



## Notice of Data Security Incident

On July 2, 2021, Coastal Family Health Center (“CFHC”) announced that it suffered an attempt to shut down its computer operations on May 13, 2021. That attempt failed and Coastal Family was still able to treat patients and provide service to the community. Coastal Family immediately launched an investigation to determine what happened and what information may have been accessed by an unauthorized person during the incident. On June 4, 2021 the investigation revealed that some of the files accessed contained personal information of patients.

While at this time CFHC has no evidence that any information has been misused, out of an abundance of caution CFHC is providing credit and identity theft protection to its patient community. The potentially affected information included names, addresses, Social Security numbers, medical insurance information, and health and treatment information. On June 22, 2021, CFHC determined current address information for the affected individuals in order to effectuate written notification of the incident.

CFHC immediately contacted independent cyber security professionals to assist in protecting its patients and changed its procedures to prevent such disclosures in the future.

On July 2, 2021 CFHC notified potentially impacted individuals of this incident by letter and provided resources to help them protect their identities. The letters include information about this incident and what steps those individuals who had their information exposed can take to monitor and protect their information.

CFHC has established a toll-free call center to answer questions about the incident and related concern. The call center is available Monday through Friday from 8:00 a.m. to 8:00 p.m. Central Time. In addition, out of an abundance of caution, CFHC offered, at no cost, identity protection services through IDX to individuals whose information may have been exposed.

CFHC is not aware of the misuse of any patient information resulting from this incident.

**I did not get a letter - how do I check to see if my information was involved?** Please call IDX at 1-833-909-3915 and provide them your name. IDX has a list of all of the people affected by this incident.

**For More Information.** Call 1-833-909-3915 for any additional questions you may have.

We remain dedicated to protecting your personal information and apologize for any concern or inconvenience this may cause you.

Coastal Family Health Center