

Notice of Data Security Incident at Baptist Health Medical Center-Drew County

Baptist Health is committed to protecting the confidentiality and security of the information we maintain. Baptist Health Medical Center-Drew County (“Drew County”) experienced a data security incident. This notice explains the incident, measures we have taken, and some steps patients can take in response.

Baptist Health Medical Center-Drew County (“Hospital”) first became aware of the incident on July 8, 2024, after we were alerted to unusual activity in the Hospital’s Information Technology (“IT”) environment. Upon learning of this, we initiated an investigation, took steps to secure the Hospital’s systems, and notified law enforcement. Additionally, a third-party forensic firm was engaged to assist in the investigation.

Our investigation determined that an unauthorized party accessed the Hospital’s IT environment between April 22, 2024 and July 8, 2024. While in the Hospital’s IT environment, the unauthorized party may have accessed and/or acquired files that contain Hospital patient information, including names in combination with one or more of the following: addresses, dates of birth, diagnoses, treatment information, medical record numbers, provider names, and/or dates of treatment.

On August 30, 2024, we began notifying Drew County patients whose information may have been involved in the incident. We also established a dedicated, toll-free incident response line to answer questions that individuals may have. If an individual believes their information was involved and has any questions about this incident, please call 866-574-2607, Monday through Friday, between 8:00 a.m. – 8:00 p.m., Central Time, except for major U.S. holidays.

For patients whose information may have been involved in the incident, we recommend that they review the statements they receive from their healthcare providers and health insurance plans. If they see any services that were not received, they should contact the provider or health plan immediately.

We take this incident very seriously and sincerely regret any concern this may cause. To help prevent something like this from happening again, we have implemented additional safeguards and technical security measures to further protect and monitor our systems.