TO: Our Valued Clients

FROM: Jim Groves, Vice President of Operations – Western Region

DATE: June 2, 2021

RE: **Lab Updates – New Computer System and Phone/Fax Numbers**

This memo is to notify you that Pacific Pathology Associates is in the midst of updating its computer system. Be assured that the upgrades will not have any adverse impact our client services or patient care. Nevertheless, per accrediting body requirements including the requirements of the College of American Pathologists, we must notify you of the following changes:

* Our Laboratory Information System (“LIS”) software is being upgraded to version 6-7.1
* There will not be any changes to the professional report templates

We believe that the upgrades to our LIS software will enable us to provide better services to our clients and patients by ensuring greater diagnosis accuracy, efficiency, consistency, timeliness and flexibility in processing, reading and professional report delivery.

We are also making changes to our pathology practice/laboratory telephone numbers and fax numbers. The new telephone number for Pacific Pathology Associates is (503) 561-5350. The new fax number for Pacific Pathology Associates is (503)-561-4781.

Please note that our existing telephone and fax numbers will only remain active for the next six (6) months. Thereafter, the new numbers will be used exclusively by Pacific Pathology.

As always, we value our relationship with you, and we welcome your feedback and input as to whether these changes will impact the services provided to you by Pacific Pathology. As you know, patient care and client satisfaction remain are our top priorities.

If you have any questions regarding the aforementioned, please feel free to contact Alec Ramsey at (503) 989-8141 or via email at [aramsey@auroradx.com](mailto:aramsey@auroradx.com).

Thank you for the continued support and patience. We appreciate you entrusting us with your patients’ specimens and care.