

Notice to our Patients of Privacy Incident at Benson Hospital

TMC Health is committed to protecting the security and confidentiality of our patients' information. Regrettably, this notice concerns an incident involving some of that information.

On July 16, 2026, the Compliance Department at Benson Hospital learned that paper files containing patient information was discovered missing from a storage location on the Benson Hospital premises. Benson Hospital immediately began an investigation and determined that some of the files contained patient information, which may have included patients' names, dates of birth, addresses, medical record numbers, treatment information, provider information, test results, and other clinical information related to blood transfusion services occurring at Benson Hospital. Social Security Numbers were *not* included in the missing paper files.

TMC Health has no reason to believe that any patient information has been accessed or used inappropriately; however, as a precaution, we began mailing letters to affected patients on August 26, 2026. We have established a dedicated call center to answer any questions patients may have. If you believe you are affected and have not received a letter by September 26, 2026, please call 1-833-878-7594, Monday through Friday between 8:00 a.m. and 4:00 p.m. Mountain Standard Time.

We recommend that affected patients review the statements they receive from their health insurer. If they see services that they did not receive, please contact the insurer immediately.

We deeply regret any inconvenience and concern this may cause our patients. To help prevent something like this from happening in the future, TMC Health is reinforcing training with all individuals responsible for the secure storage and maintenance of files containing any patient information. Benson Hospital has also strengthened storage procedures for records containing protected health information.