



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.

Our investigation determined that an unauthorized party gained access to our IT network. While in our IT network, the unauthorized party accessed files that contain information belonging to some Mission Community Hospital's patients. The information varies by patient but includes patient names, addresses, dates of birth, Social Security numbers, driver's license numbers, financial account information, medical record numbers, health insurance information, and diagnosis information.

On November 21, 2023, Mission Community Hospital is completing its analysis of the information involved and will mail began mailing letters to patients whose information may have been involved in the incident. Individuals whose Social Security and/or driver's license numbers may have been involved will be offered complimentary credit monitoring and identity theft protection services. We have also established a dedicated call center to answer questions that patients may have. If patients have questions, they should call 844-825-0298, Monday through Friday, between 6:00 a.m. and 6:00 p.m., Pacific Time (excluding major U.S. holidays).

We recommend that patients review the statements they receive from their health care providers and health insurance plan. If they see any services that were not received, they should contact the provider or health plan immediately.

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