

NAVY BLOODBORNE INFECTION MANAGEMENT CENTER



October 2019



* IT System Outage of July 2019*

NBIMC's IT System outage caused a delay in testing for approximately 17,100 specimens during 24 Jul and 31 July 2019. Unfortunately, this delay affected 1,700 specimens which were rejected because they were too old for testing by the time the orders were finally sent to CDD. Also, results during the timeframe of the outage were delayed because they were updated manually. After this incident, NBIMC is taking necessary measures and steps to prevent this from re-occurring. Modifications of processes and contracts are deemed essential to ensure the quality and timeliness of specimen processing and the results of our military workforce. We will keep communicating any changes of protocols to the sites as they become available. Thanks to all for your patience during the outage.

We have identified some sites not following CDD's specimen submission guidelines. Some examples are placing labels on the specimen cap, sending samples with barcodes that are not legible, not spinning the tubes, and other practices that compromise specimen integrity and viability.

Please see CDD link below for guidance:

military@CDDmedical.com

Telephone: 1-877-223-1337

Columbus Day Holiday—Business as normal

OCTOBER 10, 2019 244 YEARS

Contact NBIMC:
COMM 301-295-6590
FAX: 301-295-5906
DSN: 295-6590
EMAIL:dha.bethesda.ncr-medical.mbx.nbimc@mail.mil

