Our medical records release provider, CIOX Health, notified Augusta Health on February 23, 2022, that an “unauthorized person” may have inappropriately accessed some Protected Health Information (PHI) between June 2, 2021 and July 2, 2021, for a group of 74 patients.  We continue to investigate this event.

If you were one of those patients, you will receive a letter notifying you of the access and providing additional information.

CIOX Health reports that they believe the account occurred for purposes of sending phishing emails to individuals unrelated to CIOX, not to access your information.   **NO** financial information or credit card information was accessed.

We do not believe your personal information is at risk, and we will remain vigilant for any improper use of your information.

CIOX Health apologizes for this incident and any inconvenience it may cause.  CIOX Health has setup up a call center to answer your additional questions. You may call the dedicated, toll-free call center at (855) 618-3107, Monday through Friday between 9:00 a.m. and 6:30 p.m., Eastern Time, excluding some major U. S. holidays.

CIOX Health has taken appropriate security steps to further protect patient information.  Augusta Health is reporting this event to the Secretary, Department of Health and Human Services, (HHS) and the Office of Civil Rights (OCR).

Augusta Health takes the privacy and security of our patients very seriously and investigates and takes corrective action for any suspected inappropriate disclosures of patient information.