

Notice of a Data Security Incident

Lubbock Heart & Surgical Hospital is committed to protecting the security and privacy of our patients' information. On September 9, 2022, we began mailing notification letters to certain patients whose information may have been involved in a data security incident that disrupted the operations of some of our IT systems.

On July 12, 2022, we learned of the incident, and we quickly blocked the unauthorized party and immediately took steps to secure our systems and contain the incident. 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 through Experian.

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 its security safeguards and technical measures to further protect and monitor its systems. A dedicated call center has been established to answer questions about this incident, which can be reached at (833) 514-0794, Monday to Friday 8:00 AM to 10:00 PM Central Time, and Saturday and Sunday 10:00 AM to 7:00 PM Central Time.