Notice of a Data Security Incident

Mission Community Hospital (the "Hospital") is committed to protecting the security and privacy of the information we maintain. The Hospital recently responded to and addressed a data security incident that involved patient information. This notice explains the incident, the measures that have been taken, and some steps patients can take in response.

On May 1, 2023, the Hospital was alerted to potential unauthorized access to our IT network. Upon learning of this event, the Hospital immediately launched an investigation and engaged a third-party cybersecurity firm to assist. The investigation determined that an unauthorized party accessed some of our systems and may have accessed or acquired certain files.

Through our ongoing investigation, on June 20, 2023, we determined that certain files that possibly involved in the incident contained information belonging to some of Mission Community Hospital's patients. The information varies by patient but could have included patient names and one or more of the following: address, date of birth, Social Security number, driver's license number, financial account information, medical records number, health insurance plan member ID, claims data, diagnosis, and prescription information.

Mission Community Hospital is completing its analysis of the information involved and will mail letters to individuals whose information may have been involved in the incident. If you believe your information was involved and have any questions about this incident, please call 844-825-0298, Monday through Friday, from 6:00 am – 6:00 pm, Pacific Time (excluding major U.S. holidays).

For patients whose information may have been involved in the incident, we recommend reviewing the statements they receive from their healthcare providers and contacting the relevant provider immediately if they see services they did not receive. We also encourage patients to remain vigilant to the possibility of fraud by reviewing their financial account statements for any suspicious activity. Patients should immediately report any suspicious activity to their financial institution.

The Hospital takes this incident very seriously and sincerely regrets any concern this may cause. To help prevent something like this from happening again, the Hospital has implemented additional safeguards and technical security measures to protect and monitor our systems even further.