

MedStar Mobile Healthcare, the emergency and non-emergency ambulance service provider for 15 cities in Tarrant County, Texas, recently suffered a security incident affecting portions of protected health information for some of our patients. On October 20, 2022, we experienced issues with our network systems. We promptly investigated and determined that a third party had accessed our network. MedStar is providing this notice to provide more information on what happened and what we are doing in response.

WHAT HAPPENED

An unauthorized third party gained access to a restricted location in MedStar's computer network that contained a number of files, including those with personal health information. We have not been able to confirm that those files were actually accessed by the third party, and therefore cannot say that any personal information in those files was accessed. Nevertheless, in an abundance of caution and out of respect for those individuals we have served, we are providing this notice to individuals potentially impacted by this incident.

WHAT INFORMATION WAS INVOLVED

These files contained information for individuals who received treatment and care from MedStar. For the large majority of individuals, only non-financial billing information was involved. For a portion of individuals, however, the impacted information may include full name, date of birth, contact information, information related to medical care provided, and other identifiers.

WHAT WE ARE DOING

We have security measures in place that allow us to take prompt action against attempted intrusions into our network. Those measures were implemented here and reduced the scope of the third party's activity. We also hired third-party experts to help us investigate the extent of the incident, and we are further securing our systems to protect the information we maintain. And we continue to investigate the full scope of the incident.

FOR MORE INFORMATION

Our patients and their protected health information are important to us. **We have set up the following dedicated toll-free number for our patients to call with questions: 1-855-624-2879. Representatives are available at that number from 8:00 am to 5:30 pm central time beginning December 21.**

Thank you for your understanding and patience.



The Metropolitan Area EMS Authority
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