

Notice of Data Security Incident

February 17th, 2026 – Emanuel Medical Center is providing this notice of an incident involving unauthorized access to some individuals’ personal information and protected health information. Earlier this year, we detected a cybersecurity incident involving unauthorized activity on our systems. We promptly began investigating and responding to that incident. We are providing this notice to share information about what happened and what we are doing in response.

WHAT HAPPENED

On May 22, 2025, we detected suspicious activity on our systems. We immediately took steps to secure our systems and began working with cybersecurity experts to assist us in the investigation. Based on the investigation, we believe that an unauthorized third party gained access to a portion of our computer systems from May 21 to 24, 2025, and that personal information and protected health information was present in those affected systems. Once we identified the potentially affected files, we promptly engaged a data-review firm to determine what information was contained in those files. We recently received the results of that review, and we have been working since that time to compile contact information for notifying impacted individuals.

WHAT INFORMATION WAS INVOLVED

The investigation determined that the following types of information were present in the potentially affected files: full name, date of birth, contact information, government identification number (such as a Social Security or driver’s license number), health insurance information, patient identification number, date(s) of service, provider name(s), diagnosis, treatment information, prescription(s), medical history, and lab reports. The categories of impacted information varied from individual to individual.

WHAT WE ARE DOING

Protecting the integrity of the information we maintain is a responsibility we take very seriously. We hired third-party experts to help us perform an investigation into the unauthorized activity and further secure our systems and the information we maintain. We also notified law enforcement. To those impacted individuals for whom Emanuel Medical Center has a current address, we are mailing individual letters to them to let them know about the incident.

WHAT YOU CAN DO

For individuals who receive a letter from us about the incident, we encourage them to read the information in that letter carefully, as it contains important steps that they can take. We encourage individuals to (1) remain vigilant for unauthorized financial activity by reviewing their account statements and free credit reports, (2) consider placing a fraud alert or security freeze on their credit file (which individuals can do for free), and (3) immediately report any suspicious activity or suspected incidents of identity theft to their financial institutions and to law enforcement. Additional steps can also be found at www.IdentityTheft.gov/.

FOR MORE INFORMATION

We have established a toll-free call center to support you and answer your questions. You can contact the call center at 855-815-3937, Monday through Friday from 9:00 a.m. to 9:00 p.m. Eastern Time, and one of our representatives will be happy to assist you. We appreciate your patience as we work through this process.