



Press Release

Date: April 11, 2024

For: IMMEDIATE RELEASE

Asheboro, N.C., -On February 14, 2024, an unauthorized party accessed a Randolph Health employee email account. Upon the detection of the unauthorized activity, we immediately contained the incident and commenced with a thorough investigation. As part of our rigorous investigation, we engaged leading cybersecurity experts to identify what personal information, if any, was involved.

After an extensive review, we discovered that a limited number of files in the employee email account contained personal information pertaining to a limited number of individuals, such as full names, dates of birth, medical record numbers, health insurance identification numbers, and diagnosis codes. Randolph Health has no evidence that any personal information has been or will be misused as a direct result of this incident and there is no way to determine with certainty whether the unauthorized party accessed these specific files. However, out of an abundance of caution, Randolph Health mailed individual notice letters to those who may have been affected.

Randolph Health is committed to maintaining the privacy of personal information in its possession and has taken additional precautions to help safeguard personal information. Randolph Health continually evaluates and modifies its practices to enhance the security and privacy of the personal information it maintains.

We recommend you remain vigilant for incidents of fraud and identity theft by reviewing your account statements and monitoring your credit report for unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting agencies. We deeply regret this incident occurred and sincerely apologize for any concerns or inconvenience that it may cause you. At Randolph Health and Randolph Health Medical Group, the privacy and security of the personal information we maintain is of the utmost importance. Any additional questions should be directed to our email at RANDContactUs@amhealthsystems.com.

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(Editors/Reporters: Please contact PJ Richards, Director of Public Relations at (336) 328-3590.)