

Pembroke Regional Hospital

MEMO

To: All Staff and Physicians
From: Scott Coombes, Incident Manager, Command Centre
Date: July 2, 2025, 3:30 p.m.
Subject: Update #8 Code Grey – Network Infrastructure

Thanks to the dedication and hard work of our IT team and those assisting us throughout this incident, the majority of our systems are back online.

Systems that remain offline include:

- Lab – “ADD ON” and blood bank orders will not print to the Lab. All “ADD ON” and blood bank orders must be phoned in to the Lab.
- All VPN (external) remote access.
- PTAC system – continue to call 1-833-401-5577 for patient transfers.
- RIMS – paper copies are available on each unit. Please submit to your manager when complete.
- Policy Medical – accessible by calling Clinical Resource at extension 6820.
- External Internet.

Important to note:

- To date, and with the investigation nearing completion, there is no evidence that any 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.

What You Need to Do:

- As mentioned earlier this week, you will be prompted to change your Citrix password. Please ensure that this is done. If you need assistance with this, please contact IT at (613) 732-2811 extension 8000.

Failure to change your password in a timely manner 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.

If you would like to change your password remotely, please contact IT at (613) 732-2811 extension 8000. IT will authenticate your identity upon receiving your call.

- 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.