



OPEN CITIES HEALTH CENTER PROVIDES NOTICE OF DATA SECURITY INCIDENT

Minneapolis, Minnesota, June 1st, 2021 – Open Cities Health Center (“Open Cities”) today announced that a data security incident that occurred on May 7, 2014, may have resulted in unauthorized access to protected health information (“PHI”) of approximately 1,304 Open Cities patients. Open Cities is providing this notice as part of its commitment to patient privacy. Although Open Cities is not currently aware of any misuse of its patients’ information, it is providing this notice to make sure that individuals are aware of the incident. Open Cities has also notified the media of this incident, and has sent a letter regarding this incident to all patients’ seen at Open Cities between January 1, 2014 and May 7, 2014.

On May 7, 2014, an Open Cities staff member sent an e-mail that contained unsecured PHI of approximately 1,304 Open Cities patients to a business associate. The e-mail that was sent by the Open Cities staff member may have included patients’ full names, addresses, and follow-up lab and clinic instructions. The business associate immediately removed the file that contained the unsecured PHI from the internet and destroyed the file within approximately thirty minutes of the time it was sent. Open Cities became aware of the incident within approximately one hour of the Open Cities staff member sending the e-mail to the business associate. Within twenty-four hours of discovering this breach, Open Cities began an internal investigation to determine the extent of the breach.

Following this incident, Open Cities provided training regarding confidentiality of patient information for all of its employees. Open Cities also made changes to its security policies and procedures to decrease the chance of a similar occurrence in the future. At this time, Open Cities is not aware of any fraudulent or improper use of its patients’ personal information as a result of this incident. Open Cities is also not aware of any subsequent disclosure of its patient’s personal information as a result of this incident.

Open Cities has taken every step necessary to address the incident to date and will continue to take any additional steps that may be required to protect its patients’ information. As a precaution, Open Cities patients should consider taking the following steps to protect themselves from any potential harm from the incident:

- **Contact any of the three major credit bureaus (at the listed below) to place a fraud alert on your credit report.** This can help prevent an identity thief from opening accounts in your name. You only need to contact one of the credit bureaus. As soon as that credit bureau confirms your fraud alert, the other two credit bureaus will automatically be notified to place alerts on your credit report. All three reports will be sent to you free of charge.
 - **Equifax:** 1-800-525-6285; www.equifax.com; P.O. Box 740241, Atlanta, GA 30374-0241.

- **Experian:** 1-888-EXPERIAN (1-888-397-3742); www.experian.com; P.O. Box 9532, Allen, TX 75013.
- **TransUnion:** 1-800-680-7289; www.transunion.com; Fraud Victim Assistance Division, P.O. Box 6790, Fullerton, CA 92834-6790.
- **Review your credit reports.** By establishing a fraud alert, the credit bureaus will send you a free credit report. When you receive your credit report, you should examine it closely and look for signs of fraud, such as credit accounts that are not yours.
- **Continue to monitor your credit reports and other accounts.** Even if you place a fraud alert on your credit report, you should continue to monitor your credit reports to ensure an imposter has not opened an account with your personal information. You should also closely monitor your financial and other account statements. If you notice any unauthorized activity, promptly contact the creditor.
- **Contact law enforcement if you find suspicious activity.** If you find suspicious activity on your credit reports or other account information, contact your local police department and file a report of identity theft. Keep copies of such reports for your records, as you may need to give them to creditors.
- **Other resources.** For more information about steps you can take to avoid identity theft, you may contact the Federal Trade Commission, by mail at Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington DC, 20580, via the Internet at or by phone at 1-877-ID-THEFT (1-877-438-4338).

Open Cities sincerely apologizes for this incident and any inconvenience it may cause its patients. The trust of its patients and keeping its patients' personal information safe are of utmost importance to Open Cities. Individuals may ask questions and obtain additional information regarding the incident by contacting Open Cities:

Phone: 1-800-651-2806
651-290-9200
E-mail: hr@opencitieshealth.org
Postal Address: 409 Dunlap Street North
St. Paul, MN 55104