



Temporary IT Outage Recovery Announcement- *Update as of 10/5/2026*

What You Need to Know:

- **We are pleased to share that Baptist Health-Central Alabama's IT systems have been restored** and our teams are no longer operating using downtime procedures.
- As we return to normal operations, our teams continue to work diligently to process information that accumulated during the outage as quickly and safely as possible. **Please know, patients may experience some delays in outstanding lab, imaging and other test results or information that would typically be available in the Patient Portal.**
- Patients whose **appointments were rescheduled during the outage have been or will be contacted directly by their care team by the end of the week.**
- **Patient care remains our top priority**, and we will continue to serve patients as safely, efficiently and effectively as possible as we move past this temporary disruption.
- **We greatly appreciate the patience and understanding of our patients, families, team members and community** throughout this unexpected disruption.
- As a reminder, this outage was not the **result of a cybersecurity incident, and patient data has not been impacted.**
- Our teams **worked tirelessly** throughout the outage to maintain **safe, high-quality care for our patients and community.**

What You Need to Do:

- If your appointment **was rescheduled during the outage, please follow the updated information provided by your care team.**
- If you have an **upcoming appointment, please plan to arrive as scheduled**
- If you have questions about an appointment, billing, prescription or other service that was impacted during the outage, **please contact your care team or the appropriate Baptist Health department.**
- Please continue to be vigilant for fraudulent communication related to the outage.
 - **Do not click on unexpected links, open suspicious attachments or provide sensitive information in response to unsolicited requests claiming to be from Baptist Health.**
 - As a reminder, **Baptist Health will not ask for passwords or payment information through unexpected emails, texts or calls.**

Again, **thank you to our patients, families and community for your flexibility, patience and support** throughout this unexpected disruption. We are honored to serve you and **grateful for the trust you place in Baptist Health as your home for healthcare.**

And to our **incredible team members and providers, we could not have made it through this without you.** Whether you were **providing care at the bedside, working behind the scenes to restore systems or supporting our operational needs, thousands of you came together when our organization needed you most.** You adapted, supported one another and, most importantly, kept our **patients and their safety at the center of everything you did.**

We are incredibly grateful for the **teamwork, resilience and compassion** you demonstrated throughout this experience.