



HEALTHGRADES AND NORTH OAKS NOTIFY PATIENTS OF DATA SECURITY INCIDENT

HAMMOND, LOUISIANA – March 16, 2021 – North Oaks Health System (“North Oaks”) is providing notice of a data security incident at its services provider, Healthgrades Operating Company, Inc. (“Healthgrades”). Healthgrades provides patient and consumer engagement technology services to North Oaks.

On October 27, 2020, Healthgrades detected potential unauthorized activity in one environment within its enterprise information system. Healthgrades immediately implemented its incident response protocols, which prevented any further unauthorized activity as of October 28, 2020. Based on subsequent investigation, it was determined that the unauthorized party was able to remove a small amount of data from a single archive IT server within the one impacted environment. Healthgrades discovered through a detailed analysis completed on January 22, 2021 that personal information was among the data removed by the unauthorized party. Healthgrades informed North Oaks of the incident on January 26, 2021.

Healthgrades is not aware of any actual or attempted misuse of personal information as a result of this event. However, North Oaks and Healthgrades are providing notice because personal information was contained in the data removed from the one archive IT server. The individual information that was involved may have included name, address, home and cell phone number, age, date of birth, and the last four digits of the individual’s Social Security number. Please note that not all data elements were involved for every individual. The individual information did not include medical information, like diagnosis codes or procedures, nor did it include financial account or payment information. All individuals whose information was part of this incident are being notified by mail.

North Oaks and Healthgrades take the security of personal information seriously. In addition to taking immediate action to prevent any additional unauthorized activity, the affected archive IT server was permanently taken offline. Healthgrades has further hardened its enterprise information system, as appropriate, to minimize the risk of any similar event in the future.

While no financial account or payment information was involved, it is good practice to carefully review statements sent from providers as well as your insurance company to ensure that all account activity is valid; any questionable charges should be promptly reported to the provider’s billing office, or for insurance statements, to your insurance company.

For questions or additional information, individuals can call toll-free [800-786-5157](tel:800-786-5157). This call center is open seven days a week, twenty-four hours a day.