



REHABILITATION HOSPITAL OF SOUTHERN NEW MEXICO

Notice to Our Patients of an Email Incident

We value the privacy and security of our patients' information. Regrettably, this notice is to inform our patients of a recent incident that may have involved some patients' information.

On February 10, 2020, we determined that there may have been unauthorized access to one of our employee's email accounts that contained patient information between February 3, 2020 and February 8, 2020. We conducted an investigation and determined that the information contained within the email account may have included some patients' names, dates of birth, and information about the care they received at Rehabilitation Hospital of Southern New Mexico, including clinical and treatment information. In some cases, social security numbers were also contained within the email account.

We have no indication that any patient's information has been misused. However, out of an abundance of caution, we began mailing letters to affected patients on April 10, 2020 and established a dedicated call center to answer any questions our patients may have. If you believe you are affected and do not receive a letter by May 10, 2020, please call 1-888-921-0491, Monday through Friday 7:00 a.m. to 4:30 p.m., Central Time.

We recommend affected patients review the statements they receive from their healthcare providers. If they see services they did not receive, they should contact the provider immediately. For those patients whose social security number was contained in the email account, their letter will include an offer for complimentary credit monitoring. More information on this product is included in the letter mailed to them.

We deeply regret any concern or inconvenience this incident may cause our patients. To help prevent something like this from happening again, we are reinforcing education with our staff on email security and are continually enhancing our email security tools, which includes the implementation of multi-factor authentication.

The health care industry has long been a target for cybercriminals, and attacks have continued to increase significantly. The Rehabilitation Hospital of Southern New Mexico would like to remind its health care partners, peers, patients and families to remain diligent and cautious, as there are a number of fraudulent schemes circulating the internet.