

Garrison Women's Health

February 10, 2023 Notice of Vendor Data Incident

As you may know from our website, Wentworth Health Partners Garrison Women's Health ("we" or "GWH"), a physician practice located in New Hampshire, was recently unable to access our appointment schedule and some medical records due to an issue with one of our third-party technology service providers, Global Network Systems ("Global"). We are writing to inform you that this arose from a data security incident that occurred at Global, which may have affected your personal health information.

Global manages the IT infrastructure and applications for GWH, including hosting a server for electronic medical records. Neither GWH nor Wentworth Health Partners, which previously acquired GWH, owns or operates Global.

We have appreciated your patience, and we are deeply committed to protecting the security and confidentiality of your information gathered and maintained as part of our services.

On or about December 12, 2022, Global suffered a network outage, and GWH became aware of the incident on December 12. Through its investigation, Global learned that certain information in the Global-hosted environment regarding patient care services provided at GWH between April 29, 2022 and December 12, 2022 was subject to unauthorized third-party activity that rendered the information inaccessible and for which there was not a backup available. In response, steps were quickly taken to explore alternative data back-up sources and restoration methods. GWH's access to certain information, such as in specific radiology and ultrasound applications, was eventually restored and completed. During January 2-9, 2023, the GWH electronic medical record system was restored through backups which included earlier data through April 28, 2022.

Information entered into or generated by the GWH electronic medical record system hosted by Global for GWH during the April 29, 2022-December 12, 2022 time period (such as physician notes and encounter and scheduling data) was corrupted and, due to corruption/back-up issues, is not fully retrievable or recoverable.

Although the review is still ongoing, we are reaching out to individuals who had an appointment or visit at GWH during April 29, 2022-December 12, 2022 to let you know of the unavailability of this information and the resources available to you. As a result of this incident, some of your information regarding services entered into your electronic medical record at GWH during that time period will not be fully restored. Medical records separately maintained by a patient's primary care physician, hospital or other providers, or possibly received by a patient's health plan, may already describe or summarize the results or possibly contain a copy of GWH documentation of the services provided.

We have no evidence that your personal health information was exfiltrated (taken) or accessed (viewed) by the unauthorized party from Global's hosted environment.

Based on our review, the personal health information which is not fully retrievable or recoverable pertained to services provided by GWH during April 29, 2022-December 12, 2022 and varied according to the specific patient. Such information may have included one or more of the following: (1) medical and/or treatment information (such as visits, procedures, tests, medical record number, diagnosis, medical history, genetic information, and various types of assessments, imaging and results); (2) coding, claims and insurance/payment information for services provided at GWH during that timeframe; and (3) scheduling information for upcoming appointments. Some health information may be historical. Please note that the types of information impacted will differ by individual.

The outage occurred on Global's systems and affected information stored in Global's environment. The outage did not impact Wentworth-Douglass Hospital's network or any other Wentworth-Douglass Hospital core clinical system.

Global represented to GWH that when Global discovered the incident, it promptly engaged a third-party forensic and recovery firm to conduct a review. GWH takes privacy and security very seriously. As soon as GWH became

aware of this incident, GWH launched an investigation as well as mitigation and remediation efforts, including reviewing the status of data recovery and enhancing security processes in place for GWH as appropriate to minimize the risk of similar incidents in the future.

If you had a recent appointment at GWH, your GWH health care provider may have discussed with you to what extent portions of your GWH records were affected by this incident. If this discussion has not yet occurred, your GWH health care provider will review your records and have that individualized discussion with you during your next scheduled appointment. ***However, if you have any clinical concerns regarding your care or need to confirm the timing of your next GWH appointment, you may speak with a representative from the clinical team. Please call us Monday – Friday, 8 a.m. – 5 p.m. at 603-609-6295 so that we may assist you.***

Additionally, individuals should carefully review statements sent by healthcare providers and their insurance company to make sure that all account activity regarding services provided at GWH during April 29, 2022-December 12, 2022 is complete and accurate. Report any questions promptly to the provider’s billing office at the phone number listed on the statement, or for insurance claims, to your insurance company.

We value our relationship with you, and we are committed to privacy and security of health information. If you have any questions or would like additional information about the incident itself, please call the following toll-free number: 1-833-896-7532. This incident call center is open from 9 a.m. – 9 p.m. Eastern Time, Monday through Friday, except holidays. This substitute notice and toll-free number will remain active for at least 90 days.

As a reminder, the telephone number to contact GWH during business hours if you have a clinical concern or are not sure if you have an upcoming appointment at GWH is 603-609-6295. As also stated on the “Contact Us” page of GWH’s website, 1) any GWH patients who are experiencing an emergency should dial 911; and 2) GWH patients who have questions about a medical concern after hours should call (603) 742-0101 for information on how to reach the on-call provider.

Individuals potentially affected by this incident are being mailed notice letters. Since it is possible there may be insufficient contact information for some individuals, however, this notice is also accessible via GWH’s website, consistent with HIPAA. GWH deeply regrets any concern this incident may cause you and wants to assure you that we take this matter seriously.