

## Pembroke Regional Hospital

# MEMO

**To: All Staff and Physicians**  
**From: Scott Coombes, Incident Manager, Command Centre**  
**Date: June 30, 2025, 3:30 p.m.**  
**Subject: Update #7 Code Grey – Network Infrastructure**

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

We will no longer have any patient service reductions or pauses in place effective July 2<sup>nd</sup>, 2025.

### **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.
- Safety Data Sheets – paper copies are available on the Occupational Health & Safety Board in 2<sup>nd</sup> floor staff corridor.
- Policy Medical – accessible by calling Clinical Resource at extension 6820.
- External Internet.

### **Important to note:**

- While all services have resumed full operation, please note that there may be some backlog for services which were reduced or experienced cancellations.
- Pharmacy has resumed regular coverage hours.
- Some laptop and desktop computers will have to be physically reviewed by our IT team. IT will be in contact with departments over the next couple of days to schedule this.

### **What You Need to Do:**

- When you log in to Citrix on Wednesday, you will be advised that your current password has expired and you will be prompted to create a new Citrix password regardless of when your last password update took place. Should you need assistance with this, Helpdesk staff will be available by calling extension 8000.
- 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).

We understand how critical these systems are to your work and appreciate your continued patience and professionalism. Your support has been instrumental in helping us navigate this challenge.

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