



From: Weiss, Shelly [REDACTED]
Sent: Saturday, April 23, 2022 2:45 PM
To: WPTV newstips <newstips@wptv.com>
Subject: Todd Wilson St. Mary's and Good Sam Outage Story

[EXTERNAL SENDER]

Good afternoon,

I am following up with an email to a call I made to kindly ask that you remove Todd Wilson's story on our network outage and to stop airing it. A comment by the former patient he interviewed suggesting that a medication error could be made due to paper charting is preposterous and goes completely against what we believe WPTV's journalistic standards to be.

I provided an update this morning, and will share it again here. We respectfully ask that you maintain a higher level of integrity when reporting on this topic moving forward.

Updated status:

We are experiencing network issues in certain systems. We are in the process of bringing those systems back up with strong protocols in place so that care continues without interruption. We are grateful to our physicians and staff for continuing to provide quality care as we work to resolve this matter.

Thanks,

Shelly Weiss Friedberg
Director, Public Relations
Tenet Healthcare
AL, FL, MA, SC and TN
[REDACTED]
[REDACTED]

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Casey, Mark

From: [REDACTED]
Sent: Saturday, April 23, 2022 4:02 PM
To: [REDACTED]
Cc: Delancey, Andy; Casey, Mark
Subject: RE: Todd Wilson St. Mary's and Good Sam Outage Story

Ms. Weiss-Friedman,

I am receipt of the email below my signature and thank you for the update.

Reference your request to remove Todd Wilson's story, we stand by Todd's reporting and will not remove the video or the text.

We will add your update to our stories along with your characterization of the patient's worries as "preposterous," and noting your concern for the integrity of our reporting.

Based on your "updated status" and your description of the patient's concerns, we have some follow-up questions:

1. Have you reached out to the Mr. Rodriguez to assure him that he should have no concerns about his medication?
2. Can you assure us and the people in your care that no medication errors have been made during the period when you have used paper charting?
3. Does Tenet typically dismiss a patient's concerns as "preposterous?" And, is that description appropriate given your website's description of Tenet values as *"We are a community built on care. Our caregivers and supporting staff extend compassion to those in need, helping to improve the health and well-being of those we serve, and provide comfort and healing. Your community is our community."*? [About Tenet Healthcare | Who is Tenet Healthcare | Tenet Healthcare](#)
4. In reference to the "network issues in certain systems,":
 - Will you release the origins of the problem?
 - Is this due to a cyberattack from a domestic or foreign source?
 - Is there ransomware involved?
 - Has any confidential patient data been compromised?
 - Has this outage required Tenet to alert or involve any government agencies that deal with national security?
 - Do you have any idea when your systems will be restored?

If you would like to discuss further, you can either email or call me at 602-989-9963.

Respectfully,

Mark Casey | Acting News Director

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