



Midwest Medical Center Notice Regarding Data Breach at Third-Party Vendor

Galena, Illinois – May 3rd, 2019 – Midwest Medical Center has been notified that a vendor providing claims management related services to Midwest Medical Center had one of its email accounts unknowingly accessed by an unidentified third party late last year.

The breach of the email account of OS Inc. occurred between October 15, 2018 and December 21, 2018. OS, Inc. notified Midwest Medical Center about this breach on March 8, 2019.

OS Inc. provides claims management and reporting services to various health care providers, including Midwest Medical Center. On or about December 21, 2018, OS Inc. learned of suspicious activity occurring within an OS Inc. employee's email account and, with the assistance of forensics experts, determined that an unauthorized user obtained credentials to log-in to the email account through a "phishing" email attack. OS Inc. subsequently informed law enforcement and, with the assistance of the forensics experts, launched an investigation to determine the size and scope of the attack, as well as the number of people potentially impacted.

Neither OS Inc. nor the forensics experts it worked with were able to determine whether any emails or email attachments were accessed by the unauthorized actor. OS Inc. identified approximately 8,000 patients whose protected health information was contained within an email or email attachment that may have been accessible during the timeframe in question. OS Inc. has begun notifying, by letter, those Midwest Medical Center patients who were affected.

The protected health information of Midwest Medical Center patients that may have been accessed through the OS Inc. email account includes the patient's name, medical record number, encounter number, admission date, discharge date and, in some instances, date of birth. For a limited number of patients, information may have included a subscriber number. There is no evidence that any Midwest Medical Center patient's Social Security number, driver's license number, banking or credit card information, or other financial information was impacted. Further, there is no evidence that any Midwest Medical Center patient treatment information, diagnoses, lab results, or medications was impacted.

Midwest Medical Center takes this situation seriously and is committed to protecting the privacy of its patients. Midwest Medical Center is working with OS Inc. to ensure that OS Inc. increases its protections to guard against any future unauthorized disclosure. Midwest Medical Center has also strengthened its internal procedures relating to the release of patient information.

While unauthorized access to patient information may have occurred, no known or attempted misuse of patient information has been reported as a result of the incident at this time. However, Midwest Medical Center encourages all impacted individuals to take precautions to confirm any

inquiry for personally identifiable information is legitimate prior to disclosure, and to remain vigilant in reviewing account statements.

Midwest Medical Center has also reported the breach to the Secretary of Health and Human Services and the Illinois Attorney General's office, as required by federal and state breach notification laws.

For patients who have questions or concerns regarding this incident, or to determine if they are impacted by this incident, OS Inc. has established a dedicated and confidential toll-free hotline at 1-866-775-4209. This hotline is staffed by professionals familiar with this incident and knowledgeable about what patients can do to protect against misuse of their information. The hotline is available Monday through Friday, 8:00am to 5:30pm Central Time.

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About Midwest Medical Center

Midwest Medical Center owns and operates a critical access hospital, two rural health clinics and senior care facilities in Galena and Elizabeth, Illinois.