



Dear Duke Health Patients & Visitors,

Last week, multiple U.S. healthcare organizations were attacked by ransomware after warnings were issued by the Department of Homeland Security and the FBI. There is credible intelligence of an ongoing and serious cyber threat to all U.S. healthcare organizations.

Duke Health is enacting additional network security measures to help mitigate this threat and protect our patients, team members and infrastructure. Effective immediately, all devices connected to the Duke Health network will be prevented from accessing personal email and social media accounts.

We understand that this necessary precaution will not be easy for many of our patients and visitors. We apologize in advance for any inconvenience. Until further notice, while you are in our facilities, you can check your personal email or social media accounts by disconnecting from our Wi-Fi network. You may access these services on your mobile devices via cellular data service.

Please know that our preparedness to mitigate this threat will not impact your care or our IT systems used to manage the care of our patients.

We will let you know as soon as the threat has passed and the restrictions on the Duke Health network are removed. We regret this inconvenience and appreciate your understanding.

Thank you,
Duke Health

Until further notice, please disconnect from our Duke Health network to access your email and social media accounts via cellular data.