

MIDMARK RTLS SOLUTIONS, INC.
NOTICE OF DATA EVENT

Midmark RTLS Solutions, Inc. ("Midmark RTLS") provides real-time locating services for patients while wearing a badge at certain healthcare facilities, such as Memorial Healthcare Network (MHS). Regrettably, we are providing notice of a recent incident at Midmark RTLS that may have impacted the personal information of certain Midmark RTLS customer patients. While we have not received any reports of actual or attempted misuse of patient information, we are providing notice of the incident in an abundance of caution.

Midmark RTLS discovered unusual activity on a Midmark server used for technical support for our customers. Midmark RTLS immediately took the server offline and commenced an investigation with assistance from a third-party forensic firm. The investigation determined the server activity began in October 2018, but found no evidence confirming any files containing sensitive information were accessed. Midmark RTLS conducted a review of the information contained on the server. On April 17, 2020, we confirmed limited elements of patient information for certain Midmark RTLS customers was present on the server and in some cases included: patient names, medical record numbers, dates of birth, room numbers, email addresses, and date(s) of service. We stress that this incident was limited to only certain patients of facilities that use the Midmark RTLS system.

While we are unaware of any misuse of information, we recommend that potentially affected individuals review their statements from healthcare providers. If you discover services listed that you or your family members did not receive, please contact the provider immediately. Midmark RTLS takes the responsibility of ensuring the integrity, privacy and confidentiality of patient information very seriously. We want to assure you that we have implemented additional security measures to ensure the highest standards in information storage.

We sincerely regret any concern or inconvenience this incident may cause you. If you have any questions, please call our dedicated assistance line at 1.844.978.2469, Monday through Friday, from 9:00 a.m. to 6:30 p.m., Eastern Time.

As a precaution, Midmark RTLS encourages you to remain vigilant against incidents of identity theft and fraud, to review your account statements, medical bills, explanation of benefits and credit reports for suspicious activity or charges. If you see any unauthorized or suspicious activity, promptly contact the credit reporting bureaus, your medical provider, or health insurance company.