

Notice to Our Patients of Blackbaud Data Security Incident

Virginia Mason Medical Center (“Virginia Mason”) is committed to protecting the security and privacy of our patients, and all the individuals who support our fundraising efforts. Regrettably, we recently learned of an incident that occurred at one of our vendors, Blackbaud, Inc. (“Blackbaud”), that may have involved some Virginia Mason data.

Blackbaud is a vendor that provides Virginia Mason with cloud-based and data solution services related to our donors and fundraising. On July 16, 2020, Blackbaud informed us that it discovered an unauthorized individual had gained access to Blackbaud’s systems between February 7 and May 20, 2020. Blackbaud advised us that the unauthorized individual may have acquired backup copies of databases used by its customers, including a backup of the database Virginia Mason uses for fundraising efforts. We immediately took steps to understand the extent of the incident and the data involved.

Based on our review of the affected database, we have reason to believe that it contained patient names, contact information—specifically email addresses and telephone numbers, gender, dates of birth, visit dates and locations, treating physicians, and/or concierge medicine status.

Importantly, Blackbaud has informed us that Social Security numbers, bank account, and credit card information were encrypted, and therefore **not** able to be accessed by the unauthorized individual. Also, this incident did **not** involve any access to medical systems or electronic health records. The incident affected our donor/fundraising database only.

We want our patients to know that we are taking this matter very seriously. We mailed letters regarding the incident to those whose information was contained in the Blackbaud database on September 8, 2020. We have also established a dedicated call center to answer any questions you may have about this incident, which may be contacted for more information at [\(866\) 925-2014](tel:8669252014) Monday through Friday, from 8:00 a.m. to 5:30 p.m. Central Time.

To date, we have no evidence that our patients’ information has been misused. However, for any affected patients, we recommend you review the statements you receive from your healthcare providers. If you see services you did not receive, please contact the provider immediately.

We deeply and sincerely regret any concern or inconvenience this incident may cause you. To help prevent something like this from happening again, we are reviewing how our information is stored with Blackbaud and evaluating Blackbaud’s security safeguards to ensure they adhere to our organization’s standards.