



Secure Processing Center
25 Route 111, P.O. Box 1048
Smithtown, NY 11787

Postal Endorsement Line

<<Full Name>>

<<Address 1>>

<<Address 2>>

<<Address 3>>

<<City>>, <<State>> <<Zip>>

<<Country>>

***Postal IMB Barcode

<<Date>>

Dear <<Full Name>>,

Aurora Charter Oak Hospital is committed to protecting the privacy and security of the information in our care. We are writing to notify you about an incident that may have involved some of your information. This letter explains the incident and the measures we have taken.

What Happened?

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.

What Information Was Involved?

We conducted a time and labor-intensive review of the involved files and recently determined that some of your information was contained in the files. The information involved varied per individual but may have included some or all of the following: your name, date of birth, medical record number, service(s) received, date(s) of services, and treating physician.

What You Can Do.

It is always a good idea to review statements you receive related to your healthcare. If you identify charges for services you did not receive, you should contact the healthcare entity immediately.

What We Are Doing.

We are notifying you of this incident to 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.

For More Information.

We remain committed to protecting the confidentiality and security of patient information, and apologize for the concern this may cause. If you have questions, please call us at 888-836-9867, available Monday through Friday, 6:00 a.m. to 6:00 p.m. Pacific.

Sincerely,

Aurora Charter Oak Hospital