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Discussion Forums

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Life of our patients is at stake - I am desperately asking you to contact   Reply

Posted by: md76040303317
Posted on: Apr 22, 2011 11:20 PM

> ⭐ This question is **answered**. Helpful answers available: **2**. Correct answers available: **1**.

Sorry, I could not get through in any other way

We are a monitoring company and are monitoring hundreds of cardiac patients at home.
We were unable to see their ECG signals since 21st of April

Could you please contact us?
Our account number is: 9252-9100-7360
Our servers IDs:

i-bb5c0fd0
i-8e6163e5
i-6589720f

Or please let me know how can I contact you more ditectly.
Thank you

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❓ Unanswered question

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Guide: 300-749 pts

Enthusiast: 50-299 pts

Newbie: 5-49 pts

Amazonian

Replies

Re: Life of our patients is at stake - I am desperately asking you to contact

Reply

Posted by: user528491
Posted on: Apr 22, 2011 11:26 PM
in response to: md76040303317

Oh this is not good. Man mission critical systems should never be ran in the cloud. Just because AWS is HIPPA certified doesn't mean it won't go down for 48+ hours in a row.

Re: Life of our patients is at stake - I am desperately asking you to contact

Reply

Posted by: md76040303317
Posted on: Apr 22, 2011 11:55 PM
in response to: user528491

Well, it is supposed to be reliable...
Anyway, I am begging anyone from Amazon team to contact us directly.
Thank you

Re: Life of our patients is at stake - I am desperately asking you to contact

Reply

Posted by: user528491
Posted on: Apr 22, 2011 11:58 PM
in response to: md76040303317

Go to your backups? Or make a big deal out of it on the forums maybe someone will take a look. In any case

anecdotal empirical evidence has shown don't bother with premium support its a freaking joke.

Re: Life of our patients is at stake - I am desperately asking you to contact

Posted by: itsh
Posted on: Apr 23, 2011 12:26 AM
⬆ in response to: user528491

> user528491 wrote:
> In any case anecdotal empirical evidence has shown don't bother with premium support its a freaking joke.

Confirmed we found this is true in our own experiences.
+ One more anecdotal evidence (data point) here.

Re: Life of our patients is at stake - I am desperately asking you to contact

Posted by: md76040303317
Posted on: Apr 23, 2011 1:31 AM
⬆ in response to: itsh

Thanks for the comments, but we are really desparate 🙁
Amazon team - please contact us

Re: Life of our patients is at stake - I am desperately asking you to contact

Posted by: md76040303317
Posted on: Apr 23, 2011 9:33 AM
⬆ in response to: md76040303317

Not restored. Not heard from Amazon ☹

People out there - please take a look at our volumes!

This not just some social network website issue, but a serious threat to peoples lives!

Re: Life of our patients is at stake - I am desperately asking you to contact

Posted by: Rob Pickering REAL NAME™

Posted on: Apr 23, 2011 10:55 AM

⬆ in response to: md76040303317

Your only option at this point is Premium support. However, they're just going to tell you to wait.

Sorry.

Edited by: Rob Pickering on Apr 23, 2011 10:56 AM

Re: Life of our patients is at stake - I am desperately asking you to contact

Posted by: md76040303317

Posted on: Apr 23, 2011 11:42 AM

⬆ in response to: Rob Pickering

There is some progress.

2 servers are operational and one still not working.

Unfortunately, the one on which we have the most patients ☹

Re: Life of our patients is at stake - I am desperately asking you to contact

Posted by: vagluz

Posted on: Apr 23, 2011 11:59 AM

⬆ in response to: md76040303317

Aren't you braking some compliance laws by not having a highly-available environment?

Re: Life of our patients is at stake - I am desperately asking you to contact

Posted by: Marc Spitzer REAL NAME™

Posted on: Apr 23, 2011 1:40 PM

⬆ in response to: md76040303317

You put a life critical system on virtual hosted servers? What the hell is wrong with you?

Re: Life of our patients is at stake - I am desperately asking you to contact

Posted by: MARCOS E. SANTOS

Posted on: Apr 23, 2011 2:06 PM

⬆ in response to: md76040303317

Not sure whether you're plain incompetent or irresponsible. Anyway, you should be ashamed and prepare yourself with lots of money to pay for the lawyers.
Would it be so difficult to have a contingency plan? another provider? or even another availability zone? Are you so fsklong dumb as to think that nothing could ever happen to a data center?

