

Notice of Data Security Incident

Osceola, Iowa – May 17, 2023 – Clarke County Hospital (“CCH”) notified certain current and former patients that their personal information may have been accessed as part of a network security incident. CCH takes the privacy and security of information in its possession very seriously and sincerely apologizes for any inconvenience this incident may cause. This notice is intended to alert potentially impacted individuals of the incident, steps we are taking in response, and resources available to assist and protect individuals.

What Happened On April 14, 2023, CCH experienced a network security incident that involved an unauthorized party gaining access to our network environment. Upon detecting the incident, we immediately shut off all access to the network and engaged a specialized third-party forensic incident response firm to assist with securing the network environment and investigating the extent of unauthorized activity. Our investigation determined an unauthorized third party may have acquired certain individual personal and health information during this incident. **CCH is providing written notice to all impacted individuals. CCH has no reason to believe that any individual’s information has been misused as a result of this event.** As of this writing, CCH has not received any reports of misuse of information and/or related identity theft since the date the incident was discovered (April 14, 2023 to present).

What Information Was Involved Again, we found no evidence that patient information has been specifically misused. However, the following information could have been acquired and disclosed by an unauthorized third party: first name, last name, address, date of birth, health insurance information, medical record number, and certain health information. **Electronic medical records, Social Security numbers, banking information, credit card information, and/or financial information were not involved in this incident.**

What We Are Doing Security and privacy of patient data is among our highest priorities. Upon detecting this incident we moved quickly to initiate a response, which included conducting an investigation with the assistance of IT specialists and confirming the security of our network environment. We have made immediate enhancements to our systems, security and practices. Additionally, we have engaged appropriate experts to assist us in conducting a full review of our security practices and systems to ensure that enhanced security protocols are in place going forward. We are committed to helping those people who may have been impacted by this unfortunate situation.

The notification letter to the potentially impacted individuals includes steps that they can take to protect their information. In order to address any concerns and mitigate any exposure or risk of harm following this incident, CCH has arranged for complimentary credit monitoring services and identity theft protection services to all potentially impacted individuals at no cost to them for a period of twelve months. CCH recommends that individuals enroll in the services provided and follow the recommendations contained within the notification letter to ensure their information is protected.

For More Information For individuals seeking more information or questions about this incident, please call CCH’s dedicated toll-free helpline at 1-833-570-3073, from 7:00 am to 7:00 pm Central Time, Monday through Friday, excluding. In addition, individuals may visit CCH’s website for more information at <https://www.clarkehosp.org>.

Thank you for entrusting CCH with your healthcare needs. We value the security of the personal data that we maintain, and understand the frustration, concern, and inconvenience that this incident may have caused. We look forward to continuing to provide high quality care to you, your family, and the greater Clarke County community.