

# PRH MEMO



**To: All Staff and Physicians**

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

**Date: June 24, 2025 – 12 p.m.**

**Subject: Update #1 Code Grey – Network Infrastructure**

Please note that our hospital is currently experiencing a significant issue with our network systems which is causing widespread impact on a number of our systems.

Our Command Centre has been activated and our Management Team is assessing the situation and its impact in real time.

At this time we have no idea how long the issue will take to resolve.

As a result, **we need to work within downtime procedures for the following systems:**

- Lab
- ECG
- Vital Signs
- Glucometers
- Automated Dispensing Units (ADUs)
- Diagnostic Imaging Resulting
- Registration

In terms of medications, Pharmacy has deployed pharmacists to support each of the clinical units.

**If urgent medications are required:**

- Make a physical copy of the order
- Call Pharmacy at extension 6511
- Run the order up to Pharmacy
- Pharmacy staff will deliver the medication to the Pharmacist on the clinical units for medication verification before the medication is provided for administration

## **Clinical Nutrition**

Please advise Food Services of any new admission by calling extension 6204.

## **Use of Citrix**

Please note that if you are logged out of Citrix, your login credentials will not work until the system issue has been resolved. IT is aware of this so there is no need to call helpdesk. If you are logged into Citrix, the system should continue to work but will be slow.