



Hamilton

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Public Health Services, Healthy and Safe Communities
Epidemiology, Wellness and Communicable Disease Control
110 King Street West, 2nd Floor, Hamilton, ON L8P 4S6

MEDICAL ADVISORY

Network/Fax Outage & Interim Reporting

TO: Family Physicians
Emergency Departments
Infectious Disease Physicians
LTCH Administrators/Directors of Care
Medical Laboratories
Infection Control Professionals (**please inform Labs and Occupational Health**)

FOR YOUR INFORMATION:

Central West Medical Officers of Health
Academy of Medicine
Dr. Sarah Jarman, Chief of Staff, St. Joseph's Healthcare Hamilton
Dr. Rahima Nenshi, Interim Senior Medical Director, Chair of the Medical Advisory, St. Joseph's Healthcare Hamilton
Dr. Zain Chagla, Interim Senior Medical Director - Clinical Operations, St. Joseph's Healthcare Hamilton
Dr. Erich Hanel, Interim Chief of Emergency Medicine, St. Joseph's Healthcare
Dr. Katalin Ivanyi, Interim Chief of Family Medicine, St. Joseph's Healthcare
Dr. Tamar Packer, VP Academic and Chief Medical Executive, Hamilton Health Sciences
Dr. Khalid Azzam, Physician-in-Chief – Hamilton Health Sciences
Dr. Kuldeep Sidhu – Chief of Emergency Medicine, Hamilton Health Sciences
Mr. Bruce Squires, President, McMaster Children's Hospital
Dr. Jennifer Everson, Vice President- Clinical, Ontario Health (West)

FROM: Dr. Brendan Lew, Associate Medical Officer of Health

DATE: March 21st, 2024

Please see below for important updates on reporting and communications with Hamilton Public Health Services during the ongoing cyber security incident.

Changes since the March 4th advisory include:

- New phone number for reporting rabies exposures, bites or other animal incidents during business hours (905-977-8193)
- Clarification for reporting Diseases of Public Health Significance
- Direction for corresponding with Infectious Disease Program
- Interim phone number for Sexual Health Information Line

Current Situation

- The City of Hamilton is continuing to experience a network outage related to a cybersecurity incident.
- 905-546-CITY (2489) phonenumber is operational, Public Health Services phonenumber and faxes remain nonfunctional.

**Action Required from 21-Mar-2024 until the network outage is resolved;
Reportable Diseases**

Please report any suspect or confirmed cases of the diseases listed in Appendix A below or their etiologic agents specified in O. Reg. 135/18 Designation of Diseases under the Health Protection and Promotion Act, R.S.O. 1990, c. H.7.

For laboratories, please print ALL reports of Diseases of Public Health Significance and send by mail.

Mailing Address:

**ATTN: Infectious Disease Program
4th Floor, Public Health Reception
100 Main St W
Hamilton, ON, L8P 1H6**

In addition to mailing ALL reports of Diseases of Public Health Significance, please provide a verbal report of diseases that require immediate and same-day notification (see Appendix A below).

- **During regular business hours Monday to Friday 8:30am to 4:30pm-** verbally report diseases that require immediate and same-day reporting by calling **365-324-2467** (see Appendix A below).
- **After hours and Weekends-** call **905-546-CITY (2489)** to speak with the on-call Public Health Nurse or Public Health Inspector. Please follow the usual after-hours procedure for diseases that require reporting after-hours.

Contacting the Infectious Disease, Infection Prevention and Control (IPAC) and Outbreak Programs including to report outbreaks or for general inquiries

- **During regular business hours Monday-Friday 8:30am – 4:30 p.m.,** please call **365-323-8170**
- **After hours and Weekends-** call **905-546-CITY (2489)** to speak with the on-call Public Health Nurse or Public Health Inspector. Please follow the after-hours procedure for diseases that require reporting after-hours.

Contacting the Sexual Health Team

- **During regular business hours Monday-Friday 8:30am – 4:30pm,** please call **289-440-1849**

NOTE: if you are attempting to submit documents with personal health information (i.e. surveillance reports), please send by mail to the mailing address listed above. Do not send via e-mail.

