



## PRESS RELEASE

The Corporation of the County of Hastings

Contacts:  
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### FOR IMMEDIATE RELEASE

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Media Release

#### **Temporary Interruption of Electronic Health Record Management System**

The Hastings-Quinte Paramedic Service has been informed that the third-party platform it uses to record patient data has been voluntarily and precautionarily taken offline in response to a potential cyber incident.

This service interruption does not affect the paramedics services ability to respond to 9-1-1 emergency calls. There is also no evidence thus far that any confidential information has been compromised or that there is a risk to local IT systems.

Until further notice, patients under the care of the Hastings-Quinte Community Paramedicine Program are asked to confirm or book their appointments by phone at 613-771-9366 ext. 300 or [communityparamedic@hastingscounty.com](mailto:communityparamedic@hastingscounty.com).

This situation is currently affecting many paramedic services across Ontario. The platform is operated by ESO, which moved immediately to take the system offline at the first sign of unauthorized access. ESO is working with appropriate authorities and cybersecurity experts to resolve the matter. They are also working with paramedic services to provide interim solutions.

If you have any questions, please contact:

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For more information contact:

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