

To: All Horizon Staff & Physicians
From: Jennifer Sheils, Chief Information Officer
 Stefan Poziomka, Regional Manager Enterprises Telecommunications
Date: May 29, 2020
Re: Horizon Secure Communications Solution (MBMD): Partial Outage

Partial Outage

Please be advised that Secure Communications (MBMD) is experiencing a partial outage. Mobile users who access Horizon Secure Communications (MBMD) **using an Android mobile device** are having trouble opening the app to retrieve messages.

To reach on-call coverage other locating services please contact the hospital switchboard.

Charlotte County Hospital	506-465-4444
Dr. Everett Chalmers Regional Hospital	506-452-5400
Grand Manan Hospital	506-662-4060
Hotel-Dieu of St. Joseph	506-273-7100
Miramichi Regional Hospital	506-623-3000
Oromocto Public Hospital	506-357-4700
Sackville Memorial Hospital	506-364-4100
Saint John Regional Hospital	506-648-6111
St. Joseph's Hospital	506-632-5555
Sussex Health Centre	506-432-3100
The Moncton Hospital	506-857-5111
Upper River Valley Hospital	506-375-5900

Access to Horizon Secure Communications (MBMD) using Apple (iOS) device and using the Web app (<https://securecommunications.rha-rrs.ca/home.aspx>) are not affected.

We are working with the application vendor and the Service Desk to implement a resolution.

