



Temporary IT Outage

Update as of 10/2/2026:

What You Need to Know:

- Baptist Health Central Alabama **remains in an IT disruption due to a third-party vendor server outage.**
- **Thank you for your continued patience and understanding as our teams are working diligently around the clock to provide safe, high-quality patient care** using established downtime procedures.
- Our IT Teams are working alongside our third-party vendor to **restore systems as quickly and safely as possible.**
- Some services, including appointment scheduling, registration, billing, prescription processing and access to certain patient information, may be temporarily delayed or limited.
- As a reminder, if you are experiencing a medical emergency, **please visit the nearest Emergency Department.**

What You Need to Do:

- If you have an appointment **next week** at one of the following outpatient locations, a member of our care team will contact you if your appointment **needs to be rescheduled:**
 - Baptist Health Care Partners
 - Imaging Centers
 - Montgomery Cancer Center
 - UAB Medicine Multispecialty Clinics
- If you **do not hear from our team, please plan to arrive for your appointment as scheduled.**

Update as of 9/29/2026:

What You Need to Know:

- Baptist Health Central Alabama began experiencing an unexpected IT outage on **Monday, September 28, 2026, at approximately 2:30 p.m.**
- **This outage is not the result of a cybersecurity incident, and patient data has not been impacted.**
- The disruption is the result of a **server outage at one of our third-party vendors.**
- **All three Baptist Health hospitals remain open and available to provide care.**
- Our teams continue to provide safe, high-quality care during this temporary disruption. Patient care remains our top priority, and clinical teams have established downtime procedures to support care and maintain patient safety.
- Our IT teams are working to restore affected systems as quickly as possible.
- Some services, including appointment scheduling, registration, billing, prescription processing and access to certain patient information, may be temporarily delayed or limited.

Update as of 9/29/2026:

- If you are experiencing a medical emergency, **please visit the nearest Emergency Department.**

What You Need to Do:

- If you have an appointment **this week** at one of the following outpatient locations, your appointment **may be rescheduled**:
 - Baptist Health Care Partners
 - Imaging Centers
 - Montgomery Cancer Center
 - UAB Medicine Multispecialty Clinics
- **If your appointment is impacted, a member of your care team will contact you with an update as soon as possible.**
- If you **do not hear from our team, please plan to arrive for your appointment as scheduled.**
- As always, Baptist Health encourages the public to remain vigilant for fraudulent communications during this outage. Do not click on unexpected links, open suspicious attachments or provide sensitive information in response to unsolicited requests claiming to be Baptist Health.
- We appreciate your patience and understanding as our teams work to restore these systems as quickly as possible.
- We will provide additional updates as more information becomes available.