

Notice of Potential Unauthorized Disclosure of Information for Patients of Magnolia Pediatrics

Magnolia Pediatrics hereby notifies patients and interested parties of a recent security incident so that they can take personal steps, along with the actions Magnolia is taking, to reduce or eliminate any potential harm arising from this incident.

On March 26, 2020, Magnolia became aware of a security incident potentially compromising its computer system. Magnolia's IT vendor at the time, LaCompuTech, investigated the matter and informed Magnolia that the only information compromised as a result of the incident was Magnolia's Master Boot Record, and no patient information had been accessed, encrypted or exported. Accordingly, LaCompuTech advised Magnolia the incident was not a HIPAA breach and no patient notification was required.

On September 11, 2020, Magnolia was informed by the Office for Civil Rights that the March 2020 incident does qualify as a reportable HIPAA breach because any individual able to encrypt the Master Boot Record had full control of the entire server and, therefore, had control over all protected health information stored on Magnolia's server. The protected health information stored on the affected Magnolia's server may have included all of the following data elements of Magnolia patients (to the extent such information was entered into Magnolia's system): name, date of birth, Social Security Number, address, telephone number, insurance information, medical record number, and other clinical information, such as treating physician, diagnoses, laboratory results, medications, history, and dates of service. Magnolia Pediatrics does not store credit or debit numbers in its system.

No patient information was encrypted during the March 2020 incident and there is no evidence that any information was transmitted out of Magnolia's system. Nevertheless, because an unknown party did have control of Magnolia's server, out of an abundance of caution, we are notifying all Magnolia patients that this event occurred so that they can take personal steps, along with the actions Magnolia is taking, to reduce or eliminate any potential harm resulting from this incident.

In response to this incident, Magnolia has terminated its relationship with LaCompuTech and has engaged a regional leading Information Technology and Security provider to oversee the security of our computer system. To further investigate the March incident, our new provider has installed threat hunting tools in Magnolia's system, which have identified no active anomalous outbound or inbound activities indicative of an active exploit. Additionally, Magnolia, with the assistance of our new provider, has taken the following steps to protect patient information and prevent similar incidents in the future:

- MultiFactor Authentication systems are being implemented to further restrict access to servers and systems
- Improved filtering on inbound and outbound email and other internet traffic
- Multiple Intrusion Prevention and Intrusion Detection Systems implemented
- Systematic risk analysis and remediation processes implemented for all Magnolia systems

- CyberSecurity Awareness Testing and Training programs implemented for all staff with email.
- Darkweb monitoring for all email addresses associated with Magnolia Pediatrics

In addition to the steps Magnolia is taking, we recommend Magnolia's patients take the following steps to protect themselves from potential harm from this incident:

- Register a fraud alert with the three credit bureaus listed here; and other credit reports:
 - TransUnion: (800) 680-7289; www.transunion.com; 2 Baldwin Place, P. O. Box 1000, Chester, PA 19016;
 - Equifax: (800) 525-6285; www.equifax.com; P.O. Box 740241, Atlanta, GA 30374-0241.
 - Experian: (888) 397-3742; www.experian.com; P. O. Box 9532, Allen, TX 75013.
- Monitor credit card statements, EOBs, and credit bureau reports closely.
- If you determine that your information has been compromised, notify your local law enforcement agency to assist in further investigation. Additionally, if you suspect identity theft, contact the Federal Trade Commission at 877-438-4338 or www.ftc.gov, and the Louisiana Attorney General's office at 800-351-4889 or www.ag.state.la.us.

We deeply apologize for any inconvenience or concern this incident has caused. For additional information or if you have any questions, please contact Magnolia Pediatrics directly by phone at (225) 744-4484 or toll free at (833) 744-4484; or by mail to Magnolia Pediatrics, 17038 Commerce Centre Dr., Prairieville, LA 70769, Attn: Lisa Hamner, CCS-P, Office Administrator/HIPAA Privacy Officer.