

DMS Health Technologies Notice of Network Security Incident

Who is DMS Health Technologies?

DMS Health Technologies (“DMS”) is a vendor that contracts with healthcare organizations, including Carle Health, to provide imaging services to members of our community when facilities may not have the necessary equipment to provide nuclear medicine imaging.

What happened?

On April 23, 2023, DMS became aware of suspicious activity related to certain computer systems. DMS immediately launched an investigation, with the assistance of third-party forensic specialists, to secure their network and determine the nature and scope of the activity. The investigation determined that there was unauthorized access to DMS’s network between March 27 and April 24, 2023, and the unauthorized actor had the ability to access certain information stored on the network during the period of access. DMS notified Carle Health of their affected patients on August 7, 2023. Individuals whose information could have been potentially impacted were sent notification via first class mail between September 11 and September 22, 2023.

What information was involved?

The information potentially accessed include patient name, date of service, location of service, and in limited circumstances, their date of birth. Financial information was **not** included in this system. It is important to note that no DMS employees have access into Carle’s medical record system and only those data elements maintained by DMS would’ve been accessible to the unauthorized individual. Carle Health’s network and records were not impacted by this incident.

What can you do?

Though no financial information was accessed, we encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your account statements, explanation of benefits, and monitoring your free credit reports for suspicious activity. Those who receive a notification letter will also receive information entitled *Steps You Can Take to Help Protect Personal Information*. If you have any outstanding questions or concerns, you may reach out to DMS’ action line at (866) 731-2919 or visit carle.org for additional information.