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# NEWS RELEASE

*For Immediate Release*

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**Our Lady of the Angels Offers Credit Monitoring to Notified Patients**

Bogalusa, LA – Our Lady of the Angels Hospital has learned that a former employee improperly accessed 1,140 patient records from the date they acquired the hospital on March 17, 2014, until July 25, 2017. After a thorough investigation, Our Lady of the Angels is notifying patients whose data may have been improperly viewed. The investigation did not find any evidence that the former employee used or shared any personal information improperly. The individual was terminated upon discovery.

“Patient privacy is a top priority and we have a zero tolerance policy for employees who improperly access patient data,” said Rene Ragas, President and CEO, Our Lady of the Angels Hospital. “We deeply regret that this happened and we are committed to doing the right thing. We have no evidence indicating that any individual’s personal information has been utilized or misused, but, out of an abundance of caution and transparency, we are proactively informing those who may have been impacted by this incident.”

The hospital is fully committed to ensuring the safety and security of its patients and their medical records. Our Lady of the Angels Hospital is offering 12 months of credit monitoring services, free of charge, to people whose data may have been improperly viewed. To help prevent any incidents like this from occurring in the future, the hospital is reviewing its policies, revising its audit processes, and providing additional education to all employees regarding the privacy and security of confidential patient information.

**What Information Was Involved**

The information contained within medical records includes names, addresses, insurance information, phone numbers, social security numbers, dates of birth, gender, diagnosis, dates of services, places of services and certain clinical information such as orders, medications, test results and clinical abstracts.

**Recommended Steps to help Protect your Information**

**Review your credit reports.** To obtain a free annual credit report, go to [www.annualcreditreport.com](http://www.annualcreditreport.com) or call 1-877-322-8228.

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**Place Fraud Alerts** with the three credit bureaus. The contact information for all three bureaus is as follows:

### Credit Bureaus

Equifax Fraud Reporting  
1-800-525-6285  
P.O. Box 740256  
Atlanta, GA 30374-0241  
[www.alerts.equifax.com](http://www.alerts.equifax.com)

Experian Fraud Reporting  
1-888-397-3742  
P.O. Box 9554  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)

TransUnion Fraud Reporting  
1-800-680-7289  
P.O. Box 2000  
Chester, PA 19022-2000  
[www.transunion.com](http://www.transunion.com)

It is necessary to contact only ONE of these bureaus and use only ONE of these methods. As soon as one of the three bureaus confirms your fraud alert, the others are notified to place alerts on their records as well. You will receive confirmation letters in the mail and will then be able to order all three credit reports, free of charge, for your review.

**Security Freeze.** By placing a security freeze, someone who fraudulently acquires your personal identifying information will not be able to use that information to open new accounts or borrow money in your name. You will need to contact the three national credit reporting bureaus listed above in writing to place the freeze. Keep in mind that when you place the freeze, you will not be able to borrow money, obtain instant credit, or get a new credit card until you temporarily lift or permanently remove the freeze. The cost of placing the freeze varies by the state you live in and for each credit reporting bureau. The Credit Bureau may charge a fee of up to \$5.00 to place a freeze, lift, or remove a freeze.

**You can obtain additional information** about the steps you can take to avoid identity theft from Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW Washington, DC 20580, <https://www.consumer.ftc.gov/>, 1-877-IDTHEFT (438-4338), 1-866-653-4261 (TTY). The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them.

For more information please call Our Lady of the Angels toll free call center at 855-899-2095, 7:00 a.m. – 7:00 p.m., or 985-730-6700, 8:00 a.m. – 5:00 p.m. Monday through Friday.

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