



DATED: 11/30/2019

NOTICE OF PHISHING INCIDENT

Katherine Shaw Bethea Hospital (“KSB”) understands the importance of protecting the personal information of our clients, employees and vendors. Regrettably, this notice is regarding a recent security incident that may have involved some patient information.

On October 1, 2019, KSB determined that an unauthorized individual may have gained access to an employee’s email account. The email account contained a spreadsheet with information for patients under 18 who visited the KSB emergency department between November 1, 2018, and May 1, 2019, including name, date of birth, phone number, health insurance carrier name, diagnoses and clinical information regarding care they received at KSB. We immediately took steps to secure the account and began an investigation. To date, we have no indication that any patient information has been misused based on its investigation.

We have no indication that any patient information has been accessed or misused. However, in an abundance of caution, we began mailing letters to affected patients on November 30, 2019. Our investigation of the contents of the email accounts and the incident is ongoing. We will provide notice as additional information becomes available. If you have questions regarding this incident, please call 833-942-1225, Monday through Friday, 8:00 a.m. to 5:30 p.m. Central Time. As always, we encourage patients to review any statements received from your insurance company for accuracy.

We sincerely regret any concern or inconvenience this incident may cause our patients. To help prevent something like this from happening in the future, we are implementing additional security measures to protect our email system and conducting additional training on cybersecurity for all workforce members. Workforce members have received, and will continue to receive, reminders about safeguarding information stored electronically and how to avoid phishing scams.