

Substitute Notice – Email Phishing Incident
St. Vincent Center for Healthy Aging

The privacy and security of patient information is of utmost importance to St. Vincent Medical Group, Inc. (“St. Vincent”) d/b/a Center for Healthy Aging, and it has implemented significant security measures to protect such information. Regrettably, despite St. Vincent’s efforts to safeguard patient information, an email phishing incident has affected a small portion of patients treated at St. Vincent’s Center for Healthy Aging.

St. Vincent learned a Center for Healthy Aging employee's user name and password had been compromised as the result of an email phishing incident. St. Vincent’s IT Security team immediately reset the employee’s user name and password of the affected email account and launched an investigation into the matter that concluded on May 1, 2019. The forensics analysis of the investigation determined the hacker accessed email within the one employee’s account which contained limited personal health information on a subset of patients.

The personal health information in the email account included patient name, date of birth and limited clinical information related to services patients had received. The information in the email did not contain social security number and the hacker did not gain access to medical or billing records.

Please be assured that St. Vincent is taking steps to mitigate this incident by notifying affected individuals via letter and posting this substitute notice. St. Vincent has blocked the malicious IP addresses from accessing our systems, implemented multi-factor authentication throughout the organization and, as noted previously, required password reset of the affected account. St. Vincent continues to train employees to be vigilant in detecting malicious emails, which includes sending mock phishing emails to further assess training needs.

In addition to the steps St. Vincent has taken, affected individuals may wish to obtain a free credit report from each of the credit reporting bureaus – Equifax, Experian and TransUnion. The credit bureaus’ information is below:

Equifax	800-525-6285	www.equifax.com
Experian	888-397-3742	www.experian.com
TransUnion	800-680-7289	www.transunion.com

St. Vincent sincerely apologizes for any inconvenience this unfortunate incident may cause and assures all patients it is taking appropriate measures to avoid an incident of this nature happening in the future.

Should you have any questions regarding this matter, please contact the following toll-free number: 1-888-395-9888.