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Orthopedic Associates of Hawaii, All Access Ortho and Specialty Surgical Suites DBA Minimally Invasive Surgery of Hawaii Provides Notice of Data Security Event

Honolulu, Hawaii April 20, 2021 – Today, Orthopedic Associates of Hawaii, All Access Ortho and Specialty Surgical Suites DBA Minimally Invasive Surgery of Hawaii (collectively “the Practices”) issued notice of a recent data security event that potentially affected the confidentiality of information related to certain patients.

On February 19, 2021, the Practices learned that their computer systems had become encrypted due to “ransomware” deployed by an unknown actor. Because the impacted systems contained patient information, the Practices worked quickly to (1) restore access to the patient information so they could continue to care for patients without disruption and (2) investigate what happened and whether this incident resulted in any unauthorized access to, or theft of, patient information by the unknown actor.

The Practices conducted an extensive investigation to determine the nature and scope of the incident. On or around April 2, 2021, the investigation confirmed the Practices’ systems were accessible by an unknown actor between February 12, 2021 and February 19, 2021, and certain, limited data was exfiltrated from the Practice’s systems. In an abundance of caution, the Practices are in the process of performing a comprehensive review of the information stored in their systems at the time of incident to identify the individuals whose information may have been viewed or taken by the unknown actor. Once this comprehensive review is complete, the Practices will then work to determine the identities and contact information for potentially impacted individuals and provide notice via written letter.

The following types of patient information were present in the impacted systems and therefore potentially accessed and acquired by the unknown actor during this incident: full name, address, date of birth, driver’s license number, health insurance and claims information, and medical information. In limited circumstance, Social Security number was present in the systems as well. The Practices are unaware that any of the information was misused or disseminated by the unknown actor and are providing this notice in an abundance of caution.

The Practices are notifying potentially affected individuals by this posting, notification on their websites, and by mailing letters to potentially affected individuals once the comprehensive review is complete. The Practices also notified federal law enforcement and other government regulators. For individuals seeking additional information regarding this incident, a dedicated toll-free assistance line has been established. Individuals may call the assistance line at 808-356-5664 or toll free 1-844-526-2240, Monday through Friday (excluding U.S. holidays), during the hours of 8:00 a.m. to 4:00 p.m., Hawaii Standard Time.

Individuals can also find additional information on how they can help protect their personal information as well as obtain additional resources on the Practices’ websites. As a precautionary measure, the Practices encourage potentially affected individuals to remain vigilant against incidents of identity theft by reviewing account statements and explanations of benefits for unusual activity and reporting any suspicious activity promptly to their insurance company, health care provider, or financial institution.



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The Practices take this incident and the security of the information in their care very seriously. As part of the Practices' ongoing commitment to its patients, the Practices are updating a range of privacy and security safeguards designed to enhance the protections they have in place against ransomware and similar malicious attacks. The Practices deeply regret that this matter occurred and sincerely apologize for any inconvenience or concern it may have caused.