

Palo Verde Hospital Addresses Data Security Incident

Palo Verde Hospital is committed to protecting the security and privacy of the information in our care. On April 24 2025, we began mailing notification letters to patients whose information was involved in an incident that disrupted the operations of our IT systems.

We first learned of the incident on March 6, 2025, and immediately took steps to secure our systems and contain the incident. We also launched an investigation of the incident with the assistance of third-party forensic experts and notified law enforcement. Through the investigation, we determined that an unauthorized party accessed some of our systems between March 3, 2025 and March 6, 2025, and accessed or removed certain files. We then initiated a review and analysis of those files, which is ongoing.

Through our ongoing review, we determined that some of the files contain information belonging to some of our patients. While the information involved varies per patient, it may include some or all of the following: names, contact information, demographic information, Social Security numbers, dates of birth, medical record numbers, patient account numbers, diagnosis and treatment information, prescription information, provider names, dates of service, and/or health insurance information. For some patients, financial account and routing numbers may have also been involved.

We encourage patients 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, the patient should contact the provider or insurer that issued the statement immediately. We also encourage patients 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. Patients should immediately report any suspicious activity to their financial institution. Additionally, for patients whose Social Security numbers may have been involved, we are offering complimentary credit monitoring and identity theft protection services through Experian.

We want to assure our patients that we take this incident very seriously. To help prevent something like this from happening again, we are taking steps to implement additional safeguards and technical security measures to further protect and monitor our systems. We also established a dedicated, toll-free call center to answer questions about this incident, which can be reached at 888-562-7132, Monday through Friday, from 9:00 a.m. to 9:00 p.m., Pacific Time, excluding major U.S. holidays.