Attention Allscripts Clients: Information on Ransomware Attack

We want to ensure all Allscripts clients are aware of an ongoing issue regarding a ransomware attack that is currently affecting certain applications in two of our data centers.

As we've communicated to many affected clients already, early on the morning of January 18, we became aware of a ransomware incident that has impacted our hosted Professional EHR service and our Electronic Prescription of Controlled Substances ("EPCS") service, which are hosted in our Raleigh and Charlotte, NC data centers. According to industry reports, we are one of dozens of companies impacted by this attack, which is a variant of the SamSam ransomware.

As a precaution, Allscripts has severed the connection to the Raleigh and Charlotte data centers to mitigate any further spread of the ransomware. As a result, other unaffected applications and functionality housed in the same data centers may be temporarily unavailable, including Payerpath, AAP, Infobutton, Subscription Manager, C-CDA, and Direct Messaging.

We are working diligently to restore these systems, but we do not currently have a firm ETA for when service will be restored. Therefore it is possible these services may not be available tomorrow. We will contact you when we establish an ETA.

Although our investigation is ongoing, there is currently no evidence that any data has been removed from our systems.

We're committed to providing ongoing updates each day until the issue is resolved. If your technical team would like to set up time to discuss the matter with our technical team, contact incidentresponse@allscripts.com, and we'll arrange a call for tomorrow, January 19.