

Electronic results delivery downtime information

The following table identifies situations, possible causes and recommended actions to reference when experiencing issues with eHealth_hub results delivery service.

Situation	Possible Cause(s)	Recommended Action(s)
<p>1. You can't access your EMR therefore you can't access results and:</p> <p>a) you are expecting a stat result</p> <p>b) you are expecting results that are not critical or stat, but are monitored (e.g. INRs for outpatient clinics)</p>	<ul style="list-style-type: none"> Many possible causes as to why you can't log in or access your EMR 	<ul style="list-style-type: none"> Refer to your clinic's EMR downtime procedure If Manitoba eHealth is the IT service provider for your clinic, please contact the Service Desk at 204-940-8500 If Manitoba eHealth is not your IT service provider, contact your local IT support as per the EMR support process for your site Test results may be available in eChart Manitoba If you are expecting a stat result, follow the current protocol set by the source lab provider <p>Critical results will continue to be reported to you by phone from the source lab</p>
<p>2. Your EMR is accessible, you can log in as expected, but you are NOT receiving results</p>	<ul style="list-style-type: none"> The source system may be experiencing performance problems or be non-operational EHealth_hub may be experiencing performance problems or be non-operational 	<ul style="list-style-type: none"> Determine if (a) there is <i>only one result missing</i> in your EMR system, (b) there are <i>several results not arriving</i> in your EMR system, (c) there are <i>no results arriving</i> in your EMR system but are arriving in eChart Manitoba Contact the Manitoba eHealth Service Desk at 204-940-8500 to report the problem and your determination of the a, b, or c scenarios listed in the first bullet Test results may be available in eChart Manitoba if you are an eChart user In most cases, results will be sent once source system or eHealth_hub services have been restored to normal operation <p>Note: Results may need to be manually entered into your EMR if they have not been received electronically and if you need to trend these results</p>

<http://services.manitoba-ehealth.ca/hubBulletins.html>

For more information, questions or concerns regarding eHealth_hub, contact the Manitoba eHealth Service Desk, available 24 hours a day, seven days a week.

Phone: (204) 940-8500 **Phone (toll-free):** 1-866-999-9698

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