

Notice of Oracle Health / Cerner Incident

Notifications are being provided regarding a recent incident experienced by our third-party electronic health record (EHR) vendor, Cerner.

What happened

Cerner learned that an unauthorized third party gained access to and obtained data that was maintained by Cerner. Upon learning of the incident, Cerner initiated its critical incident response process, took steps to secure the impacted systems, began an investigation, and engaged external cybersecurity specialists, and reported the incident to law enforcement. Cerner determined through an investigation that, at least as early as January 22, 2025, an unauthorized third party gained access to information on legacy Cerner systems. Cerner notified us of this incident on October 20, 2025. Cerner later informed us that law enforcement investigators directed a delay in notifying patients, as well as hospital customers, about this incident because it could have impeded their investigation.

Note – this incident **did** not involve our computer systems and did **not** disrupt patient care.

What information was involved

On January 26, 2026, we completed our analysis of the list of patients whose information may have been involved in this incident, following a complex data review and analysis. The information involved in the Cerner incident may have included names, medical record numbers, doctors, diagnoses, medicines, test results, images, and treatment information.

What we are doing and what can you do

Cerner is offering two complimentary services through an identity protection service, Experian, to potentially affected patients. These are identity protection services and 3-bureau credit monitoring for two (2) years to individuals who wish to enroll in credit monitoring. As an additional precaution, Experian will also provide monitoring services known as “Internet Surveillance.” Instructions for how to enroll in the free credit monitoring and identity protection services are included in the letters that were mailed to patients. However, if you believe you were affected but did not receive a letter concerning this incident, please contact 833-931-7699.

For more information

If you have further questions or concerns, or would like to enroll in monitoring services, please call Cerner’s toll-free, incident response line at 833-931-7699, Monday through Friday, from 8 am – 8 pm, Central (excluding major U.S. holidays). Callers will be asked for an engagement number, which is B160304.

Please do not hesitate to contact us using the information above if you have any questions.