

FOR IMMEDIATE RELEASE:

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Hartford Healthcare Confirms Data Breach, Swiftly Taking Action to Protect Patients

Hartford, CT—July 13, 2024—Hartford HealthCare confirms today that it learned about a security data breach in its patient database at 6:03 A.M. The breach resulted in the unauthorized access of confidential doctor-patient information, including our patients' personal identification and credit card details. Our IT and security teams are diligently investigating the full extent of the data breach and implementing measures to protect against further unauthorized access. We are committed to providing transparency as we address this situation.

[“Hartford HealthCare deeply regrets that this incident occurred. We value the trust our patients place in us and take seriously our role in safeguarding our patients' personal and medical information,”](#) said Dr. Ajay Kumar, EVP & Chief Clinical Officer Hartford Healthcare.

Status Updates:

- **Discovery and Initial Response:** The breach was detected two hours ago at 6:03 A.M. Upon discovery, our cybersecurity team immediately isolated the affected systems to prevent further unauthorized access.
- **Assessment and Investigation:** We have commissioned top cybersecurity experts to conduct a rigorous investigation, guaranteeing that the full extent of the breach is determined and the responsible parties are identified.
- **Protection and Mitigation:** We have implemented robust measures to enhance our security protocols. This includes advanced monitoring and fortifying our IT

infrastructure, showcasing our unwavering dedication to preventing future incidents and bolstering our security.

- **Patient Support:** We are proactively informing all affected patients about the breach, offering guidance on monitoring their accounts for suspicious activity, providing complimentary credit monitoring services, and giving direct financial assistance. We have also set up a dedicated support team and are scheduling personalized consultations with affected patients to address their concerns and provide support.

We understand the importance of keeping our patients, staff, and community informed. Hartford Healthcare will provide updates regularly through its social media platforms, including [Facebook](#), [Twitter](#), and [website](#). We take this incident very seriously and are committed to taking all necessary steps to protect our patients' information.

For patients whose information may have been involved, we recommend contacting our dedicated helpline at (860) 987-6543 or email support@hhchealth.org. We appreciate your understanding and support as we navigate this challenging situation.

For media inquiries, please contact:

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About Hartford HealthCare

[Hartford HealthCare is dedicated to providing patients with an exceptional, coordinated care experience and a single, high standard of service.](#)
[Our mission is to improve the health and healing of all. Our vision is to be nationally respected for excellence in patient care and most trusted for personalized coordinated care.](#)

References:

NBC Connecticut. (2020, April 13). *Hartford Healthcare Data Breach may have compromised patient information*. NBC Connecticut.

<https://www.nbcconnecticut.com/news/local/hartford-healthcare-data-breach-may-have-compromised-patient-information/2255019/>

Patients. Hartford HealthCare | CT. (n.d.). <https://hartfordhealthcare.org/patients-visitors/patients>