



<<Date>> (Format: Month Day, Year)

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Dear <<First Name>> <<Last Name>>:

Parkview Medical Center (“Parkview”) understands the importance of protecting our patients’ information. Regrettably, we are writing to inform you that we recently identified and addressed a security incident that involves some of your information. This notice explains the incident, measures we have taken, and some steps you can take in response.

As you may know, Parkview experienced a ransomware incident in April, 2020. We immediately secured our network, began working to restore our systems, and a leading computer forensic firm was hired to investigate. During the investigation, on May 15, 2020, we discovered that a program associated with the ransomware event copied certain files from computers within our network and saved them in separate folders. We immediately reviewed the contents of the files and determined that one or more files contained some of your information, which may have included your name, address, date of birth, health insurance information, and some of your clinical information, including provider name(s), diagnosis, prescription(s), and/or treatment information.

There is no evidence that these compiled files were taken from our system, or that they were viewed by an unauthorized person. However, we want to assure you that we take this incident very seriously. We recommend that you review any statements that you receive from your health insurer or healthcare providers. If you see services that you did not receive, please contact the insurer or provider immediately.

We deeply regret any inconvenience or concern this incident may cause you. To help prevent something like this from happening in the future, we continue to review our systems and implement additional measures to enhance and strengthen our security processes. If you have any questions, please call 1-844-952-2215, Monday through Friday, between 7:00 a.m. and 4:30 p.m. Mountain Time.

Sincerely,

Leslie Barnes
Parkview Medical Center