

# Pembroke Regional Hospital

# MEMO

**To:** All Staff and Physicians  
**From:** Scott Coombes, Incident Manager, Command Centre  
**Date:** June 27, 2025, 10 a.m.  
**Subject:** Update #6 Code Grey – Network Infrastructure

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## **Urgent Update: Restoration of High-Priority Hospital Systems Following Code Grey – Network Infrastructure**

We are pleased to inform you that we are initiating the secure and phased restoration of high-priority hospital systems following the recent Code Grey – Network Infrastructure event. Our teams have made significant progress in ensuring that critical systems are being brought back online safely and with integrity.

### **High-Priority System Restoration Plan:**

We are focusing first on restoring systems that are essential to patient care and clinical operations.

These include:

- Electronic Health Records (Anzer)
- PACS (Imaging Systems)
- Ontario Telehealth Network (OTN)
- Laboratory Information Systems (Meditech)
- Pharmacy Systems (ADU)
- Clinical Scheduling Tools (Ocean, GE Opera)

Access to these systems will begin rolling out sometime this morning. You will receive instructions from your Manager as individual systems become available.

Staff will receive specific instructions for Citrix login and any required password resets.

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

- Continue using downtime procedures until you receive confirmation from your manager that individual systems are operational.

- 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).

### **Service Reductions and Pauses:**

The following service changes remain in place:

- Bypass for all Code Strokes (inpatient and outpatient).
- Hold on all incoming patient repatriations.
- Hold on county-wide mental health admissions.
- Echocardiogram diagnostic services have been paused.
- Diagnostic Imaging limited to PRH inpatients, Emergency Department patients and cancer-related imaging.
- Surgical services reduced by one OR on Friday, June 27th and Monday, June 30th .

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.