

Notice of Data Security Incident

Restorix Health, Inc. (“Restorix”) is a healthcare services company that provides wound care management services to hospitals. Restorix is committed to protecting the privacy and security of the personal information we maintain. We are publishing notice of this data security incident so that potentially affected individuals may take steps to protect their information, should they feel it appropriate to do so.

On or around May 30, 2024, Restorix learned that an unauthorized actor obtained access to a Restorix employee’s email account. Upon learning of this issue, we secured the account and commenced a prompt and thorough investigation in consultation with external cybersecurity professionals who regularly investigate and analyze these types of incidents. After an extensive investigation and manual document review, we discovered on November 27, 2024, that some personal and/or protected health information of individuals affiliated with our healthcare partners was contained in the account that was accessed between May 7, 2024 and May 29, 2024. Restorix advised our healthcare partners of this incident on December 18, 2024.

The information involved varied by individual, including first and last name and one or more of the following: date of birth, driver's license number, government identification number, passport number, Social Security number, patient ID number, medical information, prescription information, dates of service, condition, treatment, or diagnosis, certificate and/or license number, and/or health insurance information.

The security and privacy of the information contained within our systems is a top priority for Restorix. In response to this incident, we took immediate steps to secure our systems and engaged third-party forensic experts to assist in the investigation. Further, we are implementing additional cybersecurity safeguards, as needed, enhancing our employee cybersecurity training, and improving our cybersecurity policies, procedures, and protocols to help minimize the likelihood of this type of incident occurring again.

Restorix is providing notice to individuals whose information was determined to be contained in the impacted email account to the extent we have valid mailing addresses, commencing on February 14, 2025. Notified individuals can take precautionary measures to protect their personal information, including placing a fraud alert and/or security freeze on your credit files, and/or obtaining a free credit report. Additionally, you should always remain vigilant in reviewing your financial account statements, credit reports and explanation of benefits statements for fraudulent or irregular activity on a regular basis.

If an individual does not receive a letter but would like to know if they are potentially affected, or for questions regarding the incident, please call 1-833-799-4480. The response line is staffed with professionals familiar with this incident and knowledgeable about what you can do to protect against misuse of your information. The response line is available Monday through Friday, 9:00AM to 9:00PM Eastern Time.

This notice is being provided on behalf of the covered entities identified at the following locations:

East Jefferson General Hospital- 4200 Houma Blvd., Metairie, LA 70006

Touro Infirmary- 1401 Foucher St., New Orleans, LA 70115

New Orleans East Hospital- 5620 Read Blvd., New Orleans, LA 70127