

Notice of Data Privacy Incident

Aurora Charter Oak Hospital is committed to protecting the privacy and security of the information in our care. On October 4, 2024, we began mailing notification letters to certain patients whose information was involved in an incident.

On January 28, 2024, we learned of an incident that disrupted the operations of some of our IT systems. We immediately took steps to secure our systems, launched an investigation with the assistance of third-party forensic experts, and notified law enforcement. Our investigation determined that an unauthorized party accessed some of our systems between January 27, 2024 and January 28, 2024, and accessed or acquired certain files. We then initiated a review and analysis of those files.

We recently determined the files contained information belonging to certain patients. The information involved varied per patient but may have included some or all of the following: patients' names, dates of birth, medical record numbers, services received, dates of services, and treating physician.

We apologize for any concern this may cause. Patients whose information was involved are encouraged to review the statements they receive from their healthcare providers and health insurers. If they see services they did not receive, they should contact the provider or insurer that issued the statement immediately.

We take this matter very seriously. 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.

We also established a dedicated, toll-free call center to help answer questions about the incident. The call center can be reached at 888-836-9867, available Monday through Friday, 6:00 a.m. to 6:00 p.m. Pacific.