

Notice of Data Security Incident

Lakeview Healthcare System, LLC (the “Company”), a provider of healthcare services with several medical offices in the State of Florida, recently experienced a data security incident.

What Happened?

On September 29, 2023, the Company became aware that an intruder forcibly entered the Lakeview Specialist Facility (the “Facility”) located in Leesburg, Florida. The intruder entered the Facility at approximately 5:00 AM, before business hours. It is the Company’s understanding that at that time the intruder stole three password-protected mobile devices and removed a number of medical records containing protected health information from the Facility.

What Information Was Involved

It appears that the personal health information contained in the impacted documents may have included the following: name, address, medical information such as treatment and/or diagnosis, and billing information.

What We Are Doing

The Company contacted law enforcement concerning the incident and has also undertaken extensive remediation efforts to help minimize the recurrence and risk of similar incidents. Among other things, the Company reviewed its relevant policies and procedures to assess any potential security gaps and areas for improvement. The Company has discussed this matter with relevant staff members to increase the awareness about data security matters and secure document storage. The Company is also reviewing each office location to explore whether we can improve physical security measures, including using more shred bins and upgrading physical locks and other access controls to allow for quicker and more precise termination of access when needed.

Individuals who believe they may be affected by this incident are advised to remain vigilant for incidents of fraud and identify theft by reviewing credit card account statements and monitoring their credit report for unauthorized activity. Free credit reports are available from any one of the national consumer reporting agencies, Equifax, Experian or TransUnion and from independent credit report providers. The Company is also offering potentially affected individuals free credit monitoring services through IDX, a leading identity theft protection company.



What You Can Do

Individuals who believe they may be affected by this incident are advised to be vigilant for incidents of fraud and identify theft by reviewing and monitoring their credit report, credit card statements, bank accounts and other financial accounts for unauthorized activity. They should immediately contact their financial institution(s) if they identify suspicious activity. Any suspected identity theft should also be reported to law enforcement, the Attorney General of your state of residence, and the Federal Trade Commission (FTC). The credit bureaus and FTC can also provide information about fraud alerts and security freezes and state attorneys general and the FTC can provide additional information about avoiding identity theft. In some states affected individuals also have a right to obtain a police report if they are a victim of identity theft.

For More Information

Patients of the Company with general questions regarding this incident can also visit <https://app.idx.us/account-creation/protect>, or call 1-800-939-4170 Monday through Friday, 9 a.m. to 9 p.m. Eastern, toll free, to obtain more information.

Please be assured that the Company takes very seriously the need to protect the privacy and security of all information in our care, and we deeply regret any inconvenience or concern that this matter may cause you.

