

Date: May 31<sup>st</sup>, 2023

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## **RRHIO Downtime – Electronic Results Impacted**

If you receive results electronically into your Electronic Medical Record(EMR) system from the Rochester RHIO, they will be performing an upgrade the weekend of June 2<sup>nd</sup> - June 4<sup>th</sup>, whereas Alerts, MyResultsDelivered, and data messages will be unavailable and **new** data will not be viewable in Explore+. Once the RRHIO is back online messages received from the RRHIO during the downtime will be sent out to EMR's.

UR Medicine labs will post to eRecord as normal. Results from outside lab systems that URMIC providers are expecting from RRHIO results delivery into eRecord will be delayed. For these results URMIC providers will need to call the external lab. If it is a result from RRH the provider can possibly use Care Everywhere to pull in the information from RRH.

We have been informed that the following RRHIO services will be impacted during this downtime:

- Alerts will be impacted
- Results Delivery will be impacted
- **Explore+ will be available, however new data from June 2nd- June 4th will NOT BE viewable until the system comes back online and has time to post new messages.**

Questions? RHIO Support is available at [support@grrhio.org](mailto:support@grrhio.org)

This pertains to in-bound and out-bound results from the RRHIO **ONLY**.

If you need UR Medicine results over June 2<sup>nd</sup>-June 4th and results are not available in your EMR, please call UR Medicine Labs Client Services (585)758-0510.