



<<Date>> (Format: Month Day, Year)

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<<city>>, <<state\_province>> <<postal\_code>>  
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Dear <<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>,

San Gorgonio Memorial Hospital is committed to protecting the security and privacy of our patients' information. Regrettably, we are writing to notify you of an incident that may have involved some of your information. This notice explains the incident, measures we have taken in response, and steps you can take.

**What Happened?** On November 10, 2022, we identified unusual activity within our computer network. We immediately initiated our incident response protocols, which included isolating and shutting off select systems. We also began an investigation with the assistance of a third-party forensic firm. The investigation determined that an unauthorized party gained access to our network between October 29, 2022 and November 10, 2022 and, during that time, copied some of the documents on our system. On November 14, 2022, we learned that some of those documents contained patient information.

**What Information Was Involved?** We determined that one or more documents may have reflected your name, address, date of birth, medical record number, visit ID number, health insurance information, and/or clinical information, such as diagnosis, treatment information, date of service, provider name, and/or department name. Please note that our investigation into the documents involved is ongoing. Based on our review to date, we have not identified any documents containing your government-issued identification numbers or financial account information. If our review identifies documents containing that information, we will provide you with an update.

**What We Are Doing.** We wanted to notify you of this incident and assure you that 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.

**What You Can Do.** It is always a good idea to review the statements you receive from your healthcare provider and health insurer. If you see services that you did not receive, please contact the provider or insurer immediately.

**For More Information.** If you have questions, please contact the dedicated call center at (855) 504-4431, Monday through Friday, between 6:00 am and 3:30 pm Pacific Time.

We regret any concern or inconvenience this incident may cause. We value your trust and confidence in San Gorgonio Memorial Hospital and look forward to continuing to serve you.

Sincerely,

Steve Barron  
Chief Executive Officer