

Notification of Data Security Incident

June 13, 2025 – On or around April 15, 2025, McKenzie Memorial Hospital became aware of unusual activity on our network. Upon discovery, we took immediate steps to secure the network and remediate the incident. We also notified law enforcement and engaged third-party specialists to investigate. The investigation determined that limited information maintained on our network may have been accessed by an unauthorized actor between April 14, 2025, and April 15, 2025.

Therefore, we initiated a review of the information potentially involved to determine the type(s) of data contained within and to whom that information pertained. Although our review is ongoing, the information likely varies by individual but may include name, address, phone number, email address, Social Security number, driver's license/state ID number, date of birth, medical diagnosis, date of service, patient account number, medical record number, health insurance claim number, health insurance policy number, employee bank account number and/or treatment cost information.

We have taken steps to address the incident and are committed to protecting the information entrusted to us. In response to this incident, we partnered with third-party specialists to conduct a full investigation and took action to mitigate the risk to the data. There is no indication that any information has been or will be fraudulently misused. We also implemented additional safeguards to further enhance the security of information in our possession and to help prevent similar incidents from occurring in the future.

Additionally, we will be mailing notice letters to potentially affected individuals for whom we have address information. The letters will include information about this incident and steps that individuals can take to monitor and help protect their information, including access to free credit monitoring and identity protection services. Additional steps that individuals may take to monitor and protect their information are also included below. We have also established a toll-free call center to answer questions about the incident. The call center is available between the hours of 8:00 AM and 8:00 PM Eastern Time, Monday through Friday, excluding major U.S. holidays, and can be reached at 844-536-8079. You can also reach us by writing to 120 Delaware Street, Sandusky, Michigan 48471, Attn: HIPAA Privacy Officer.

Individuals are encouraged to remain vigilant against incidents of identity theft and fraud by reviewing credit reports/account statements and explanation of benefits forms for suspicious activity and to detect errors. Individuals may also place a fraud alert or credit freeze by contacting the credit reporting agencies: TransUnion 1-800-680-7289, P.O. Box 2000 Chester, PA 19016, transunion.com; Experian 1-888-397-3742, P.O. Box 9554 Allen, TX 75013, experian.com; Equifax 1-888-298-0045, P.O. Box 105069 Atlanta, GA 30348, equifax.com. Individuals can further educate themselves regarding identity theft, fraud alerts, credit freezes, and steps to protect their personal information by contacting the credit reporting bureaus, the Federal Trade Commission ("FTC"), or their state Attorney General. The FTC may be reached at 600 Pennsylvania Ave. NW, Washington, D.C. 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261.