

Jacobson Memorial Hospital Care Center Notifies Patients of Data Security Incident

Elgin, North Dakota – February 23, 2021 - Jacobson Memorial Hospital & Care Center (“Jacobson Memorial”) has become aware of a data security incident that may have resulted in unauthorized access to the private information for a small percentage of its patients. At this time, there is no evidence of any attempted or actual misuse of any personal information. However, Jacobson Memorial is notifying, via mail, any patient whose information may have been accessed to provide details of the incident, and provide resources to help protect potentially affected individuals.

Specifically, on or about August 5, 2020, Jacobson Memorial discovered that a data security incident involving an employee’s email account (hereafter, the “Account”) resulted in the potential exposure of personal information of current and past patients to an unknown individual (hereafter, the “Threat Actor”) who was not authorized to view it. With the assistance of a specialized cybersecurity firm, Jacobson Memorial conducted an investigation to determine exactly what happened and what information was involved as a result of the incident.

At this time, Jacobson Memorial has no reason to believe that any individual’s information has been misused. Furthermore, based on the results of the investigation, the Threat Actor’s primary motivation appears to have been to send out spam. However, in the interest of complete transparency, the inbox contained information about individuals including their name, address, date of birth, email address, social security number, phone number, insurance policy number, credit card number, bank account number, and some patient records containing health information. The data elements at issue varied by individual; not every individual had every data field compromised.

Jacobson Memorial is committed to ensuring the security of all personal information in its control. Jacobson Memorial has taken steps to mitigate the risk of future issues by completing a review of its policies, implementing enhanced security measures, and adding a new facility-wide security system. Furthermore, Jacobson Memorial has implemented new policies to better protect data in its control and has already begun further training its staff and vendors on data protection.

In light of this incident, Jacobson Memorial is offering complimentary identity theft restoration and credit monitoring services through Equifax to those affected individuals, who will also be notified by mail. Jacobson Memorial encourages patients and employees who think their information may be at risk to call 844-746-4682 during the hours of 8:00 a.m. and 8:00 p.m. Central Time, Monday through Friday.

Jacobson Memorial sincerely regrets any inconvenience or concern that this matter may cause, and remains dedicated to ensuring the privacy and security of all information in its control.