

Town of Middlebury
Emergency Management Bulletin
November 2, 2020

UVM Health Network – Update on Cyberattack

It is inconceivable to rational thinking persons that in this time of a pandemic someone would conceive of disrupting health services with a malicious attack. But they have. We are passing along two messages to update you on the status of the UVM Health Network.

Statement from UVM Health Network:

The University of Vermont Health Network is making steady progress toward restoring systems to normal operations following last week's cyberattack event. We are dedicating additional internal resources to augment the effort. Our IT team is reviewing hundreds of different patient care and operations applications to ensure our systems are secure and have temporarily blocked incoming email as part of that work. We still do not know when full restoration will be complete.

At UVM Medical Center, most breast imaging and all outpatient radiology appointments are currently canceled. Patients in those areas can call 802-847-3443 or 802-847-6625 for assistance.

Additionally, patients receiving cancer care at UVM Medical Center should contact their provider by phone before going in for appointments.

We understand the difficulty and uncertainty this has caused for our patients who rely on us for their care. We are incredibly grateful for the patience and support we have received from the communities we serve.

We will continue to provide systems and patient service updates when they are available. The latest updates and information can be found at www.uvmhealth.org/cyberattack. All media inquiries regarding the investigation should be directed to FBI Public Affairs Specialist Sarah Ruane at scruane@fbi.gov

Urgent care is open at Fanny Allen and surgeries and outpatient appointments that were not rescheduled due to the cyberattack are proceeding safely. Air quality is being monitored in all areas of the building and all levels are reading as safe.

Statement from Dr. Brumsted, President and CEO of UVM health Network

Last week, the UVM Health Network experienced a confirmed cyberattack that has affected some of our systems.

We expect that it will take time to restore normal operations throughout the network. But our top priority is caring for our patients and we have well-practiced standby procedures in place to ensure that we are providing that care safely. Our urgent and emergency care locations are open and we encourage you to seek the care you need.

We take protecting patient privacy very seriously and have plans in place for situations where our network systems are affected. When we became aware of this event, we took quick action and followed

our emergency procedures to protect patient information. We are working in partnership with state and federal law enforcement to determine the full scope of this attack and, if it is determined that any personal information has been compromised, we will notify those impacted and follow all established protocols.

The attack has caused variable impacts at each of our affiliate organizations. While most are maintaining all services, you may experience slight delays in certain locations. Access to our patient portals, such as MyChart, is not available. Additionally, incoming email to the UVM Health Network is currently unavailable. Please use alternate means when contacting us. We apologize for any inconvenience you may experience.

For more detail on affected services by affiliate organization, please visit UVMHealth.org/cyberattack. We will keep this page updated with details as they are available. Please know that we are working as hard and as quickly as we can to resolve these issues and return to normal operations.