

Pembroke Regional Hospital

MEMO

To: All Staff and Physicians
From: Scott Coombes, Incident Manager, Command Centre
Date: June 25, 2025, 4:45 p.m.
Subject: Update #4 Code Grey – Network Infrastructure

Please note that our hospital continues to experience a significant issue with our network systems which is causing widespread impact throughout our organization.

Our Command Centre remains in place to assess and address the situation and its impact.

Anyone needing to contact Command Centre for any related issues or concerns should call extension 6820.

Downtime procedures remain in place for the following systems:

- All Anzer systems
- Lab
- ECG
- Vital Signs
- Glucometers
- Registration

Service Reductions:

At this time, we anticipate that service reductions and pauses will be in place until at least mid-day tomorrow (Thursday, June 26th).

- We remain on bypass for all Code Strokes (inpatient and outpatient).
- We have placed a hold on all incoming patient repatriations.
- We have placed a hold on all county-wide mental health admissions.
- Our Echocardiogram diagnostic service has been paused.
- Our Diagnostic Imaging services are being limited to PRH inpatients and Emergency Department patients. A radiologist is available overnight for emergencies only.
- We will be reducing our Surgical services by one OR on Thursday, June 26th.

Lab Services:

- When sending orders please ensure that the date of birth contains the three letter version of the month of birth. ie: 25-JUN-2025
- Ensure that the patient's name on the order is clearly printed.
- Ensure that the ordering physician name contains both first and last names.

- Please limit phone calls to the Lab looking for results. All results from the Lab will be faxed to the units.
- Please note that routine orders are still being processed. Only label Lab orders “STAT” for true stat orders.

Pharmacy Services:

- Pharmacy staff remain on site 24/7.
- If you are experiencing any delays in accessing medication, please call the Pharmacy at extension 6511.
- Ensure that patient weight and patient allergies are clearly documented on all medication orders.
- The IV manual and IV compatibility is available through the Pharmacy.
- Epidural and CADDs are available by calling Pharmacy at extension 6511.
- ADUs are functioning on override. To note – electronic profiles will not be up to date.
- The paper Medication Administration Record (MAR) is the source of truth.
- All medication orders must be photocopied and placed in the Pharmacy folder on the clinical units. These will be picked up by Pharmacy staff every hour.