

Notice of Potential Unauthorized Disclosure of Information For Patients of Lafourche Medical Group

Lafourche Medical Group, which owns and operates urgent care centers located in Raceland, LA (Lafourche Urgent Care) and Destrehan, LA (St. Charles Urgent Care), hereby notifies patients and interested parties of a recent security incident so that they can take personal steps, along with the actions Lafourche Medical Group is taking, to reduce or eliminate any potential harm arising from this incident.

On Tuesday, March 30, 2021, Lafourche Medical Group became aware that its outside accountant had been potentially subjected to a phishing attack when hackers sent an email to the accountant impersonating one of Lafourche Medical Group's owners. We immediately engaged a third-party IT company to investigate the issue and discovered that Lafourche Medical Group's cloud-based email system, Microsoft 365, had been compromised. Note that the investigation found no evidence that our on-premise systems or our cloud-based electronic medical record system were compromised. Nevertheless, our email system did contain some patient information.

Due to the size of the email system, we are unable to identify all potential patient information that may have been contained in the system. While all clinical data is housed in our electronic medical record system, which again was not compromised, we occasionally send emails for billing or other internal clinic purposes that do contain patient information. Therefore, our email system may have contained the following types of information regarding some of our patients: name, address, date of birth, date of service, e-mail address, telephone number, medical record number, insurance/health plan beneficiary number, guarantor name, diagnoses, treating practitioner, and/or laboratory results.

In response to this incident, we have taken the following steps to protect our patients' information and prevent similar incidents in the future:

- We have engaged an outside IT consulting company to reassess our computer system and current security measures, and recommend additional best practices for information security moving forward.
- We have strengthened our firewall security.
- We have increased e-mail security measures.
- We have increased the sensitivity of our spam and malware filters.
- We have implemented stricter password policies.
- We have enabled multi-factor authentication for mobile access.
- We have implemented a more robust business associate vetting process.
- We are re-training staff, including cybersecurity training on social engineering and phishing.

In addition to the steps we are taking, we recommend Lafourche Medical Group patients take the following steps to protect themselves from potential harm from this incident:

- Register a fraud alert with the three credit bureaus listed here; and other credit reports:
 - TransUnion: (800) 680-7289; www.transunion.com; 2 Baldwin Place, P. O. Box 1000, Chester, PA 19016;
 - Equifax: (800) 525-6285; www.equifax.com; P.O. Box 740241, Atlanta, GA 30374-0241.
 - Experian: (888) 397-3742; www.experian.com; P. O. Box 9532, Allen, TX 75013.
- Monitor credit card statements, EOBs, and credit bureau reports closely.
- If you determine that your information has been compromised, notify your local law enforcement agency to assist in further investigation. Additionally, if you suspect identity theft, contact the Federal Trade Commission at 877-ID-THEFT (877-438-4338) or www.ftc.gov and the Louisiana Attorney General's office at 800-351-4889 or www.ag.state.la.us.

We deeply apologize for any inconvenience or concern this incident has caused. For additional information or if you have any questions, please contact Lafourche Medical Group's HIPAA Privacy Officer, Chelsea Pitre, by phone at (985) 235-0010; or by mail to Lafourche Medical Group, 4912 LA-1, Raceland, LA 70394, Attn: Chelsea Pitre, RN, HIPAA Privacy Officer.