

## Michelle Endresz

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**From:** Amy Tucker  
**Sent:** Friday, July 19, 2024 4:46 AM  
**To:** CMO BLASTS  
**Subject:** URGENT!!! Communications outage affecting operations

A worldwide communications failure related to a software update at one of our Cybersecurity vendors has temporarily disabled many of our IT applications, including EPIC, PACS, Pyxis, Vocera, and others. This is NOT the result of a cyberattack.

We are assessing now to see which services we will need to cancel for the day. Patches are being developed. Please plan to have an increased physical presence in your clinical areas today to facilitate communication and assist with care. Until this issue is resolved, we will need to do things the old-fashioned way today with paper and telephones.

We will be providing updates as the situation unfolds. Thanks to you all.

Amy

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**From:** Heidi Chapman on behalf of Amy Tucker  
**Sent:** Friday, July 19, 2024 7:15 AM  
**To:** Amy Tucker  
**Cc:** Heidi Chapman; Xiuli Zhang; Michele Lisi; Jeffrey Bogart; Thomas Schwartz; Robert Cooney; Jonathan Miller; Amar Suryadevara; Robert D. Fechtner; Cynthia Taub; Stephen Albanese; Gennady Bratslavsky; Clyde Satterly; Gregory P. Conners; William F. Paolo; Luis J. Mejico; John Nosovitch; Michel R. Nasr; Robert Weber  
**Subject:** CMO BLAST: EPIC Up on Mobile Devices  
**Importance:** High

Please attempt to use EPIC on your mobile device. It is working for some.

Best,  
Amy

Amy Tucker, MD, MHCM  
Chief Medical Officer, Upstate University Hospital  
Associate Dean for Clinical Affairs, Norton College of Medicine

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