

Notice of Oracle Health / Cerner Incident

Notifications are being provided regarding a recent incident experienced by our third-party electronic health record (EHR) vendor, Cerner.

What happened

Cerner learned that an unauthorized third party gained access to and obtained data that was maintained by Cerner. Cerner determined through an investigation that, at least as early as January 22, 2025, an unauthorized third party gained access to information on legacy Cerner systems. Cerner notified us of this incident on October 13, 2025. Cerner later informed us that law enforcement investigators directed a delay in notifying patients, as well as hospital customers, about this incident because it could have impeded their investigation.

Note – this incident **did** not involve our computer systems and did **not** disrupt patient care.

What information was involved

On March 13, 2026, we completed our analysis of the list of patients whose information may have been involved in this incident. The information involved in the Cerner incident may have included names, medical record numbers, doctors, diagnoses, medicines, test results, images, and treatment information. For some individuals, the incident may have also involved their Social Security numbers.

What we are doing and what can you do

Cerner is offering two complimentary services through an identity protection service, Experian, to potentially affected patients. These are identity protection services and 3-bureau credit monitoring for two (2) years to individuals who wish to enroll in credit monitoring. As an additional precaution, Experian will also provide monitoring services known as “Internet Surveillance.” Instructions for how to enroll in the free credit monitoring and identity protection services are included in the letters that were mailed to patients. However, if you believe you were affected but did not receive a letter concerning this incident, please contact 833-918-5697.

For more information

If you have further questions or concerns, or would like to enroll in monitoring services, please call Cerner’s incident response line at 833-918-5697 toll-free Monday through Friday from 8 am – 8 pm Central (excluding major U.S. holidays). Callers will be asked for an engagement number. For adults who received notice letters, the engagement number is B163550. For parents / guardians who received notice letters regarding their minors, the engagement number is B163551.

Please do not hesitate to contact us using the information above if you have any questions.