

A Notice to Our Patients about a Recent Privacy Event

CHI Health Orthopedics Clinic (Lakeside) in Omaha, NE, formerly known as Lakeside Orthopedic Clinic, PC, is committed to protecting the security and confidentiality of our patient's protected health information. Regrettably, a recent incident may have exposed some of our patient's personal information.

On August 1, 2019, the clinic discovered that a database containing older electronic health records from the original clinic, Lakeside Orthopedics PC, had been locked (encrypted) by a sophisticated software program designed to block access to the information in the database. This type of software is often referred to as "ransomware."

Upon discovery of the situation, the clinic immediately started investigating with the support of leading forensics and network consultants, and the investigation is still ongoing. Thankfully, daily patient care was not interrupted or compromised in any way because the clinic's current electronic health record system is on a separate network and was not affected by the ransomware.

The investigation has confirmed that the event was limited to the older electronic health record system of Lakeside Orthopedic Clinic PC. This system contains old records and patient information for some patients who were seen at Lakeside Orthopedic Clinic PC, prior to April 2016.

To prevent this from happening in the future, we have moved the database to an internal-only server with no internet connection. In addition, we have updated the security controls on the system and issued new access credentials to staff who need to use the information.

While we have no evidence that any information has been improperly accessed or transmitted outside of our system as a result of this event, out of an abundance of caution and in accordance with regulatory requirements, we are notifying all patients who may have been affected. The health information involved may include demographic information such as name, date of birth, social security number, phone number, address, and medical information, including diagnosis and treatment from visits with Lakeside Orthopedic PC prior to April 2016.

CHI Health Orthopedics clinic mailed letters to affected patients on September 27, 2019. To assist patients with protecting their information, we are offering a complimentary year of credit monitoring and identity protection services. More information on this product, including instructions on how to activate it, are included in the letter mailed to patients. We also recommend patients monitor the Explanation of Benefits they receive from their health insurers for any care they did not receive and contact that insurer immediately for any questions.

If you visited the Lakeside Orthopedic Clinic PC prior to April 2016 or believe you may have been affected and do not receive a letter by October 15, 2019, please call 402-219-7235 Monday through Friday 8:00 a.m. to 5:00 p.m. CT.

CHI sincerely regrets any inconvenience or concern this incident may have caused our patients.