



## UPDATE ON DATA BREACH AT CENTROMED

July 3, 2024

CentroMed previously reported that we had experienced a cyberattack that caused disruptions to patient care. We are pleased to announce that we have restored the basic features of our information systems and now have access to our electronic medical records.

Restoration of our information systems has been an enormous and highly technical undertaking and efforts toward full operability are still underway. However, despite the interruptions and significant impact on operations posed by this cyberattack, we remain open, accessible and committed to our mission to provide high quality, compassionate health care.

We want to thank our patients and community for your patience and support. We understand the frustration this has caused and sincerely regret the inconvenience you have had to endure.

Additionally, we are beyond grateful for the hard work and dedication of our entire staff and providers who continued to provide care, even when information systems were not available.

### [FREQUENTLY ASKED QUESTIONS](#)

This set of Frequently asked Questions and Answers are provided to guide and inform patients and associates about the data breach, where we are in recovery efforts, and how patients can better access care.

#### *[What happened?](#)*

On May 1, 2024, CentroMed was a victim of a cyberattack. International hackers broke through our security system, encrypted our data servers, and blocked our use of our information system including our electronic medical records. With the use of cybersecurity experts, CentroMed launched an investigation and activated remediation efforts. Since the incident, outside security experts have been working with our staff to restore systems. CentroMed notified patients, media and authorities on

May 17<sup>th</sup>. Since the incident, CentroMed has worked around the clock with cybersecurity experts to restore operations.

*What services were impacted?*

The data breach affected operations agency-wide. However, safely caring for patients remains our highest priority. Despite restrictions on the use of the electronic medical record, CentroMed has remained open and patients have been receiving care. Established appointments have been honored and walk-in patients have been welcomed, albeit under these unusual circumstances.

*Can my doctor write me a prescription?*

Yes. CentroMed clinicians can now access medical records electronically and can electronically transmit prescriptions as they did before the data incident.

*Can I fill my prescriptions at CentroMed pharmacies?*

Yes. Our providers can electronically prescribe to your preferred pharmacy, to include CentroMed pharmacies.

*Can I schedule an appointment?*

Patients are now able to book appointments and will begin to see improved efficiencies in wait times. Patients can call or text the main number: 210-922-7000 to request an appointment. Please note, self-scheduling has not yet been restored.

*Can I access my patient portal?*

Access to patient portals has been restored.

*Can I get a copy of my medical record?*

Patients are now able to get a copy of their medical record. Please note that due to high volumes, responses to requests may experience some delays. Medical records and other information collected since May 1, 2024 may be temporarily inaccessible until our information systems are updated with data collected during the downtime. For questions regarding your medical records please call 210-977-1910. All requests for Medical Records must be submitted in writing.

*Are there delays in processing a referral?*

Yes. Extended and restricted use of our information systems slowed down the processing of referrals. Now that the electronic medical record is back online, staff are working to process all referrals. Due to the high volume, this will take some time. Please note, urgent referrals are of highest priority and will be expedited.

*What is being done to protect patient data?*

With the assistance of cybersecurity experts, we have strengthened the security to the information systems. Included in the number of security measures introduced are 1) the use of a multi-factor authentication and 2) continuous monitoring of attempts to unlawfully access our systems.

*Was my data used?*

We do not know precisely what data was potentially affected and for which patients or associates. We have no evidence that patient data was used or that any patient or associate is at a greater risk of fraud as a result of this incident.

*What should I do to protect my information?*

The Notice sent to patients on May 17<sup>th</sup> provides the telephone number to call for questions on identity theft, etc. That telephone number is 1-888-990-8424, Monday-Friday 8am – 8pm CST.

We appreciate your patience and understanding.

Thank you.