The University of Texas at Austin
UT Health Austin

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To our UT Health Austin patients who visit Ascension or Dell Children's clinics or hospitals,

A data-breach occurred within two of Ascension and Dell Children's legacy websites Seton.net and DellChildrens.net. Please be assured that no UT Health Austin data was compromised because UT Health Austin operates separate and independent systems and websites. But if you see, or have seen, a UT Health Austin provider within an Ascension or Dell Children's clinic, or through one of our partner programs, your data may have been affected.

We have received the information below from Ascension and Dell Children's to inform and guide you on what happened and what steps they are taking to assist affected individuals. If you have additional questions, please contact the Ascension/Dell Children's dedicated assistance line, toll-free at (866) 547-1504, Monday through Friday, between 8:00 a.m. and 5:30 p.m. Central time, excluding major U.S. holidays.

**Information provided by Ascension and Dell Children's Medical Center:**

**Ascension and Dell Children's Notification of Data Breach**

We worked closely with Vertex to investigate and understand what information was affected. Vertex hired a forensic investigator to review how access to encrypt the information was obtained. Vertex also notified law enforcement about the event and is continuing to cooperate with them. Due to the nature of the incident and the encryption, we do not have details about affected information. However, demographic information such as name, address, email address, phone number, insurance information, Social Security number (or tax identification number), or other clinical information would have been affected if this information was provided to us by individuals on the legacy websites, Seton.net and DellChildrens.net. At this time, we do not believe that any information was removed from the affected systems or that it has been misused or shared. Ascension networks and medical record systems were not affected by this incident.

We take the protection and safeguarding of information seriously and have taken steps to ensure this kind of incident does not happen again. We reviewed our processes for vendor hosted websites and shut down the affected sites, creating new ones hosted by Ascension, as well as reviewed the type of information collected on these sites.

Ascension notified affected individuals and provided complimentary credit and identity theft protection services to those who had Social Security numbers, credit card information and/or insurance numbers impacted by the incident. We also recommended individuals review credit and identity theft protection measures. We have also reported this incident to the Office for Civil Rights in accordance with our obligations under the HIPAA Rules and other regulatory agencies as required.

If you have additional questions, please contact the dedicated assistance line, toll-free at (866) 547-1504, Monday through Friday, between 8:00 a.m. and 5:30 p.m. Central time, excluding major U.S. holidays.
https://healthcare.ascension.org/public-notices