



Return Mail Processing Center
P.O. Box 6336
Portland, OR 97228-6336

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<<City>><<State>><<Zip>>
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Dear <<Name 1>>:

Maintaining the confidentiality and security of our patients' information is something Scripps Health takes very seriously. Regrettably, we are writing to inform you of an incident involving some of that information.

On May 1, 2021, we identified unusual network activity. We immediately initiated our incident response protocols, which included isolating potentially impacted devices and shutting off select systems. We also began an investigation with the assistance of computer forensic firms. The investigation determined that an unauthorized person gained access to our network, deployed malware, and, on April 29, 2021, acquired copies of some of the documents on our system. On May 10, 2021, we discovered that some of those documents contained patient information. Upon conducting a review of those documents, we determined that one or more files may have reflected your name, address, date of birth, health insurance information, medical record number, patient account number, and/or clinical information, such as physician name, date(s) of service, and/or treatment information.

We have **no** indication that any of your information has been used to commit fraud. However, we recommend that you review the statements you receive from your healthcare providers and health insurer. If you see any medical services that you did not receive, please call the provider or insurer immediately. To help prevent something like this from happening again, we are continuing to implement enhancements to our information security, systems, and monitoring capabilities.

We deeply regret that this incident occurred and for any concern this may cause you. We value your trust and confidence in Scripps Health, and look forward to continuing to serve you.

If you have any questions, please call the dedicated call center established for this matter at 1-855-535-1822, Monday through Friday, between 6:00 a.m. and 6:00 p.m. Pacific Time.

Sincerely,

Taunya Juliano
Corporate Compliance & Privacy Officer