Pembroke Regional Hospital
MEMO

To: **All Staff and Physicians**

From: **Scott Coombes, Incident Manager, Command Centre**

Date: **July 4, 2025, 11:30 a.m.**

Subject: **Update #9 Code Grey – Network Infrastructure**

Today we are pleased to share that the investigation into the June 24th cybersecurity incident is now 100% complete and that we will continue to bring our systems back online throughout today and into the beginning of next week.

Systems that remain offline include:

- VPN (external) remote access.
- PTAC system – continue to call 1-833-401-5577 for patient transfers.
- Policy Medical – accessible by calling Clinical Resource at extension 6820.
- External Internet.

Important to note:

- With the investigation now complete, we have assurance that no patient, staff or hospital data was compromised.
- This network breach was not the result of an email phishing attempt or an erroneous "click" on an external link by one of our team members.
- Where services were reduced or experienced cancellations, staff are working through the backlog of data entry. Specifically, the Lab is still working through the backlog data so please note that there may be data gaps for testing that took place between June 24th and June 27th - likely until towards the end of next week.

What You Need to Do:

- As mentioned earlier this week, everyone needs to change their Citrix password. We now have a working solution for those offsite who still need to update their Citrix password.

  Simply go to this website https://activate.pemreghos.org/
  Type in the Username exactly like this, with the PGH\PXXXXX.

  PASSWORD REQUIREMENTS

  - Must be at least 15 characters long
  - Have at least 3 of the 4 following criteria
  - Lower case letter
  - Upper case letter
  - Number

- o Symbol
- o Can't be any of your last 12 passwords
- o Can't contain your name or username.

Failure to change your password will result in an interruption to your email account and the ability to accept shift offers.

If you receive a shift offer and would like to accept it, but are unable to access the S&A app, please call Staffing/Scheduling at (613) 732-2811 extension 6155 and the Staffing Clerk will bid on the shift on your behalf.

- Continue to monitor hospital memos and your email inbox regularly for updates, instructions, and system-specific notices.

- Report any issues immediately to your Manager, or after hours to Clinical Resource (Ext 6820).

Thank you for your continued patience and professionalism as we work through the systematic recovery of our operations. We understand how critical these systems are to your work.

If you have any questions or need assistance, please don't hesitate to reach out.