

RESOLVED - UNEXPECTED DOWNTIME

April 29, 2026

Pacific Diagnostic Laboratories (PDL) experienced an unexpected outage for our external phones and internet on Tuesday April 28, 2026. The outage is now resolved.

OUTAGE RESOLVED

TUESDAY 8 PM

Duration of outage:

- 01:00 am until 19:00 pm

Impacted systems:

- Disabled ability to receive electronic orders and distribute results to interfaced electronic medical record (EMR) systems.
- Disabled external / inbound phone calls to PDL.

Resolution:

- The local cable company was able to complete the repair to the cut fiber at approximately 8 pm.
- EMR interface functionality was restored. Submitted orders and completed results in the queue should have already distributed. The error queues will be closely reviewed.
- As PDL shifted to downtime procedures for managing orders there may be some electronic orders that will need to be canceled to avoid duplication.

Thank you for your patience with this unexpected outage.

Please contact us if you have any concerns.

FOR MORE INFORMATION PLEASE CONTACT PDL CLIENT SERVICES AT 805-879-8100