ALVERNO LABORATORIES

Date: May 9, 2024

From: Sam Terese, CEO and President
Alverno Laboratories

To: Ascension Affiliated Healthcare Provider Partners

Re: Ascension Cyber Event

On Wednesday, May 8th, Ascension notified its business partners of a cyber incident affecting their systems. Ascension recommended that all partners, including Alverno, disconnect from their system.

Alverno promptly disconnected its applications from the Ascension system yesterday and immediately implemented its back-up plan. In order to process laboratory orders, you will need to enter the order into your EMR and provide a physical copy of the order to patients to bring into an Alverno location. Once resulted, Alverno will fax results to the number on file, or send to the in-office printer when available. When systems are reconnected, Alverno will populate electronic records with results collected during the back-up period. We are pleased to report that as of this morning, our back-up plan is operational and working well. There are no delays in turnaround times and results are being successfully faxed.

At this time, there is no indication that Alverno systems have been compromised and we continue to work with our Ascension partners to ensure patient care is not disrupted and client/patient data is safeguarded. Ascension has retained a third party to assist in their investigation and have notified the proper authorities.

If you need any assistance, please reach out to our client services department at 800-937-5521.

We are grateful for your continued patience and cooperation as we do not know when the systems will be reconnected. We will provide updates as we can, and encourage you to follow updates from Ascension.

Sam Terese

President & CEO

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