

Notice to Patients and Job Applicants Regarding Vendor Security Incident

Baptist Physician Group LLC understands the importance of protecting personal information. Regrettably, this notice serves to inform certain of our patients and job applicants of a security incident involving a former vendor, FastHealth Corporation (FastHealth) that may have involved some personal information. During the time of the incident, FastHealth was a web site vendor of the Andrews Orthopaedic and Sports Medicine Center Group that included some Baptist Physician Group doctors.

FastHealth determined that an unauthorized third party gained access to FastHealth's web server and was able to acquire information from certain databases between August 14 and 18, 2017. The incident did not affect all patients and job applicants. It only affected individuals who submitted their information through the online bill payment and job application forms.

The information that may have been affected as a result of this incident varied by the form type, but included certain demographic information (such as names, dates of birth, and addresses), Social Security numbers, driver's license numbers, and medical information (including provider's name, date of services, diagnostic/treatment information, health insurance information and medical history).

FastHealth began mailing letters to affected patients and job applicants on April 13, 2018. FastHealth has also established a call center 1-833-215-3730 to answer questions individuals may have. The call center is open Monday through Friday from 8 a.m. to 5 p.m. Central Time. In addition, eligible individuals will be offered one year of free credit monitoring and identity theft protection services. If you believe you are affected but did not receive a letter, please call the call center, 1-833-215-3730, Monday through Friday from 8:00 a.m. to 5:00 p.m. Central Time.

FastHealth has verified that they have taken necessary corrective actions, including implementing new technological security measures and strengthening its data protection and security protocols. Baptist Physician Group no longer conducts business with FastHealth. On behalf of itself and Baptist Physician Group, FastHealth deeply regrets any inconvenience or concern this incident may cause.