

Notice of a Data Security Incident

Park Royal Hospital is committed to protecting the security and privacy of the information we maintain. We recently responded to and addressed a data security incident that involved patient information. This notice explains the incident, the measures that have been taken, and some steps patients can take in response.

On May 15, 2023, Park Royal Hospital learned of an incident involving unauthorized access to a Park Royal Hospital email account. Upon learning of this, we immediately took steps to secure the email account and launch an investigation with the assistance of a third-party forensic investigation firm.

Through our ongoing investigation, we determined that an unauthorized party gained access to a Park Royal Hospital email account between the dates of May 8, 2023 and May 15, 2023. While in the email account, the unauthorized party accessed files that contain information pertaining to Park Royal Hospital patients, including names, provider names, dates of treatment, diagnosis and treatment information.

Park Royal Hospital is completing its analysis of the information involved and will mail letters to individuals whose information may have been involved in the incident. If you believe your information was involved and have any questions about this incident, please call 833-627-2691, Monday through Friday, from 9:00 am to 9:00 pm, Eastern Time (excluding major U.S. holidays).

For patients whose information may have been involved in the incident, we recommend reviewing the statements they receive from their healthcare providers and contacting the relevant provider immediately if they see services they did not receive.

We take this incident very seriously and sincerely regret any concern 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.