



## Reporting an Information Security Incident Notice

The Compliance Officer with the assistance of Four Winds Network Services responds to and investigates information security incidents related to misuse or abuse of NeighborMD information and information technology resources. An information security incident is defined as *an event, whether electronic, physical, or social that adversely impacts the confidentiality, integrity, or availability of NeighborMD data or information systems; or a real or suspected action, inconsistent with NeighborMD's Privacy or Acceptable Use policies.*

Information Security Incidents can be reported to the Compliance and Privacy Officer by sending an e-mail to [scarlet.wheeler@neighbormd](mailto:scarlet.wheeler@neighbormd) or calling 855.906.3553.

For more information about information security incident management please see NeighborMD's Security Incident Response Procedures, Standards, and Guidelines.

### **REPORTING HIPAA VIOLATIONS OR THE EXPOSURE OF RESTRICTED DATA**

HIPAA (Protected Health Information) violations or the potential unauthorized exposure of Restricted Data such as Protected Health Information (PHI) or Personal Identification Information (PII) must be reported to NeighborMD's Compliance and Privacy Officer.

### **REPORTING SPAM, PHISHING OR EMAIL ABUSE**

- Phishing scams targeting NeighborMD's staff or should be reported to [support@fourwindsnetworkservices.com](mailto:support@fourwindsnetworkservices.com)
- Email abuse should be reported to [support@fourwindsnetworkservices.com](mailto:support@fourwindsnetworkservices.com)
- Unsolicited spam email should be reported [support@fourwindsnetworkservices.com](mailto:support@fourwindsnetworkservices.com)