

Notice of Data Security Incident

Lubbock County Hospital District d/b/a University Medical Center and UMC Health & Wellness Hospital; UMC Physicians; and other affiliated entities (collectively, “UMC Health System”) is committed to protecting the confidentiality and security of the information that we maintain. We are providing notice to our community that we have experienced a data security incident. This notice explains the incident, measures that have been taken by UMC Health System, and some steps patients can take in response.

On September 26, 2024, we were alerted to unusual activity on our computer systems. As soon as we detected this activity, we immediately initiated an investigation, took steps to protect our computer systems and notified law enforcement. Through our ongoing investigation, we determined that a criminal accessed certain computer systems on our network. This happened between September 16, 2024 and September 26, 2024. During that time, the criminal accessed and/or may have taken certain files on those computer systems and then deployed ransomware, which made certain computer systems unavailable. Since this occurred, we have restored access to those computer systems, and UMC Health System is operating as normal.

Our ongoing investigation determined that the files that were accessed / may have been taken contain information pertaining to certain patients, including their names and one or more of the following: addresses, dates of birth, Social Security numbers, diagnoses, health insurance information, provider names, and/or dates of treatment.

On November 22, 2024, we began mailing letters to patients whose information was involved in the incident. We also established a dedicated, toll-free incident response line to answer questions that individuals may have. If an individual believes their information was involved and has any questions about this incident, please call 888-722-4828, Monday through Friday, between 8:00 a.m. – 6:00 p.m., Central Time, except for major U.S. holidays for support.

For patients whose information was involved in the incident, we recommend that they review the statements they receive from their healthcare providers and health insurance plans. If they see any services that were not received, they should contact the provider or health plan immediately to resolve the issue.

We take this incident seriously and sincerely regrets any concern or inconvenience that this may cause. To help prevent something like this from happening again, we have implemented additional safeguards and technical security measures to further protect and monitor our systems.