

Notice of a Data Security Incident

Lubbock Heart & Surgical Hospital is committed to protecting the security and privacy of our patients' information. We mailed notification letters to some of our patients whose information may have been involved in a data security incident that disrupted the operations of some of our IT systems.

On December 19, 2022, we completed our data review in response to the incident. Lubbock Heart first identified the incident on July 12, 2022, and in response, quickly blocked the unauthorized party and immediately took steps to secure its systems and contain the situation in a timely manner. We also began an investigation with the assistance of third-party forensic experts and notified law enforcement. The investigation determined that an unauthorized party accessed some of our systems between July 11, 2022 and July 12, 2022, and attempted to copy certain files. Our investigation could not determine whether the unauthorized party did, in fact, access or copy any files but was unable to rule it out.

Information belonging to some of our patients was contained in the files and may have included the following: names, contact information, demographic information, dates of birth, Social Security numbers, diagnosis and treatment information, prescription information, Medical Record Numbers, provider names, dates of service, and/or health insurance information.

For patients whose information may have been involved in the incident, we recommend that they review the statements they receive from their health insurers and contact the insurer immediately if they see services they did not receive. Additionally, we are offering patients whose Social Security numbers may have been involved complimentary credit monitoring and identity protection services.

We take this incident very seriously and sincerely regret any concern this may cause. To help prevent something like this from happening again, we enhanced our security safeguards and technical measures to further protect and monitor our systems. A dedicated call center has been established to answer questions about this incident, which can be reached at (855) 624-3040 Monday through Friday from 8:00 a.m. to 5:30 p.m. Central Time.