

November 19, 2018 Notice to our Patients of Unauthorized Access to Patient Billing Records

On November 19, 2018, Valley Health System (“Valley Health”) mailed written notice to 857 patients of an incident at Inova Health System (“Inova”) that impacts the confidentiality and security of certain Valley Health patient information. Valley Health has established a dedicated call center to answer any questions patients may have, including whether this incident impacts the security of their information. Questions may be directed to 1-888-510-9854, from 9 a.m. to 9 p.m. Eastern Time, Monday through Friday, excluding holidays.

Inova hosts Valley Health’s electronic medical record system. On October 24, 2018, Inova reported to Valley Health that on September 5, 2018, it was advised by law enforcement that some of its patient records may have been accessed by an unauthorized person. Inova immediately began an investigation to determine how the access occurred and engaged a leading information security firm to determine what occurred and what information may have been accessed. Upon notification of this incident, Valley Health launched its own response to ensure the completeness of Inova’s investigation and verify that no additional risk to Valley Health patients’ information existed.

Inova’s investigation determined that the unauthorized person used the login credentials of a now former Inova employee to access the Inova billing system and certain Valley Health electronic medical records in January 2017 and between July and November 2017. The individual accessed certain patients’ information, including patient names, addresses, dates of birth, Social Security numbers, medical record numbers, and patient identification numbers.

Both Valley Health and Inova are taking this matter very seriously and regret any inconvenience and concern this incident may cause. Valley Health and Inova are working with law enforcement and continuing to monitor this incident and are taking steps to further improve security, such as implementing additional monitoring tools and reinforcing employees training on password security. We are using this as an opportunity to re-train our staff on our policies and procedures designed to safeguard the information in our possession. During our annual compliance assessment this year, Valley Health is focusing on ensuring that the physical and electronic security measures in place reflect our commitment to quality healthcare services in a safe and secure environment. For eligible patients, we are offering one year of credit monitoring and identity protection services at no cost to the patient.