

From: Kruse, Nina <nkruse@echn.org>

Sent: Tuesday, August 8, 2023 5:35 PM

To: Gifford, Deidre <Deidre.Gifford@ct.gov>; Martone, Kim <Kimberly.Martone@ct.gov>

Cc: Davis, Cheryl <Cheryl.Davis@ct.gov>

Subject: ECHN status (on behalf of Deborah Weymouth)

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Dear Commissioner Gifford and Executive Director Martone:

Thank you for taking my call earlier today. ECHN continues to operate our hospitals, outpatient facilities and provider practices under our Code Orange emergency management protocol. Per your request, the following locations are temporarily closed today, August 8, 2023:

- Outpatient Community-Based Blood Draw locations (11 sites): redeployed staff to IP setting due to manual processes in place to offer timely patient care
- Urgent Care at South Windsor: due to intermittent connectivity disruptions with the phone and fax machine; establishing an analog fax line for prescriptions and faxing orders
- Outpatient Imaging at Evergreen and Tolland Imaging and Women's Center for Wellness locations: due to inability to save and send images through a secure network connection

Any service disruptions are updated daily on our website at ECHN.org. Due to Code Orange, we have also temporarily centralized our medical inpatient team and patients from Rockville's campus to our Manchester campus and we continue to re-evaluate and review our resources and needs daily. All other medical and behavioral health inpatient care units are operational at both hospital locations.

Prospect Medical Holdings, Inc. is in the process of responding to and addressing a data security incident that has disrupted our operations, leading ECHN to operate under Code Orange status. Upon identifying the incident, we immediately initiated an investigation and took our systems offline to protect them. We also launched an investigation with the help of third-party cybersecurity specialists and are working closely with law enforcement. While our investigation continues, we are focused on addressing the pressing needs of our

patients as we work diligently to return to normal operations as quickly as possible.

PMH's information technology teams are working around-the-clock to securely restore access to our systems as quickly and as safely as possible, and in a manner that prioritizes our ability to provide patient care. While this incident has resulted in operational disruptions at our hospitals and affiliated providers, our clinical staff are trained to provide care in these types of situations. PMH physicians, nurses, and staff are implementing workarounds to help mitigate any disruption and provide uninterrupted care to our patients.

If you have any questions, please feel free to contact Jillian Menzel, Interim Chief Operating Officer, at jmenzel@echh.org or 860-888-1329.

Sincerely,

Deborah Weymouth
Chief Executive Officer

cc: Cheryl Davis

Nina Kruse
Chief Communications Officer, SVP of Strategy
Eastern Connecticut Health Network
(c) 860.948.8407