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NEWS RELEASE
FOR IMMEDIATE RELEASE

Verity Health System of California, Inc. and St. Vincent Medical Center Notify Individuals and Regulatory Bodies of Possible Data Security Event

[El Segundo, CA, May 3, 2019] – Although there is no evidence of the unauthorized access or use of individual health or personal information, Verity Health System of California, Inc. and St. Vincent Medical Center (collectively “Verity”) are notifying potentially affected individuals that some of their personal information may have been accessed without authorization by an unknown third party.

In an incident in mid-March, Verity discovered that an unauthorized third party obtained access to a St. Vincent Medical Center (SVMC) medical staff member's web email account, including access to any emails or attachments residing in the email account. Within hours of learning of the incident, the Verity Information Security Team promptly terminated the unauthorized access, disabled the impacted email accounts, disconnected the devices from the network, and removed all unauthorized emails sent to affiliated employees. Based on its investigation to date, Verity believes the access was an effort to obtain user names and passwords of other users, and has no evidence that the emails or attachments in the affected accounts were accessed, used, forwarded or sent by the third party.

Verity's investigation determined that some of the emails and attachments residing in the email accounts accessed without authorization contained health or medical information, including, for example, names, treatment information, medical condition, health insurance names, and laboratory results. Other emails and attachments contained personal information, names, dates of birth, medical record numbers, health plan names, dates of service, treatment received, medical conditions, lab test information, phone numbers and addresses. A small number of attachments also included social security numbers. No financial account numbers were involved.

While Verity has no evidence that any of this information has been used inappropriately and is not aware of any reports of identity theft or fraud related to these events, out of an abundance of caution, Verity is notifying potentially affected individuals to provide additional information about what happened and guidance on how they can protect themselves. Verity regrets any concern these events may cause and is providing credit monitoring services for one year free of charge to any individual whose social security number was contained in the



impacted web email accounts. Verity is also reporting these incidents to all appropriate regulatory bodies.

Verity remains committed to protecting the privacy and security of the health and other personal information it maintains for patients, employees, professionals, and other third parties. Since this incident, VHS has initiated a project to enhance security focused on protecting against phishing emails and emails containing malicious attachments and links. Additionally, VHS has implemented additional security measures and enhanced filtering of malicious email. SVMC is providing individual counseling and re-education to the individuals involved, and deploying a new security training module for SVMC medical staff members.

In addition, Verity has established a call center to answer questions and provide additional information about these events. The call center number is 877-354- 7979 and the hours are Monday through Friday, 6:00 a.m. – 6:00 p.m. (Pacific Time). Additional information is posted on Verity's website at: www.verity.org.