

NOTICE OF PHISHING INCIDENT

February 7, 2020

Overlake Medical Center & Clinics understands the importance of protecting the personal information of our patients. Regrettably, this notice is regarding a recent email phishing incident that may have involved some patient information.

On Dec. 9, 2019, Overlake Medical Center & Clinics discovered there had been a security incident affecting company email accounts. Within hours, Overlake Medical Center & Clinics secured the email accounts and immediately began an investigation. The investigation determined that the third parties had access to the initially affected account from Dec. 6–9, 2019, and the subsequently affected email accounts for just a few hours on Dec. 9, 2019.

Our investigation cannot rule out that the third parties accessed specific information stored in the email accounts, which *may* have included one or more of the following: demographic information (such as full name, date of birth, phone number, address), health insurance information (such as name of insurer or insurance ID number), and certain health information (such as diagnosis and treatment information) related to the care received at Overlake.

While unauthorized access to patient information may have occurred, no known or attempted misuse of patient information has been reported as a result of this incident at this time. However, in an abundance of caution, we began mailing letters to affected patients on Feb. 4, 2020. We recommend patients carefully review their statements and notify healthcare providers or health insurers for any services they did not receive.

For patients who have questions or concerns regarding this incident, or to determine if they are impacted by this incident, **Overlake Medical Center & Clinics has established a dedicated toll-free helpline at 1-844-902-2033**. The helpline is staffed by professionals familiar with this incident and knowledgeable about what patients can do to protect against misuse of their information. The helpline is available Monday through Friday, 6 a.m. to 3:30 p.m., Pacific Time.

We sincerely regret any concern or inconvenience this incident may cause our patients. To help prevent something like this from happening in the future, Overlake Medical Center & Clinics has implemented additional security measures to protect its systems and prevent similar situations from happening in the future. Specific actions include:

- Resetting passwords for all compromised accounts to prevent further unauthorized access;
- Enhancing the already mandatory education for employees to help them better recognize and avoid phishing emails;
- Enhancing the technology in use to identify and block suspicious external emails; and
- Implementing multi-factor authentication, which requires users to go through multiple steps to verify their identity in order to access systems.
- Implementing new email retention policies to reduce risk of exposure.