

Notice of Security Incident

SEPTEMBER 15, 2023 – Oak Valley Hospital District (“OVHD”) is committed to protecting the privacy and security of the information in our care. Regrettably, we recently had a cybersecurity incident that involved some of that information. This notice explains the incident and the measures we have taken.

On July 18, 2023, we became aware of unauthorized access to our systems. We immediately launched an investigation with the assistance of a professional forensics firm, and the investigation determined that an unauthorized person accessed information on our systems between April 21, 2023 and July 18, 2023. Our investigation could not rule out the possibility of unauthorized access to files used for billing or treatment purposes.

Those files contained information related to patient services at OVHD, including patients’ names, information regarding their care with OVHD and health insurance information. For some patients, the files also contained Social Security numbers.

We are mailing letters to the patients whose information may have been involved in the incident. For the patients whose Social Security numbers may have been involved, we are also offering complimentary credit monitoring and identity theft protection services. OVHD is advising all affected patients to review their healthcare records for accuracy, as a best practice.

We want to assure you that we are taking this matter very seriously, and we regret any inconvenience this may cause you and your family. To help prevent something like this from happening again, we strengthened the security of our systems and will continue enhancing our protocols to safeguard the information in our care. If you have any questions, please contact our dedicated assistance line at **844-712-5052, Monday through Friday, 6:00 a.m. to 6:00 p.m., Pacific Time.**