

Notice of Data Security Incident

Roseland Community Hospital Association (“Roseland”) is committed to protecting the confidentiality and security of the information we maintain. We experienced a data security incident, and this notice explains the incident, measures that have been taken, and some steps patients can take in response.

On October 21, 2024, we completed our investigation of an incident that involved unauthorized access to our Information Technology (“IT”) environment. We first became aware of this incident after we were alerted to unusual activity in our IT environment on June 2, 2024. Upon learning of this, we initiated an investigation, took steps to secure our systems, and notified law enforcement. Additionally, a third-party forensic firm was engaged to assist in the investigation.

Through our investigation, we determined that an unauthorized party accessed the Roseland IT network on June 2, 2024. While in our IT network, the unauthorized party accessed and acquired certain files. Through our analysis, we determined that some of those files contain patient information, including names in combination with one or more of the following: dates of birth, addresses, medical record numbers, patient account numbers, health insurance information, diagnoses, treatment information. For a subset of these patients, their Social Security numbers may have also been involved.

Between August 1, 2024, and November 12, 2024, we mailed letters to patients whose information may have been involved in the incident. Complimentary credit monitoring is being offered to patients whose Social Security numbers may have been involved. We also established a dedicated, toll-free incident response line to answer questions that individuals may have. If an individual believes their information was involved and have any questions about this incident, please call 833-251-9575, Monday through Friday, between 8:00 a.m. – 8:00 p.m., Central Time, except for major U.S. holidays.

For patients whose information was involved in the incident, we recommend that they review the statements they receive from their healthcare providers and health insurance plans. If they see any services that were not received, they should contact the provider or health plan immediately.

We take this incident very seriously and sincerely regret any concern this may cause. To help prevent something like this from happening again, we have implemented additional safeguards and technical security measures to further protect and monitor our systems.