

NOTICE OF DATA SECURITY INCIDENT

Wilbarger General Hospital (“Wilbarger”) is providing notice to impacted individuals of a recent event via this posting. There is no evidence that any personal information has been or will be misused. The security of personal information is very important to us, and we sincerely apologize for any inconvenience this may cause.

What Happened?

On October 20, 2025, Wilbarger identified suspicious activity associated with its email environment. As soon as we became aware of the activity, we took immediate steps to secure the environment and engaged independent computer forensic experts to assist with an investigation. The investigation determined that an unauthorized actor gained access to an employee’s email account for a short period of time. On November 25, 2025, after reviewing the contents of this employee’s email account, we determined that PHI was present. We are in the process of conducting a thorough review of these files to determine who was impacted and what information was associated with any impacted individuals.

What We Are Doing:

We have taken steps to prevent this kind of event in the future, such as changing passwords and requiring multi-factor authentication for our email environment. We also worked with external cybersecurity specialists to analyze our email systems and are confident it is now secure.

Letters will be mailed as soon as possible to impacted individuals for whom Wilbarger has addresses, which contain more information about the incident, complimentary credit monitoring and identity protection services, and steps individuals can take to protect themselves. We have no evidence that any of the information impacted by this incident has been misused, but we wanted to make you aware of this out of an abundance of caution.

What You Can Do:

We encourage you to remain vigilant against incidents of identity theft by reviewing bank account, Explanation of Benefits and other financial statements. You can also visit the Federal Trade Commission’s website for more information on protecting your identity at consumer.ftc.gov/identity-theft-and-online-security.

For More Information:

If you have questions, please call 1-833-919-9478, Monday through Friday from 7:00 a.m. to 7:00 p.m. Central time. Protecting your information is important to us. We sincerely apologize for any inconvenience this incident may cause you.