A NOTICE TO OUR PATIENTS

On June 7, 2019 Kingman Regional Medical Center (KRMC) announced that it is mailing letters to some patients whose information may have been involved in a recent incident involving the KRMC website.

On April 8, 2019, KRMC was notified that there was a possible security problem with its public website. KRMC immediately shut down the website and began to investigate. A leading third party forensic firm was hired to assist in the investigation.

The forensic firm determined that the configuration of the website made it possible for unauthorized person(s) to view information entered into the website by KRMC customers. It was determined that some of the customer information may have been accessible, including some customer's names, dates of birth, and information related to a medical condition for which the customer was requesting services.

KRMC's website resides on an isolated computer server that is not connected to other KRMC systems. It is important to emphasize that customer medical records, social security number and financial information were not affected.

This incident does not affect all KRMC customers; only a subset of individuals who entered information requesting medical care on the KRMC website.

KRMC began mailing letters to affected customers on June 7, 2019. If you believe you are affected and do not receive a letter by July 10, 2019, please call 1-855-579-3696 Monday through Friday 6:00 a.m. to 3:30 p.m. Pacific Time.

KRMC values the confidentiality and privacy of the information entrusted to it. KRMC recommends affected customers review the statements they receive from their healthcare provider. If there are services you did not receive, please contact the provider immediately.

KRMC's website has been removed from public access and KRMC is taking steps to rebuild the secure site with additional safeguards.