El Camino Health Addresses a Data Security Incident

On October 30, 2026, El Camino Health began mailing notification letters to certain patients whose information was involved in a data security incident. We take this incident very seriously, and we are committed to the security and privacy of the information in our care.

We identified unusual activity in our Microsoft 365 system on September 1, 2026. In response, we immediately took steps to secure the system and initiated an investigation with the assistance of third-party forensic experts. El Camino Health also notified law enforcement. The investigation identified intermittent unauthorized access to the Microsoft 365 accounts for four employees between August 26, 2026, and September 2, 2026, and certain documents that were copied or downloaded from those accounts. We then initiated a review and analysis of those documents, which is ongoing, to determine what information they contained. Importantly, our electronic health record system was not involved in this incident.

Through the ongoing review, we determined that some of the documents contain information belonging to some of our patients. While the information involved varies per individual, it may include some or all of the following: names, contact information, demographic information, Social Security numbers, driver's license numbers, dates of birth, medical record numbers, patient account numbers, diagnosis information, treatment information, prescription information, provider names, dates of service, and/or health insurance information. For some patients, financial account and routing numbers also may have been involved. Once our ongoing review is complete, we will mail notification letters to any additional patients whose information is contained in the documents.

We encourage those whose information may have been involved to review the statements they receive from their providers and health insurers. If the statements identify services that were not received, contact the provider or insurer that issued the statement immediately. We also encourage those whose financial account information may have been involved to remain vigilant about the possibility of fraud by reviewing financial account statements for any suspicious activity, and to immediately report any suspicious activity to their financial institution.

Additionally, for individuals whose Social Security numbers or driver's license numbers may have been involved, we are offering complimentary credit monitoring and identity theft protection services through Experian.

To help prevent something like this from happening again, we have taken steps to implement additional safeguards and technical security measures to further protect and monitor our Microsoft 365 system. El Camino Health also established a dedicated, toll-free call center to answer questions about this incident, which can be reached at 888-517-6420, Monday through Friday, between 9:00 a.m. and 9:00 p.m., Pacific Time, excluding major U.S. holidays.