

-For Immediate Release

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Piedmont Healthcare, Inc. Addresses Blackbaud Data Security Incident

Atlanta (September 11, 2020) – Piedmont Healthcare, Inc. (“Piedmont”) announced today that it is mailing letters to some of its patients advising them of a data security incident that occurred at one of its vendors, Blackbaud, Inc. (“Blackbaud”). Blackbaud is a third-party management services provider used by The Piedmont Healthcare Foundation (the “Foundation”) in connection with its fundraising activities. Piedmont began mailing letters on September 11, 2020.

On July 16, 2020, Blackbaud informed the Foundation it discovered that an unauthorized individual had gained access to Blackbaud’s systems between February 7 and May 20, 2020. Blackbaud further advised that the unauthorized individual may have acquired backup copies of databases used by its customers, including a backup of the database the Foundation uses for fundraising efforts. Piedmont immediately took steps to understand the extent of the incident and the data involved.

Based on Piedmont’s review of the affected database, Piedmont has reason to believe that it contained patient names, demographic information (including addresses, phone numbers, and email addresses), medical record numbers, the Piedmont facility where care was administered, physician names, and/or some diagnosis information.

Importantly, Blackbaud has informed Piedmont that Social Security numbers, and financial and credit card account information were encrypted, and therefore were not accessed by the unauthorized individual. Also, this incident did not involve any access to Piedmont’s medical systems or electronic health records.

Piedmont has established a dedicated call center to answer any questions about this incident, at 1-866-925-2023, from 8:00 a.m. to 5:30 p.m. Central Time, Monday through Friday, excluding major U.S. holidays. For individuals who believe they may have been affected, Piedmont recommends that you review the statements you receive from your healthcare providers. If you see services you did not receive, please contact the provider immediately.

Piedmont takes this matter very seriously and regrets any negative impact or inconvenience this incident may cause to its patients. To help prevent something like this from happening again, Piedmont is undertaking a review of how its information is stored with Blackbaud and evaluating its security safeguards.

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About Piedmont Healthcare

Piedmont Healthcare empowers communities to connect with safe and high-quality care, conveniently, every step of the way. Our promise is to make a positive difference in every life we touch and today we are creating a destination known for the best clinicians and a safe one-of-a-kind experience that always puts patients first. Founded in 1905, we are a private, not-for-profit organization with over 23,000 employees caring for 2.7 million patients across 800 locations and serving communities that comprise 70 percent of Georgia's population. Piedmont provides safe, convenient and high-quality care across 11 hospitals, 34 Piedmont Urgent Care centers, 25 QuickCare locations, 555 Piedmont Clinic physician practice locations and more than 2,500 Piedmont Clinic members. In 2019, Forbes listed us as one of the Top10 Employers in Georgia, Piedmont became Great Place to Work-Certified™, which was repeated in 2020. In FY 2019, Piedmont provided \$340 million in uncompensated care and community benefit programming to the communities we serve. For more information, visit piedmont.org.