



[Home](#) > [Your Health System](#) > [Notice Of Cybersecurity Incident](#)

Notice of Cybersecurity Incident

North Oaks Health System takes the confidentiality and security of our patients' information very seriously. Regrettably, we recently addressed a cybersecurity incident involving some of that information. This notice explains the incident and the measures we have taken in response.

On June 4, 2025, we became aware of suspicious activity associated with certain employee email accounts. Upon identifying the activity, we promptly took steps to secure the accounts and began our investigation. We also reported the incident to law enforcement. The investigation revealed that an unauthorized person accessed a subset of emails and attachments within certain employee email accounts between May 28, 2025 and June 5, 2025.

We analyzed the emails and attachments the unauthorized actor viewed and determined that patient information was involved. The information involved varied by individual, but may have included demographic information, including names and dates of birth, health insurance information, clinical information relating to patient care at North Oaks, and, in some instances, Social Security numbers.

We are mailing letters to individuals whose information was involved in the incident and offering those individuals with Social Security numbers involved complimentary credit monitoring and identity theft protection services. If you believe you were affected by this incident and do not receive a letter by October 2, 2025, please call our dedicated, confidential call center, which is available at 866-559-4681, 8:00 am – 5:30 pm, Central Time, Monday through Friday, excluding major U.S. holidays.

We want to assure you that we take this matter very seriously and regret any concern this may cause you. To that end, we continue to make significant investments in technology, education, and other resources. To help prevent something like this from happening again, we are enhancing our security protocols and technical safeguards to further protect and monitor our systems, as well as bolstering employee cybersecurity awareness through ongoing employee training.

Your Health System

FROM THE CEO

BOARD OF COMMISSIONERS

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AWARDS AND HONORS

ANNUAL REPORT

NORTH OAKS FOUNDATION



COMMUNITY RESOURCES



15790 Paul Vega, MD, Drive
Hammond, LA 70403

FIND A PROVIDER

PATIENTS & VISITORS

COMMUNITY RESOURCES

GIVING

MEDICAL SERVICES

PRICE TRANSPARENCY

CONTACT US

BLOG

LOCATIONS

CLASSES & EVENTS

CAREERS

SUPPLIER PORTAL

LANGUAGE ASSISTANCE SERVICES Language assistance services are available to you free of charge. Call 1-985-230-1346 (TTY: 7-1-1). Español (Spanish), Français (French), Tiếng Việt (Vietnamese), 繁體中文 (Chinese), العربية (Arabic), Tagalog, 한국어 (Korean), Português (Portuguese), ພາສາລາວ (Lao), 日本語 (Japanese), اردو (Urdu), Deutsch (German), فارسی (Farsi), Русский (Russian), ภาษาไทย (Thai)

NOTICE OF PRIVACY PRACTICES This notice describes how health information about you may be used and disclosed and how you can get access to this information.
NOTICE OF NONDISCRIMINATION It is our policy to provide a work environment free of discrimination without regard to race, color, national origin, ancestry, gender, pregnancy, marital status, religious creed, disability, age or any other legally protected criteria. This policy affects decisions including, but not limited to, hiring, transfers, promotion, demotion, termination, training, and development, working conditions, compensation, benefits education and other privileges of employment.

ANTI-HARASSMENT POLICY: In addition, it is our policy to maintain an environment free of sexual harassment and intimidation. North Oaks shall not tolerate any form of sexual harassment committed by or against any person engaged in or affected by the operation of the health system. Any employee who violates this policy will face appropriate disciplinary action. **FIGHT FRAUD** To report instances of fraud, please contact the Louisiana Legislative Auditor (LLA) Hotline.