



FOR IMMEDIATE RELEASE

September 24, 2020

Oaklawn Hospital Notifies Patients of Data Security Incident

Hospital provides guidance and support for affected patients

Oaklawn Hospital is committed to maintaining the privacy and security of information. Oaklawn recently notified individuals of a data security incident involving access to certain employee email accounts by unauthorized third-parties as a result of a phishing incident.

Upon learning of this issue, Oaklawn promptly disabled access to the impacted email accounts and required mandatory password resets to prevent further access by unauthorized parties. Oaklawn Hospital immediately commenced a prompt and thorough investigation, working closely with external cybersecurity professionals. After an extensive forensic investigation and comprehensive and time-consuming manual document review, we discovered on July 28, 2020 that one or more of the email accounts accessed between April 14, 2020 and April 15, 2020 contained identifiable personal and/or protected health information. Oaklawn Hospital has no evidence to suggest that any data is misused or otherwise in the possession of someone it should not be. However, out of an abundance of caution, we are issuing notices to anyone whose information may have been contained in the accessed accounts.

The accessed email accounts contained the personal and protected health information of certain individuals who were Oaklawn Hospital patients, including their names, dates of birth, various medical and health insurance information, and, in a very limited number of cases, Social Security numbers, financial account information, driver's license numbers, and online login information. This incident only affected a small subset of Oaklawn's patients.

Oaklawn is sending notification letters to each affected individual for whom we have enough information to determine a physical address. Notified individuals should monitor insurance statements for any transactions related to care or services that have not actually been received. For the very limited number of individuals whose Social Security numbers were impacted, complimentary credit monitoring was offered.

Since the date of this incident, Oaklawn has taken significant measures to improve its technical safeguards in order to minimize the risk of a similar incident in the future, including improving its multi-factor authentication software and providing additional training to employees.

For further questions or additional information regarding this incident, or to determine if you may be impacted, Oaklawn has set up a dedicated toll-free response line for patients to ask questions. The response line can be contacted at (888) 974-0058 and is available Monday through Friday, 9:00 a.m. to 6:30 p.m., Eastern Time.



About Oaklawn Hospital:

Oaklawn Hospital and Medical Group is an independently owned, not-for-profit hospital and general medical service provider located in Marshall, Michigan. It serves the medical needs of the residents of Calhoun County and greater south-central Michigan.

Learn more about Oaklawn at oaklawnhospital.org/.

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