



SENECA NATION HEALTH SYSTEM

5/10/2024

Dear Seneca Nation Health System Patient,

On April 30, 2024, Seneca Nation Health System (SNHS) identified issues impacting our network. Upon discovery, we disconnected the network, and promptly engaged third-party experts to investigate the incident. These investigations can be lengthy, and we are focused on being thorough and fully understanding what occurred. Unfortunately, we do not have a specific timeline for completion of the investigation or for when our network will be partially or fully operational.

Our IT department is working to resolve this as soon as possible. Our staff will continue to provide services to the best of their ability with the limited resources available to them. If you have an appointment, please arrive early and understand some services may be affected by the network outage. While the electronic medical record system is down- reminders for appointments, health history, our current schedule and scheduling future appointments are unavailable. Once the system is restored, we will contact any patients who missed their appointments or who were unable to be seen and reschedule them.

The following telephone numbers have been secured to ensure continuity of services for SNHS Patients while our phones are down. Please call us, as **we do not have access** to patient contact information at this time.

Allegany:

General	716-801-3122 716-801-3176
Medical	716-801-3146 716-801-3171
Referrals (both sites)	716-801-3155
Pharmacy	716-801-3138 716-801-3148
Transportation	716-801-3177
Care Collaboration Unit	716-801-3172
Optical	716-801-3228
Dental	716-801-1992
Behavioral Health Unit	716-801-3192
After Hours	1-888-776-2661

Cattaraugus:

General	716-801-3144 716-801-1501
Medical	716-801-6772 716-801-2048 716-801-1466
Pharmacy	716-801-3141 716-801-1351
Transportation	716-801-1338
Care Collaboration Unit	716-801-1374
Optical	716-307-5768
Dental	716-801-3118
Behavioral Health Unit	716-801-5779
After Hours	1-800-430-5364
Wellness Center Building	716-801-3130

Our after hours answering service is a vendor we utilize to ensure continuity of care outside of our operating hours. A SNHS medical provider is always "on-call" whether it is after hours, the weekend, a holiday, or a last-minute or unplanned closure. The after hours answering service triages patient calls and contacts the CONTINUED ON NEXT PAGE



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on-call medical provider to assist with your needs, questions, or concerns. Please only use the phone numbers during this phone outage. Normally you can call the main number at LRJHC or CIRHC, when you select Medical the phones automatically transfer to our vendor during non-business hours.

Never disregard a medical emergency or concerning symptom(s). If you think you may have a medical emergency, call 911 or go to the nearest emergency room immediately. Do not delay seeking medical advisement.

We apologize for all delays and inconveniences you experience during the outages or our restoration and recovery. Thank you for your understanding and patience. Please follow the Seneca Media & Communications Center page on Facebook, check our website at www.senecahealth.org, and/or sign up for Regroup messages for updates by calling Emergency Management (716) 532-8178.

Sincerely,

Shaela Maybee
Chief Executive Officer