



### **What happened?**

On January 20, 2022, DRH Health discovered a security incident that impacted some DRH systems. Upon discovery, DRH immediately implemented its incident response protocols, disconnected access to all systems, and hired external cybersecurity experts to investigate. Access to all systems was restored within 24 hours and DRH remained operational to provide safe care to those who need it.

### **Was there any impact on patient care?**

Fortunately, DRH Health has incident response protocols in place that allowed us to detect and respond to the threat with minimal disruption to operations or patient care. All critical systems were restored within 24 hours and DRH Health remained open to provide safe patient- and family-centered care.

### **What should I do to protect my personal information?**

Individuals impacted by this matter were mailed a letter with instructions on signing up for identity protection services through Experian. In addition to enrolling in these free services, you should always remain vigilant in reviewing your accounts and reporting any suspicious activity. You can also visit the Federal Trade Commission's website, [www.identitytheft.gov](http://www.identitytheft.gov) for more information on protecting your identity.

### **What is DRH Health doing to prevent this from happening again?**

DRH Health already has security measures in place to protect its network. However, to further bolster its defenses, DRH Health has layered on extra controls such as endpoint threat detection and monitoring for workstations and servers.

### **Have the appropriate authorities been notified?**

Yes, DRH Health has contacted law enforcement and will cooperate with any investigation into this matter.

### **Should I expect any further communication about the security incident from DRH Health?**

No, DRH Health does not anticipate providing any further updates regarding this incident.

### **Questions About Credit Monitoring:**

For additional questions or for assistance in enrolling in Experian's credit monitoring and identity restoration services, please call 888.401.0543.