

Notice to Our Patients of Unauthorized Access Incident

Baylor Scott & White Medical Center – Waxahachie (“BSWMCW”) is committed to protecting the security and confidentiality of our patients’ information. Regrettably, this notice concerns an incident involving some of that information.

On January 12, 2021, we learned that a contracted workforce member may have accessed patient medical records without appropriate authorization sometime between September 1, 2020 and September 30, 2020. We began an internal investigation and confirmed that the workforce member may have accessed patients’ names, dates of birth, home and email addresses, phone numbers, medical record numbers, hospital account numbers, hospital dates of service and physicians’ names. Other information that may have been accessible in patients’ medical records included insurance information and clinical information (such as diagnosis, lab test results and medications) related to admissions at BSWMCW.

We have no reason to believe that patients’ information has been further disclosed or used outside of BSWMCW; however, as a precaution, we mailed a notification letter to affected patients on February 23, 2021 and have established a dedicated call center to answer any questions they may have. We also are offering eligible patients one year of credit monitoring and identity theft protection services through Experian. If you believe you may be affected and have not received a letter, please call us toll-free at (866) 218-6920, Monday through Friday, between 9:00 a.m. and 4:00 p.m. Central Time.

We regret any inconvenience caused by this incident. Necessary corrective actions have been taken to safeguard against similar incidents in the future, and we have taken a number of actions, including sanctioning the workforce member who accessed patient information and retraining staff on the appropriate procedures to follow when accessing patient health information.

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Baylor Scott & White Medical Center – Waxahachie (“BSWMCW”) is committed to protecting the security and confidentiality of our patients’ information. Regrettably, this notice concerns an incident involving some of that information.

On January 14, 2021, we learned that a contracted workforce member may have accessed patient medical records without appropriate authorization sometime between October 1, 2020 and October 31, 2020. We began an internal investigation and confirmed that the workforce member may have accessed patients’ names, dates of birth, home and email addresses, phone numbers, medical record numbers, hospital account numbers, hospital dates of service and physicians’ names. Other

information that may have been accessible in patients' medical records included insurance information and clinical information (such as diagnosis, lab test results and medications) related to admissions at BSWMCW.

We have no reason to believe that patients' information has been further disclosed or used outside of BSWMCW; however, as a precaution, we mailed a notification letter to affected patients on February 26, 2021 and have established a dedicated call center to answer any questions they may have. We also are offering eligible patients one year of credit monitoring and identity theft protection services through Experian. If you believe you may be affected and have not received a letter, please call us toll-free at (866) 218-6920, Monday through Friday, between 9:00 a.m. and 4:00 p.m. Central Time.

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