

Notice of Potential Unauthorized Disclosure of Information for Patients of Imperial Health's Center for Orthopaedics (CFO)

Imperial Health hereby notifies patients and interested parties of a recent security incident so that they can take personal steps, along with the actions we are taking, to reduce or eliminate any potential harm to individuals.

On May 19, 2019, Imperial Health determined that a malicious virus was used by an unauthorized party to infect the CFO system and encrypt the data contained therein. **To the best of our knowledge, no patient information was removed by any unauthorized party from the CFO system as a result of this malware attack.** However, out of an abundance of caution, we are notifying all patients whose information was stored in the CFO database. The patient data that was encrypted by this virus could have included: name, date of birth, Social Security Number address, telephone number, medical record number, and other clinical information, such as treating physician, diagnoses, laboratory results, medications, and dates of service, to the extent such information was included in the CFO database. The protection of patient information is of the utmost importance to Imperial Health and our physicians. We take this matter very seriously.

In response to this incident, Imperial Health notified both the Calcasieu Parish Sheriff's Office and the Federal Bureau of Investigation and is coordinating with them in their ongoing investigations into this cybersecurity incident. Imperial Health has also removed all instances of the virus across our network and installed specific anti-virus software in order to provide further protection to the data stored on our systems and to mitigate future risk of attack.

In addition to the steps we are taking, we recommend you take the following steps to protect yourself from potential harm from this incident:

- Register a fraud alert with the three credit bureaus listed here:
 - Experian: (888) 397-3742; www.experian.com; P. O. Box 9532, Allen, TX 75013;
 - TransUnion: (800) 680-7289; www.transunion.com; 2 Baldwin Place, P. O. Box 1000, Chester, PA 19016;
 - Equifax: (800) 525-6285; www.equifax.com; P.O. Box 740241, Atlanta, GA 30374-0241.
- Monitor credit card statements, EOBs, and credit bureau reports closely.
- If you determine that your information has been compromised, notify your local law enforcement agency to assist in further investigation. Additionally, if you suspect identity theft, contact the Federal Trade Commission at 877-ID-THEFT (877-438-4338) or www.ftc.gov and the Louisiana Attorney General's office at 800-351-4889 or www.ag.state.la.us.

We offer you our sincere apology for this matter. For any questions about the information contained in this letter, please contact us directly by phone at 1-844-996-0195 or by addressing a letter to: Imperial Health, Attention Jessica Williamson, 501 Dr. Michael DeBakey Drive, Lake Charles, LA 70601.