Edited by: MARCOS E. SANTOS on Apr 23, 2011 2:08 PM

Re: Life of our patients is at stake - I am desperately asking you to contact

Posted by: md76040303317

Posted on: Apr 23, 2011 2:08 PM

⬆ in response to: Marc Spitzer

This is a home based system, not an intra hospital system. So the promised 99.95% uptime is fine. But this situation showed that the promised 99.95% = fiction...

BTW. All three servers are working - hopefuly the situation will remain stable.

Re: Life of our patients is at stake - I am desperately asking you to contact

Posted by: amazonfannomore
Posted on: Apr 23, 2011 2:09 PM
⬆ in response to: MARCOS E. SANTOS

While I'm not going to suggest Amazon shouldn't be ashamed of themselves.. I have to admit this is a pretty sickening tale. If I were running a system that could potentially lead to loss of human life. You'd better believe hot-spare data center would be in my mind.

Re: Life of our patients is at stake - I am desperately asking you to contact

Posted by: Student
Posted on: Apr 23, 2011 2:10 PM
⬆ in response to: md76040303317

Your CTO will be a serious liability, and your board is going to crush your C*O staff very soon, if they're awake. If you haven't notified doctors and patients already, your liabilities just got worse.

If you can't roll over your IP routing, then you should not be in business. This should be going to a different server and duplicated by your own policies to ensure compliance with **ALL** regulatory requirements. You're failing and you probably don't even know how bad your company is failing.

If I were you, I'd beg John Halamka to guide you out of this mess.

Oh, and by the way, aren't you supposed to alert the FDA or CDC when your system fails like this?

Edited by: Student on Apr 23, 2011 2:15 PM

Re: Life of our patients is at stake - I am desperately asking you to contact

Reply

Posted by: S. Whitmore REAL NAME™
Posted on: Apr 23, 2011 2:13 PM
⬆ in response to: md76040303317

🏷 ec2 , problem , aws , planning_ahead

"This not just some social network website issue, but a serious threat to peoples lives!"

Which begs the question, why did you leave yourself -- and your patients -- open to this risk in the first place? I hope for your patients' sake that you begin taking more seriously your IT planning. Since you apparently don't have a fail-over -- and are waiting for Amazon anyway -- you might want to think about solving the weakness you built into your own system, i.e., start working on an alternative method of getting what you need. And if you can't find a way to do that even now, I submit that you should never have launched your service at all.

Re: Life of our patients is at stake - I am desperately asking you to contact

Reply

Posted by: MARCOS E. SANTOS
Posted on: Apr 23, 2011 2:15 PM
⬆ in response to: md76040303317

Not even your servers are redundant? One of your servers is offline, and there's not a hot swapable replacement? for a life-critical system? Man, pray God nothing happens, because on contrary, the responsibles for this design are surely going to serve sometime on a nearby prison.

Re: Life of our patients is at stake - I am desperately asking you to contact

Reply

Posted by: boperatorfromh
Posted on: Apr 23, 2011 2:21 PM

If you were smart, you would have a distaster recovery plan for just this kind of thing. Judging from your lack of said preparations, you lot figured the cloud never goes down, and got greedy by not wanting to spend money on hot standby machines on a different infrastructure.

Good going. Hope none of your cardiac patients croak because you're going to get sued into next week...

Re: Life of our patients is at stake - I am desperately asking you to contact

Reply

Posted by: md76040303317
Posted on: Apr 23, 2011 2:24 PM

As I wrote, this is not a life saving system.
Which does not mean that patient's life cannot be saved using it.
That is all I have to say. Good luck to others.

Re: Life of our patients is at stake - I am desperately asking you to contact

Reply

Posted by: Adam Evers REAL NAME™
Posted on: Apr 23, 2011 2:33 PM

Dude/Dudet. You put that patients lives are at stake in your title ... Don't try to back track. Just admit it was stupid and move on.

Re: Life of our patients is at stake - I am desperately asking you to contact

Reply

Posted by: Student
Posted on: Apr 23, 2011 2:36 PM

> *md76040303317 wrote:*
>
> *As I wrote, this is not a life saving system.*
>
> *Which does not mean that patient's life cannot be saved using it.*
>
> *That is all I have to say. Good luck to others.*

Ah, so the title of this thread was a ruse? Either it isn't so critical after all, and shame on you for trying to make it seem like it was, or else it is critical, and now you're lying about it in order to not be shamed by others.

Either way, shame on you.

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