

## **Notice to Patients of an Information Security Incident**

Parkview Medical Center (“Parkview”) understands the importance of protecting our patients’ information. Regrettably, beginning July 14, 2020, Parkview is notifying a small number of patients about a recently identified security incident that involved some patient information. This notice explains the incident, measures we have taken, and some steps patients can take in response.

Parkview experienced a ransomware incident in April, 2020. We immediately secured our network, began working to restore our systems, and a leading computer forensic firm was hired to investigate. During the investigation, on May 15, 2020, we discovered that a program associated with the ransomware event copied certain files from computers within our network and saved them in separate folders. There is no evidence that these compiled files were taken from our system, or that they were viewed by an unauthorized person.

However, in an abundance of caution, we reviewed the contents of the files and determined that one or more files contained some of patient information for a limited number of Parkview patients. The information involved included patient names, addresses, dates of birth, health insurance information, and some clinical information, which may have included provider name(s), diagnosis, prescription(s), and/or treatment information. For a limited number of patients, their Social Security number was also involved.

We want to assure you that we take this incident very seriously. Parkview has established a dedicated, toll-free call center for patients to call with questions. If any patients have questions about the incident, please call 1-800-543-4046, Monday through Friday, from 9:00 a.m. and 6:30 p.m. Mountain Time. Alternatively, patients can email to [ITevent@parkviewmc.com](mailto:ITevent@parkviewmc.com).

Parkview recommends that patients review any statements that they receive from their healthcare providers and/or health insurers. If a patient identifies a charge for any services that he or she did not receive, they should contact the provider or insurer immediately.

We deeply regret any inconvenience or concern this incident may cause you. To help prevent something like this from happening in the future, we continue to review our systems and implement additional measures to enhance and strengthen our security processes.