



### **Notice to Our Patients of a Network Security Threat**

Hendrick Medical Center, located at 1900 Pine Street, and Hendrick Clinic deeply value the trust patients place in our organization. We are committed to meeting patients' healthcare needs and to protecting the confidentiality and security of our patients' information. This notice describes an incident that may have involved some of that information. The incident only impacted patients of Hendrick Medical Center and Hendrick Clinic. Hendrick Medical Center Brownwood and Hendrick Medical Center South are **not** involved.

On November 20, 2020, we identified a network security threat that affected patient information and disrupted the operations of our IT systems. We immediately took steps to further secure our systems, launched an investigation and notified law enforcement. Through the investigation, we have determined that an unauthorized party may have accessed patient information between October 10, 2020, and November 9, 2020, including patients' names, Social Security numbers, demographic and other limited information about patients' care at Hendrick. Hendrick's electronic health record was not impacted.

Out of an abundance of caution, Hendrick began mailing letters to patients on January 15, 2021, and created a call center to answer patients' questions. If you believe you have been affected by this incident and do not receive a letter by February 15, 2021, or if you have questions, please call (855) 526-1144, Monday through Friday, between 8:00 a.m. and 5:30 p.m., Central Time.

Although Hendrick has no reason to believe patient information was misused, patients are encouraged to review the statements they receive from their healthcare providers. If patients see services that were not received, Hendrick recommends they contact their provider. For those patients whose Social Security numbers may have been accessible, Hendrick has provided specific instructions to those patients in their letters.

We deeply regret the inconvenience or concern this may cause our patients. To further enhance our data security, we strengthened our system monitoring and added new features to our security alert software.