

Notice of Email Incident

On December 11, 2019, we learned that an unauthorized person gained access to an employee's email account between April 25, 2019 and June 27, 2019. We immediately began an investigation, secured the email account, and a cyber security firm was engaged to help identify any information that may have been impacted. The investigation determined that some patient information was contained in the email account, including patient names, medical record numbers, dates of birth, limited clinical information, and in some instances, health insurance information and/or Social Security numbers. This incident does not impact all Medical Center Health System patients; only a small number of Medical Center Hospital patients are involved.

We have no evidence that the unauthorized person actually viewed any of the emails containing patient information or that the information has been used in any way. However, in an abundance of caution, we mailed letters to patients whose information was found in the email account on February 7 2020, and we are available to answer questions by phone and email. If you believe you are affected by this incident and do not receive a letter by March 7, 2019, please contact our Chief Compliance and Privacy Officer by telephone at (432) 640-1106, by toll-free number at 888-434-3056, or by email at: ComplianceDept@echd.org.

We recommend that affected patients review the statements they receive from their healthcare provider or health insurer. If they see services they did not receive, they should contact the provider or insurer immediately. For those patients whose Social Security numbers were included in the email account, we are offering a complimentary membership of credit monitoring and identity protection services.

We deeply regret any concern or inconvenience this incident may cause our patients. To help prevent something like this from happening again, we are enhancing our email security and reinforcing education with our employees on how to identify and avoid malicious emails.