

[REDACTED]

June 12, 2020

Dear [REDACTED]

BJC HealthCare (“BJC”) and St. Louis Children's Hospital take the privacy and security of patient 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.

On March 6, 2020, we identified suspicious activity within three BJC employees’ email accounts. We immediately took steps to secure the email accounts and a leading computer forensic firm was engaged to assist with our investigation. The investigation indicated that an unauthorized person gained access to the employee email accounts on March 6, 2020. The investigation was unable to determine whether the unauthorized person actually viewed any emails or attachments in the employee email accounts. Out of an abundance of caution, we reviewed all of the emails and attachments contained in the employee email accounts to identify patient information that may have been accessible to the unauthorized person. As a result of that review, on May 21, 2020, we identified one or more emails and/or attachments that may have included your name, date of birth, medical record or patient account number, and limited treatment and/or clinical information, such as diagnosis, medications, provider, type of treatment and treatment location.

There is no evidence that any of your information was actually viewed by the unauthorized person, or that it has been misused. However, we wanted to notify you of this incident and assure you we take this very seriously. As a precaution, we recommend that you review statements you receive from your healthcare provider. If you see charges for 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 reinforced education with our staff regarding how to identify and avoid suspicious emails and are making additional security enhancements to our email environment. If you have any questions, please call us at (866) 423-7547, Monday through Friday, between 9:00 a.m. and 7:00 p.m. EST.

Sincerely,



Trudith A. Douglas  
Executive Director, Corporate Compliance

BJC-ADT-NOCM