chief Executive**

CLINICAL UPDATE

**Please ensure all members of your institution receive a copy of this clinical update.**

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