



FOR IMMEDIATE RELEASE
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ATTENTION: LSU HCSD is issuing a follow-up to its original press release sent out November 20, 2020. The breach now also involves patient information from its partner hospital, UMC-NO. While much of the content of the press release remains the same, please note that the contact phone numbers for patient inquiries and for media inquiries have changed.

HIPAA BREACH NOTIFICATION

Baton Rouge, LA. – On November 20, 2020, LSU Health New Orleans Health Care Services Division (“LSU HCSD”) notified the public through a press release that it had become aware of a cyber intrusion into an employee’s electronic mailbox. LSU HCSD has since become aware that the employee’s electronic mailbox also included information from its partner hospital, University Medical Center- New Orleans. Therefore, an addendum to the original press release has become necessary. UMC-NO was notified on November 12, 2020 by LSU HCSD of the possibility that some of its patients’ protected information may have been accessible to the cyber intruder. UMC-NO is in the process of conducting its own investigation and discovery.

The intrusion appears to have occurred on September 15, 2020, and the mailbox access was discovered and disabled on September 18, 2020. The Health Care Services Division is not aware that the intruder actually accessed or misused the patient information in the employee’s mailbox.

The type and amount of patient information varied with each email message but may have included: patients’ names; medical record numbers; account numbers; dates of birth; Social Security numbers; dates of service; types of services received; phone numbers; and/or addresses; and insurance identification numbers. A few contained a patient’s bank account number and health information including a diagnosis. In most instances, there was limited information in the email or attachment, meaning that just a few of these identifiers were contained in the email.

Out of an abundance of caution, patients who received care at UMC-NO are encouraged to monitor their credit reports for potential identity theft. The website www.identitytheft.gov provides a step-by-step process to respond to, and recover from, incidents of identity theft.

LSU Health Care Services Division sincerely regrets any inconvenience or concern this incident may cause affected patients. Although strict privacy and security policies were in place at the time of the intrusion, security practices and procedures as well as additional available methods for protecting the email system are being reviewed to determine if improvements can be made to further reduce the risk of such a breach in the future. Any changes will be included in the information security training that all employees are required to complete.

Any questions concerning this matter should be directed to UMC-NO at 1-800-872-4923, Monday through Friday from 8:00 a.m. to 5:00 p.m.

LSU Health Care Services Division (LSU HCSD) is a university-based health care operation that formerly managed Earl K. Long Medical Center in Baton Rouge, Interim LSU Public Hospital in New Orleans, Leonard J. Chabert Medical Center in Houma, University Medical Center in Lafayette, W. O. Moss Regional Medical Center in Lake Charles and Bogalusa Medical Center in Bogalusa. Currently, LSU Health Care Services Division operates and manages Lallie Kemp Regional Medical Center in Independence.