Server Outage Update | November 16, 2026

Thank you for your continued patience as we work through the recent server outage affecting Monadnock Community Hospital and our Jaffrey and Antrim locations.

Our IT team continues to work with third-party specialists around the clock to both investigate the situation and safely restore systems. While systems restoration has been a primary focus, third-party specialists have also been investigating the nature of the outage. **Unfortunately, we are now able to confirm that the situation was the result of a cyber incident.**

We are now focused on determining what data may have been affected. This investigation is ongoing, so we do not have additional details to provide at this time, but we will provide you with relevant updates as we learn more.

We are responding to this matter with diligence and care. If our investigation determines that any sensitive information was involved, we will notify affected individuals directly and provide appropriate support. We are also evaluating our security measures and will implement additional safeguards as needed to further protect our systems and the information entrusted to us.

We wanted to share some other important information:

•On Sunday evening our phone network was restored. Patients can once again call their practice directly or reach the hospital at 603-924-7191.

•Several systems remain unavailable and we continue to operate under downtime procedures and be on ambulance diversion.

•With patient safety as our top priority, we have made the decision to cancel some elective major surgeries THROUGH Monday, November 23rd. All affected patients will receive a call from their providers office to confirm the status of their appointment.

•Some minor procedures in pain management, endoscopy, ophthalmology, and carpal tunnel continue as scheduled. Affected patients will be contacted directly if there are any changes

•We are not yet able to provide a timeline for full restoration

What is working:

• Hospital and practice phone lines are operational

•The Emergency Department remains open 24/7; however, we continue to remain on ambulance diversion

• All clinician offices continue seeing patients as scheduled

• Rehabilitation and Physical Therapy appointments continue as scheduled

• The HEALOW Patient Portal is available for provider messaging and prescription refill requests: https://monadnockcommunityhospital.com/patient-portal/

Services that remain temporarily unavailable:

• Some elective surgeries remain canceled; affected patients are being contacted directly

• Outpatient radiology services

• Outpatient laboratory testing, including scheduled lab appointments

• Scheduling for radiology and laboratory appointments

• Fax service

We recognize how disruptive this situation has been for our patients, staff, and community. Every day brings additional progress, and we remain focused on restoring systems safely while continuing to provide the care our community depends on. Thank you for your support, patience, and understanding as we move forward together.

Sincerely,

MCH Leadership

Updated 11/16/26 6:43pm