Rabies exposures, bites or other animal contact incidents

- **During Regular Business Hours-** To report an incident during business hours, please call **905-977-8193**.
- **After Hours and Weekends** – To report a rabies incident outside of business hours, please call the City of Hamilton Public Health Inspector on-call at **905-546-CITY (2489)**.

STI Medication and Vaccine Ordering

- Please send STI Medication Order Forms and Vaccine Order Forms by email to publichealth.medorders@hamilton.ca
- ***Please do not include any personal health information or personal information on the STI Medication and/or Vaccine Order Forms.**

Vaccine Records & Adverse Events Following Immunization Reporting

- Please advise your patients to refrain from faxing their vaccine records to HPHS.
 - Individuals can report their vaccines online at <http://www.hamilton.ca/vaccines>
 - Vaccine records can also be dropped off in-person at 110 King St. W. 2nd Floor reception Monday through Friday 8:30am to 4:30pm.
- To report an Adverse Event Following Immunization or Cold Chain Failures, call **905-961-5057**.
- If you need to speak to Vaccine Program staff regarding reporting vaccine records, vaccine record interpretation, or ordering vaccines through special order, please call **905-961-5057** during business hours Monday to Friday 8:30am to 4:30pm.

For any Healthy Babies Healthy Children (HBHC) referrals:

- 905-546-CITY (2489) and ask to be transferred to the Health Connections phoneline

If you have any questions about this advisory, please call: 365-323-8170

Appendix A: Reportable Diseases by Reporting Timeline

Report immediately by phone:

Anthrax	Haemophilus influenzae disease, all types, invasive	Poliomyelitis, acute
Botulism	Hantavirus pulmonary syndrome	Group A Streptococcal disease, invasive
Brucellosis	Hemorrhagic fevers, including, i. Ebola virus disease ii. Marburg virus disease iii. Lassa fever, and other viral causes	Q fever
Cholera	Measles	Rabies
Creutzfeldt-Jakob disease, all types	Meningitis, acute - bacterial	Smallpox and other orthopoxviruses, including monkeypox
Diphtheria	Plague	Tuberculosis, active (Positive AFB, MTB complex on PCR/culture)
Diseases caused by a novel coronavirus, including Severe Acute Respiratory Syndrome (SARS) and Middle East Respiratory Syndrome (MERS)		

Report same day by phone:

Acute flaccid paralysis	Hepatitis A, viral	Pertussis (whooping cough)
Clostridium difficile infection (CDI) outbreaks in hospitals	Hepatitis B, viral	Respiratory infection outbreaks in institutions and public hospitals
Cryptosporidiosis	Legionellosis	Rubella
Cylosporiasis	Listeriosis	Salmonellosis
Encephalitis – primary, viral	Meningitis, acute – viral, other	Shigellosis

Food poisoning, all causes	Mumps	Tularemia
Gastroenteritis, outbreaks in institutions and public hospitals	Paralytic shellfish poisoning	Typhoid fever
Giardiasis, except asymptomatic cases	Paratyphoid fever	Verotoxin-producing E. coli infection, including Haemolytic Uraemic Syndrome
		Yersiniosis

Report by next business day via mail:

Acquired Immunodeficiency Syndrome (AIDS)	Chickenpox (varicella)	Gonorrhea
Amebiasis	Chlamydia trachomatis infections	Group B Streptococcal disease, neonatal
Anaplasmosis	Echinococcus multilocularis infection	Hepatitis C, viral
Babesiosis	Encephalitis - post-infectious	Influenza
Blastomycosis	Encephalitis - vaccine-related	Leprosy
Campylobacter enteritis	Encephalitis - subacute sclerosing panencephalitis	Lyme Disease
Carbapenemase-producing Enterobacteriaceae (CPE), infection or colonization	COVID-19	Ophthalmia neonatorum
Chancroid	Pneumococcal disease, invasive	Powassan
Psittacosis/ Ornithosis	Rubella, congenital syndrome	Syphilis
Tetanus	Trichinosis	Tuberculosis, Latent (Positive TB skin tests and positive IGRA results)