

Notice to Our Patients About an Email Phishing Incident

Memorial Hospital at Gulfport (“MHG”) values the privacy and confidentiality of our patients’ information. Regrettably, this notice is to inform our patients of a recent incident that may have involved some of their personal information.

On December 17, 2018, we learned that an unauthorized third party gained access to an employee’s email account on December 6, 2018. We immediately took steps to secure the account and began an investigation. Our investigation determined that patient information was contained in the email account and may have included patients’ names, dates of birth, health insurance information and/or information about medical care received at MHG. A limited number of Social Security numbers were also contained in the email account.

We have no indication that patient information has been misused in any way. However, out of an abundance of caution, we began mailing letters to affected patients on February 15, 2019, and are offering complimentary credit monitoring and identity protection services to those patients whose Social Security numbers may have been affected. We also recommend that affected patients review statements they receive from their health care providers and health insurers for the foreseeable future. If they see charges or services not incurred or received, they should contact the insurer or provider immediately. MHG is continuing to investigate this incident and anticipates notifying additional patients in the coming weeks. **If patients have any questions about this incident, please call 1-833-231-3353, Monday through Friday, 8 a.m. to 5:30 p.m. Central Time.**

We deeply regret any concern or inconvenience this may cause our patients. MHG takes the privacy and confidentiality of our patients’ information very seriously and is enhancing information security safeguards to help prevent an incident such as this from occurring in the future.