

Leesburg, VA (November 9, 2021) - North Spring Behavioral Healthcare ("North Spring") is providing notice of a recent incident that involved patients' personal information. North Spring sent letters to potentially affected individuals or their parents/guardians on November 9, 2021.

What Happened: On September 10, 2021, North Spring learned that an unknown person had access to its third-party, cloud-based electronic medical records system. An investigation was immediately initiated. Presently, we cannot conclusively determine what files were accessed and we have no evidence of actual or attempted further misuse of information.

What Information Was Involved: The protected health information that may have been accessed includes name, address, phone number, date of birth, medical insurance information, and, depending on the services received, may also have included dates of admission, assigned physician/therapist, clinical notes, diagnosis, and treatment information. The data did not contain social security numbers, credit card numbers, or other personal financial information.

What We are Doing: Upon discovery of this incident, we notified law enforcement and promptly initiated an investigation. We have taken steps to require the implementation of additional technical safeguards, the enhancement of password management controls, and the upgrade of security protocols with the third-party electronic records system vendor. Also, we are notifying potentially impacted individuals so that they may take further steps, should they feel it appropriate to do so.

What Impacted Persons Can Do: We are offering potentially affected individuals or their parents/guardians, at no charge, 24 months of internet surveillance and identity restoration services. While we do not believe that the data was the type that could be easily used for identity theft, we encourage everyone to remain vigilant against the potential for identity theft and fraud and to monitor credit reports for any potential suspicious activity.

More Information: North Spring is committed to providing quality care, including protecting personal health information, and has policies and procedures in place for protecting and safeguarding patient information. We sincerely regret any inconvenience this incident may cause. Potentially impacted individuals may call our dedicated assistance line at 833-541-1361 (toll-free), Monday – Friday, 9:00 a.m. to 11:00 p.m. Eastern Time, and Saturday – Sunday, 11:00 a.m. to 800 p.m. Eastern Time, excluding major U.S. holidays. Be prepared to provide your engagement number B020837.

Please direct any questions to 833-541-1361 (toll-free), Monday – Friday, 9:00 a.m. to 11:00 p.m. Eastern Time, and Saturday – Sunday, 11:00 a.m. to 800 p.m. Eastern Time.