

Artesia General Hospital 

Return Mail Processing
PO Box 589
Claysburg, PA 16625-0589

August 27, 2019



E8427-L05-0000005 P001 T00001 *****ALL FOR AADC 159
SAMPLE A SAMPLE - L05 ADULT MEDICAL ONLY
123 ANY ST
ANYTOWN, US 12345-6789



Dear Sample A Sample:

Artesia General Hospital (“AH”) takes the privacy and security of its patients’ information very seriously. Regrettably, we are writing to inform you that we recently identified and addressed a security incident that may have involved some of your information. This notice explains the incident, outlines the measures we have taken in response, and steps you can take.

We recently learned that unauthorized emails were being sent from an AH employee’s email account. We secured the account, began an investigation, and a leading computer forensic firm was engaged to assist. On June 28, 2019 the investigation determined that an unauthorized person accessed the account between June 11 and June 18, 2019. The investigation was not able to determine which emails or attachments, if any, were viewed by the unauthorized individual, so we conducted a comprehensive review of the emails and attachments in the account. The review identified some of your information in the account, which may have included your name, date of birth, medical record or patient account number, and limited treatment and/or clinical information, such as diagnosis, provider name, and dates of service.

There is no evidence that any of your information has been misused. However, in an abundance of caution, we wanted to notify you of this incident to assure we take this very seriously. As a precaution, we recommend that you review statements you receive from your healthcare provider. If you see services you did not receive, please contact your provider immediately.

We deeply regret any concern or inconvenience this incident may cause you. To help prevent something like this from happening in the future, we have reinforced education with our staff regarding how to identify and avoid suspicious emails and are making additional security enhancements. If you have any questions, please call us at (855) 347-6549, Monday through Friday, between 7:00 a.m. and 7:00 p.m. and Saturday/Sunday, between 9:00 a.m. and 6:00 p.m. Mountain Time. Please be ready to provide reference #DB14280.

Sincerely,

Richard Gibson
Chief Executive Officer

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