



May 25, 2018

Notice of Data Security Incident

To Whom It May Concern:

We are writing to tell you about a recent incident that may have exposed your personal health information to unauthorized access. Specifically, on March 28, 2018, we first learned that an unknown individual or individuals accessed several Aultman email accounts without permission. The email accounts contained information about patients of Aultman Hospital and the Aultman physician practices listed in Attachment A to this notice (“Aultman”). The information in these email accounts may have included your name, address, clinical information, medical record number, and your physician’s name.

We take this matter very seriously because we know how important your personal information is to you. As soon as we learned the email accounts had been accessed without authorization, we immediately launched an investigation to understand what happened and, more importantly, to prevent something like this from happening again. **At this time, we have no indication that any of the data in the email accounts has been inappropriately used by anyone.** We are providing this notice to you as a precautionary measure, to inform you of the incident and to explain steps that you can take to protect your information.

We provided prompt notice to individuals whose protected health information our team determined could have been accessed without authorization. Unfortunately, we did not have sufficient contact information to provide written notice to certain of these individuals. With regard to those individuals for whom we did not have sufficient contact information, we are providing a toll-free number below that can be called to determine whether an individual’s personal health information was included in the breach.

What Happened

On March 28, 2018, during an investigation of a security incident, Aultman’s Information Technology Department determined that Aultman email accounts had been accessed without authorization. Our team immediately began working with information security experts to determine the extent of the unauthorized access. Based upon their investigation, we determined that access to the email accounts happened in several instances in mid-February and late March of 2018. From that review, we determined that some protected health information for certain Aultman patients was potentially affected, which is why we are notifying you now. We confirmed that this incident did not involve access to the computers that store the electronic health records for Aultman patients.

What We Are Doing About It

When we discovered this incident, we immediately reset account passwords and made them longer and more complex. To further enhance security, we added new security features to email accounts and have strengthened our security monitoring. Our team, in conjunction with outside information security experts, is working to help prevent similar occurrences in the future. We will also continue to educate our staff on how to avoid the methods that unauthorized individuals used to gain access to our email. In addition, consistent with our compliance obligations and responsibilities, we are providing notice of this incident to the U.S. Department of Health and Human Services.

What Can You Do

As a precautionary measure, we advise you to take appropriate steps to protect your information. We recommend you remain vigilant to the possibility of fraud and identity theft by reviewing and monitoring your account statements, explanation of benefits (EOB) forms and free credit reports for any unauthorized activity. If you find any unauthorized or suspicious activity, you should contact law enforcement.

If you did not receive written notice regarding this incident, but think that your information may have been included in the breach, please contact our dedicated assistance hotline at 855-804-8585. The call center is available to answer your phone call between 9:00 a.m. and 9:00 p.m. Eastern Standard Time, Monday through Friday, until August 27, 2018.

We sincerely apologize for any inconvenience and concern this incident has caused you. The privacy and security of your information is very important to us and we remain committed to doing everything we can to maintain the confidentiality of your health information.

Sincerely,

Tim Regula
Vice President, Compliance & Audit

ATTACHMENT A

AULTMAN PHYSICIAN PRACTICES

AMG Canton Urology
AMG Endocrinology
AMG General Surgery
AMG Gynecologic Oncology
AMG Hematology and Oncology
AMG Internal Medicine Center- Richard Jones, M.D.
AMG Podiatry
AMG- Waynesburg Family Medicine
Aultman Behavioral Health & Counseling Center
Aultman Louisville Internal Medicine
Aultman North Canton Medical Group- Bolivar Campus
Aultman North Canton Medical Group -Family Medicine of North Canton
Aultman North Canton Medical Group- Internal Medicine- Main Campus
Breast Surgery Specialists
Canton Plastic Surgeons
Cardiovascular Consultants
Family Medicine of Carrollton
Heart Core
Dr. Kevin Hill, M.D.
Hills and Dales Family Practice
North Canton Medical Center- Dr. Steven Weaver M.D.
Dr. Jean-Claude Tabet, M.D.
Dr. Mark Weiner, M.D.
Women's Health Services -Dr. Amelia Laing
Dunlap Family Physicians

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