

## Notice to Our Patients of a Privacy Incident

OSF HealthCare System (“OSF”) is committed to protecting the security and privacy of our patients’ information. Regrettably, we received notification from one of our third-party vendors, Blackbaud, Inc., (“Blackbaud”) about a data security incident that may have involved some patient information.

Blackbaud provides cloud-based and data solution services relating to our fundraising activities. Blackbaud notified its customers it discovered that an unauthorized individual gained access to Blackbaud’s systems between February 7 and May 20, 2020. Blackbaud advised that the unauthorized individual may have acquired backup copies of databases used by its customers, including a backup of the database OSF uses for fundraising efforts. Once we were notified, we immediately took steps to understand the extent of the incident and the data involved.

On August 20, 2020, our investigation and review of the Blackbaud database involved in the incident determined that it contained some patient information, including names, addresses, phone numbers, email addresses, dates of birth, treatment facilities, treating physicians, departments of service, room numbers and/or medical record numbers.

Blackbaud advised that Social Security numbers, financial account, and credit card information were encrypted, and **not** able to be accessed by the unauthorized individual. This incident did **not** involve any access to the OSF medical systems and electronic health records

At OSF, we take our patients’ privacy very seriously. We began mailing notification letters to patients whose information may have been involved in the incident on October 19, 2020. We have also established a dedicated call center to answer any questions about the incident, which can be reached at 1-877-376-0079, Monday through Friday, at 8:00 a.m. to 5:30 p.m. Central Time, excluding major U.S. holidays. To help prevent something like this from happening again, we are assessing the security safeguards at Blackbaud and evaluating the data elements stored on the Blackbaud system.

For patients whose information may have been involved in the incident, we recommend they review statements received from their health care providers and contact the provider immediately if they identify any services they did not receive.