

NOTICE OF DATA PRIVACY INCIDENT:

NextGen Office (“NextGen”), formerly known as Healthfusion MediTouch, contracts with health care organizations such as Aspirus Health (“Aspirus”) to store patient records (electronic medical record platform). NextGen places a high priority on the security of patient information; however, regretfully this notice concerns an incident that may have involved some of that information. While NextGen is not aware of any misuse of the information, this notice explains the incident, outlines the measures taken in response, and steps individuals can take.

Aspirus is posting this notice on behalf of NextGen for Aspirus Riverview Hospital & Clinics, Inc., Gastroenterology Clinic.

What Happened? NextGen experienced a privacy incident involving the unauthorized access of data by an unknown third-party. On March 30, 2023 NextGen was alerted to suspicious activity, which triggered an immediate engagement of an external forensic experts and investigation to understand what information was at risk. The incident occurred between March 29, 2023 and April 14, 2023 and involved protected health information (PHI) limited primarily to demographic information. On May 1, 2023, NextGen notified Aspirus of the incident and that it had notified the affected individuals whose PHI was identified through their investigation. At this time, there is no evidence that PHI was accessed or misused, but out of an abundance of caution, NextGen wanted to let you know about this incident.

What Information Was Involved: The PHI involved included name, address, date of birth, and Social Security number.

What is NextGen doing? Safeguarding data remains NextGen’s top priority. To mitigate the risk of something like this happening again in the future, NextGen took measures to contain the incident, which included the following:

- Password reset; and
- Further reinforcement of the security of the system.

NextGen also notified law enforcement and has been coordinating efforts with them.

What You Can Do: Security, in all of its forms, remains the utmost priority for NextGen, and deeply regret any inconvenience this has caused. NextGen has notified the impacted patients of the incident and is offering 24 months of free fraud detection and identity theft protected through Experian’s Identity Works product. If you have any questions, please contact Experian at 800-984-8279, toll-free Monday through Friday from 8am – 10pm Central or Saturday and Sunday from 10am – 7pm Central.

For More Information: If you believe you are affected or have questions about the incident, please call the Aspirus Compliance Department at 715-847-2166 or email us at compliance@aspirus.org.