



December 16, 2020

STATEMENT FROM MIDDLETOWN MEDICAL:

Built on more than 25 years of experience, CGM LABDAQ is an advanced laboratory information system that has long been the industry standard for medical laboratories. Following COVID-19, an automated feature was added to improve testing workflow and health department reporting. On December 8th, Middletown Medical went live with the new automated system feature to more efficiently and effectively comply with state-mandated result reporting requirements for COVID-19 and influenza in both Sullivan and Orange counties.

Some discrepancies were discovered this week following the implementation of the new system, as isolated portions of data from test results were not successfully delivered to the Sullivan County and Orange County Departments of Health by the software.

Until Middletown Medical is fully confident that the discrepancy has been resolved, all laboratories have resumed manually uploading cases to the New York State health reporting agencies.

Middletown Medical remains dedicated to adhering to COVID-19 tracking policies, working collaboratively with county leaders, and continuing to be vigilant in efforts to understand and combat the coronavirus pandemic. This includes strict internal protocols for patients who test COVID-19 positive. Upon a positive result, all patients are immediately categorized as “critical,” and are personally notified by a Middletown Medical provider. The provider will also educate the patient on quarantine protocol, monitoring symptoms, and follow-up care.

In order to ensure proper patient reporting and prevent a lapse in county tracking, Middletown Medical is directing all patients who were tested at a Middletown Medical location and received a positive test result to reach out to their local county Health Department if they have not been contacted by their respective county officials already:

- Sullivan County Public Health Services: 845-292-5910
- Orange County Health Department: 845-291-2332

Middletown Medical continues to work closely with both the Sullivan County and Orange County Health Departments to verify all results and communication protocols are successfully addressed at the county level.

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Middletown Medical