

Pembroke Regional Hospital

MEMO

To: All Staff & Physicians
From: Information Technology Department
Date: September 28, 2023
Subject: Internet Service Disruption

There will be a planned internet service disruption scheduled for **Monday, October 2nd from 1800hrs to 2100hrs**. This outage is due to a hardware failure during the previous attempt on September 22nd. Internal networks and the Bell service was tested successfully during the last outage, so this downtime will only require the firewall installation and configuration.

The internet connection to the following services will be unavailable.

- NEODIN
- OTN and Code Stroke
- Connecting Ontario
- WTIS Interface
- CCIS Interface
- eCTAS Interface
- CCAC
- Dialysis

Downtime contingency plans have been developed and will be in place for the duration of the shutdown. Please contact Peter Payton at ext. 6538 with any questions or concerns.

Regular internet access will not be affected.

Thank you for your understanding.