

## A Notice to Our Patients

At Artesia General Hospital, we are committed to protecting the privacy and security of our patients' information. Regrettably, we identified a privacy incident involving some of that information.

On November 27, 2023, we learned that one of our employees brought home a limited number of documents containing patient information, which may have been accessed by a member of the employee's family. The information involved included patients' names, dates of birth, patient account numbers, medical record numbers, and diagnoses related to a 2022 visit to Artesia's Emergency Department. Patients full medical records were not involved, nor was any financial or insurance information.

This incident did not affect all Artesia patients, but only those whose information was included in the involved documents.

We have no reason to believe that any of the information involved has been misused, and we are confident that all documents involved have been returned to Artesia. As a precaution, on January 26, 2024, we mailed notification letters to patients whose information was contained in the documents. In the letters, we reminded patients that it is always a good idea to review statements they receive related to their healthcare and to immediately contact the issuing entity if they identify charges for services they did not receive. The letters also included contact information should patients have questions about the incident. If you have questions, please feel free to contact us at (833) 770-2800 or (575) 736-8294, Monday through Friday from 8:00 a.m. to 5:00 p.m. MT.

We regret any concern or inconvenience this incident may cause, and remain committed to protecting the confidentiality and security of patient information. To help prevent something like this from happening in the future, we have reinforced education with our staff on Artesia policies and best practices regarding paper records.

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