



We are posting this letter to you as part of Blue Springs Family Care's commitment to patient privacy. We take patient privacy very seriously, and it is important to us that you are made fully aware of a potential privacy issue.

**We have learned that your personal information, including your full name, home address, date of birth, Social Security number, account number, driver's license number, medical diagnoses, and disability codes may have been compromised.**

On May 12, 2018, Blue Springs Family Care's computer vendor determined that the clinic's system had suffered a ransomware attack. The computer vendor and a separate forensic computer vendor hired on that same day began the investigation and recovery process. The investigation found indications that unauthorized persons had compromised the Blue Springs computer system and loaded a variety of malware programs, including the encryption program responsible for the ransomware attack. The investigation concluded the unauthorized persons would have had the ability to access all of the Blue Springs computer systems. At this time, we have not received any indication that the information has been used by an unauthorized individual.

In response to this incident, we have taken steps to strengthen our defenses against similar incidents in the future. Immediately after discovery of the incident, we engaged a forensic information technology company to assist with quarantining the affected systems and to install software to monitor whether any unauthorized person was accessing the system. We also deployed new technology to prevent future intrusions, including a new firewall. Most recently, we are transitioning to a new electronic health record provider that will provide encryption of all protected health information.

Despite the steps we have taken within the clinic, we also advise you to take the following steps immediately:

- **Call the toll-free numbers of any of the three major credit bureaus (listed below) to place a fraud alert on your credit report.** This can help prevent an identity thief from opening additional accounts in your name. As soon as the credit bureau confirms your fraud alert, the other two credit bureaus will automatically be notified to place alerts on your credit report.



## Blue Springs Family Care, P.C.

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Blue Springs, MO 64014

Phone: (816) 229-8880 Fax: (816) 229-4363

[www.bluespringsfamilycare.org](http://www.bluespringsfamilycare.org)

### Equifax

(800) 685-1111

[www.equifax.com](http://www.equifax.com)

P.O. Box 740241

Atlanta, GA 30374

### Experian

(888) 397-3742

[www.experian.com](http://www.experian.com)

P.O. Box 4500

Allen, TX 75013

### TransUnion

(800) 888-4213

[www.transunion.com](http://www.transunion.com)

TransUnion LLC

P.O. Box 1000

Chester, PA 19016

- **Order your credit reports.** By establishing a fraud alert, you will receive a follow-up letter that will explain how you can receive a free copy of your credit report. When you receive your credit report, examine it closely and look for signs of fraud, such as credit accounts that are not yours.
- **Continue to monitor your credit reports.** Even though a fraud alert has been placed on your account, you should continue to monitor your credit reports to ensure an imposter has not opened an account with your personal information.

We are keenly aware of how important your personal information is to you, and we understand that this situation may pose an inconvenience to you. We sincerely apologize and regret that this situation has occurred. Blue Springs Family Care is committed to providing quality care, including protecting your personal information, and we want to assure you that we have policies and procedures to protect your privacy. If you have any questions, please call our office at **(816) 229-8880** or visit our website at <http://www.bluespringsfamilycare.org/>.

Sincerely,

Melanie Peterson,  
Privacy Officer