



LIS ROLES AND RESPONSIBILITIES (EXAMPLE)

Implementing Partner or MOH LIS Administrator(s)	MOH Laboratory and Diagnostic Division	Health Facility and/or Laboratory Management	LIS Super User	LIS Vendor
• Primary Implementer of LIS • Primary point of contact for maintenance and support • Lead and coordinate the LIS implementation program • Procure LIS accessories for new sites (damaged accessories will be replaced by the site) • Procure LIS site level license and TA service from Comp Pro Med (LIS Vendor) • Distribute LIS accessories • Participate in the configuration of LIS and interfacing of analyzers • Communicate and sensitize regional health bureaus and laboratories • Conduct site selection and assessment visits • Participate in the site preparation for LIS implementation • Train end users and super users • Monitor and evaluate the LIS implementation processes • Ensure functionality and regular and proper use of LIS	• Lead LIS implementation in the region • Assign IT person to coordinate LIS activity in the region • Communicate and sensitize health facility laboratories • Participate in site preparation for LIS implementation • Monitor and evaluate regional LIS implementation processes • Ensure functionality and regular use of LIS in the labs • Escalate maintenance and support issues to implementing partner as needed • Facilitate and provide LIS training (in collaboration with implementing partner)	• Involved with site preparation for LIS implementation • Ensure functionality and regular use of LIS in the labs • Manage daily activity of LIS • Replace nonfunctional LIS accessories	• Identify, analyze, track, and resolve common end user issues • Submit bug and issue reports to refer complex issues to advanced support levels • Perform administrative tasks to support end users access and to set up new users • Data backup and restore • Data merging • Data export • Manage user access rights and privilege • Creating new Lab section/department • Test definition/creation • Tests visible on Physician menu • Defining normal range for a test • Training new users • Refresher training as needed	• Install and Configuring LIS • Interface laboratory Instrument with LIS • Receive maintenance and support requests only from implementing partner; labs do not communicate directly with vendor • Resolving LIS errors • Renew License • Upgrade new versions

Association of Public Health Laboratories

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This project was 100% funded with federal funds and was supported by Cooperative Agreements #6NU2GGH001097 and #GH001993 from the US Centers for Disease Control and Prevention (CDC). Its contents are solely the responsibility of the authors and do not necessarily represent the official views of CDC or the Department of Health and Human Services.



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