

## Notice to Individuals Regarding Privacy Incident

Lakewood Medical Center (“LMC”) is providing notice to individuals about a privacy incident it discovered on January 26, 2024. Part of LMC’s computer system was subject to a cyber-attack when a cyber-criminal gained unauthorized access on January 25, 2024, and launched ransomware early on January 26, 2024. There was no indication that electronic files with patients’ protected health information were viewed by any unauthorized individual. However, the cyber-attack unfortunately resulted in the automated encryption and loss of electronic medical record files for patients seen before January 26, 2024. LMC is mailing notice letters to involved patients at their last known mailing addresses.

LMC, with assistance from experts, promptly investigated and worked to ensure containment of the cyber-attack. LMC performed a full password reset and engaged a national cybersecurity firm to assist in the investigation and response to the cyber incident. LMC blocked further access, reviewed its user accounts, made changes to data storage, and utilized advanced threat detection software for 30 days with continuous, around-the-clock monitoring by professionals at a security operations center finding no further sign of unauthorized access and no indication of malicious software remaining in the environment. LMC reported the crime to federal law enforcement for further investigation.

The type of information involved for impacted individuals may have included name, address, date of birth, phone number, email address, drivers license, social security number, dates and type of treatment or services, medical diagnoses and conditions, lab results, medications, and other treatment information. No insurance claims or bank account information was involved.

Although there was no evidence that personal information was viewed by the cyber-criminal, for individuals who may have had information involved, LMC wants to make them aware of steps they may take to guard against potential harm. LMC encourages individuals to remain vigilant to the possibility of fraud or identity theft by regularly reviewing their financial statements, credit reports, and explanation of benefits (EOBs) from their health insurers for any unauthorized activity. If individuals identify services they did not receive or accounts, charges, or withdrawals that they did not authorize, they should report to the involved company or credit-reporting agency immediately and to local law enforcement. Individuals can obtain information about placing fraud alerts and security freezes from the Federal Trade Commission and the three national credit reporting agencies at the toll-free numbers, websites, or mailing addresses as follows:

Federal Trade Commission 1-877-382-4357 600 Pennsylvania Ave., NW Washington, DC 20580 www.ftc.gov	Equifax Fraud Reporting 1-866-349-5191 P.O. Box 105069 Atlanta, GA 30348-5069 www.equifax.com	Experian Fraud Reporting 1-888-397-3742 P.O. Box 9554 Allen, TX 75013 www.experian.com	TransUnion Fraud Reporting 1-800-680-7289 P.O. Box 2000 Chester, PA 19022-2000 www.transunion.com
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LMC has arranged for individuals with records involved to be able to enroll, at no charge, in 12 months of identity theft protection services through IDX, a company with data breach and recovery services expertise. To take advantage of this service, an individual will first need to obtain and use the unique enrollment code found in the notice letter mailed on March 21, 2024, to involved individuals for whom LMC had current mailing addresses. For individuals who did not receive a notice letter but whose information may have been involved, they should contact the toll-free number below to determine if they are eligible, and, if so, to receive a free enrollment code. Please note the deadline to enroll for those eligible is June 21, 2024.

LMC has partnered with IDX to set up a call center to help answer questions for those impacted. Individuals who have questions including whether their personal information was involved should call this toll-free number 1-800-939-4170, Monday through Friday from 7 am – 7 pm Mountain Time (closed on holidays).