



OSF[®] HEALTHCARE

Notice of a Data Security Incident

OSF HealthCare is committed to protecting the security and privacy of our patient information. On October 1, 2021, we mailed notification letters to some patients of OSF HealthCare Little Company of Mary Medical Center and OSF HealthCare Saint Paul Medical Center whose information may have been involved in a data security incident.

We identified and addressed a data security incident that disrupted the operations of some of our IT systems. The incident was first identified on April 23, 2021, and we immediately took steps to secure our systems, launched an investigation with the assistance of a third-party forensic investigator, and notified law enforcement. The investigation determined that an unauthorized party gained access to our systems from March 7, 2021, to April 23, 2021. As part of the incident, certain files were accessed relating to some of our patients of OSF Little Company of Mary and OSF Saint Paul. In order to determine what data was involved, we conducted a thorough review of those files.

On August 24, 2021, the review of the files involved determined that they may have contained some of the following information: Patient names and contact information; dates of birth; Social Security numbers; driver's license numbers; state or government identification numbers; treatment and diagnosis information and codes; physician names, dates of service, hospital units, prescription information and medical record numbers; and Medicare, Medicaid or other health insurance information. For a smaller subset of patients, financial account information, credit or debit card information or credentials for an online financial account were also contained in the files involved in the incident.

For patients whose health information may have been involved, we recommend that they review the statements they receive from their health care providers and contact the relevant provider immediately if they see services they did not receive. Additionally, for eligible individuals whose Social Security numbers or driver's license numbers may have been involved in the incident, we are offering complimentary credit monitoring and identity protection services through Experian.

We take this incident very seriously and sincerely regret any concern this may cause. To help prevent something like this from happening again, we have implemented additional safeguards and technical security measures to further protect and monitor our systems. A dedicated call center has been established to answer any questions about this incident. The call center can be reached at (855) 551-1669, Monday through Friday, between 8 a.m. and 5:30 p.m. Central Time.