The original email was sent on 5/15/25
Sent on behalf of Toni Braden, Vice President of Clinical Services

Hello everyone:

On May 31st, 2025, UCSF Health will transition to Beaker, a modern and intuitive Laboratory Information System (LIS) fully integrated with APeX. Beaker will replace Sunquest, Cerner CoPath, and most SCC Soft products currently in use at UCSF Health and BCH Oakland.

At the same time, SoftBank will become the standard platform for all blood bank activities. It will go live across West Bay locations and continue as the platform at BCH Oakland.

Please note: Saint Francis and St. Mary's Hospitals and Clinics will not be affected until their transition to APeX in fall 2025.

Staff who Should Prepare for this Change

All staff involved in workflows related to Lab, including Blood Bank

To support the upcoming launch, we are sharing key resources to help you prepare for this change.

Training

All impacted staff are expected to complete eLearning's from USCF APeX Training. **eLearnings are available here.**

High-Impact Changes

Please review workflow changes: APeX Hub – High-Impact Changes. Please also pay special attention to the following items:

Blood Bank

- SoftBank goes live May 31 at West Bay locations and remains the platform for Blood Bank services at East Bay locations.
- Downtime procedures must be followed during the initial hours of go-live.
- All patient blood bank records will be reset—blood type results from legacy systems will not carry over.
- **High-impact change information about Blood Bank services:**

- **All areas:** High-Impact Changes_SoftBank GL and Impacts_East Bay and West Bay_05142025.pdf
- **Only West Bay:** High-Impact Changes_West Bay Blood Bank Cutover and Go-Live on SoftBank_05142025.pdf
- **Only West Bay:** High Impact Changes_SoftBank Implementation FAQ on West Bay Impacts_05152025.pdf

Orders Conversion

- Most Lab service orders placed before Friday, May 30 are expected to transition smoothly.
- A subset of orders will not carry over and will require manual entry.
- Resident providers are responsible for re-entering these orders as needed. Details will be available soon on APeX Hub – High-Impact Changes.

Packing Lists

To enhance patient safety and specimen traceability, we are introducing packing list workflows from clinic to lab. This process will help lab staff readily identify specimens sent from the clinics, ensuring every specimen is accounted for and processed efficiently. Details will be available soon at: https://apexhub.ucsf.edu/information-high-impact-changes-beaker-and-softbank-go-live-may-31-2025

Please watch your email for more updates about Lab Centralization and Modernization. If you have any additional questions, reach out to: LabModernization-APeX@ucsf.edu.

We know implementing a new system takes time and effort. Your support is vital to the success of this transition, and we appreciate your collaboration and continued dedication to improving how we work—and the care we provide.

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