



PIERSON FERDINAND

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April 9, 2024

**Via Online Submission**

Attorney General Aaron Frey  
Office of the Attorney General  
6 State House Station  
Augusta, ME 04333

**Re: ESO Solutions, Inc. - Data Security Incident**

Dear Attorney General Frey:

As you are aware, the undersigned represents ESO Solutions, Inc. (“ESO”), a provider of software services which help hospitals and healthcare systems improve operations, quality, and patient outcomes. On December 18, 2023, ESO provided you notice of a security incident and informed you that Maine residents were impacted.

This incident impacted data belonging to patients associated with ESO’s customers, including certain personal information and medical treatment information. Since that time, ESO has continued to issue notification on a rolling basis to impacted individuals up to and including on March 1, 2024.

Please accept this letter as a supplement to our prior notification intended to update you on the amount of residents notified in this jurisdiction. With respect to customers that have authorized ESO to make regulatory disclosures on their behalf, the incident impacted the personal, medical or healthcare information of approximately 499 residents of this jurisdiction. The incident did not impact the Social Security Numbers or financial account information of 141 of those residents notified in this jurisdiction.

Appendix A lists the impacted ESO customers that have requested that we provide notice to this office.

**For more information:** Please do not hesitate to contact us if you have any questions regarding this letter. You may also contact our impacted customers directly at the contacts listed in Appendix A.

Very truly yours,



PIERSON FERDINAND

/s/ Maryam Meseha

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Maryam M. Meseha, Esq.



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**Appendix A: Impacted ESO Customers Giving Notice to Maine**

Facility Name	Residents with Impacted SSNs	Total Impacted Maine Residents
Alaska Regional Hospital	0	2
Ascension Seton Highland Lakes	1	1
Ascension Seton Williamson	1	1
Atrium Health Cabarrus	0	1
Atrium Health Carolinas Medical Center	0	3
Atrium Health Wake Forest Baptist	0	2
Aventura Hospital and Medical Center	0	1
Baptist Health Care Inc successor by merger of Baptist Hospital Inc and Baptist Health Care Corporation	1	1
Baptist Memorial Hospital - DeSoto	0	1
Baptist Memorial Hospital - Golden Triangle	3	3
Bayfront Health Brooksville	1	1
Bayfront Health Spring Hill	1	1
Bayfront Health St Petersburg	16	16
Blake Medical Center	3	3
Brandon Regional Hospital	0	1
Dell Seton Medical Center at The University of Texas (Brackenridge)	1	4
Delray Medical Center	7	7
Desert View Hospital	1	1
Doctors Hospital of Sarasota	0	2
Duke University Hospital (NC)	0	1
ECU Medical Center	0	6
Englewood Community Hospital	5	5
ESO EMS Agency	114	173
Fawcett Memorial Hospital	2	3
Forrest General Hospital	1	2
Halifax Health	23	23
HCA FL Citrus Hospital	7	7
HCA Florida North Florida Hospital	0	1
HCA Florida Ocala	3	10
Health First Cape Canaveral Hospital	6	6
Health First Holmes Regional Medical Center	27	27
Highland Community Hospital	1	1
Jacksonville Memorial Hospital	0	1
JFK MEDICAL CENTER	1	1



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Kendall Regional Medical Center	1	2
Lake City Medical Center	1	2
Lakeland Regional Health Medical Center	16	16
Largo Medical Center	2	4
Lawnwood Regional Medical Center and Heart Institute	11	13
Lee Memorial Hospital	11	11
Lower Keys Medical Center	2	2
Manatee Memorial Hospital	4	4
Mat-Su Regional Medical Center	0	1
Medical Center of Trinity	0	3
Melbourne Regional Medical Center	2	2
Memorial Hospital at Gulfport	4	4
Memorial Hospital of Tampa	1	1
Memorial Regional Hospital	3	3
Merit Health Biloxi	0	1
Merit Health Rankin	1	1
Merit Health River Oaks	0	1
MH Mission Hospital, LLLP	0	6
Mississippi Baptist Medical Center	0	1
Mount Sinai Medical Center	1	1
Northside Hospital & Tampa Bay Heart Institute	2	2
Northside Hospital and Tampa Bay Heart Institute	1	1
Oak Hill Hospital	1	4
Orange Park Medical Center	2	3
Orlando Health	6	6
Palm Bay Hospital	1	1
Palms of Pasadena Hospital	2	2
Palms West Hospital	0	2
Physicians Regional - Collier Boulevard	2	2
Physicians Regional - Pine Ridge	2	2
Plantation General Hospital	1	1
Providence Alaska Medical Center	0	3
Providence Kodiak Island Medical Center	0	2
Providence Valdez Medical Center	0	1
Raulerson Hospital	1	1
Regional Medical Center Bayonet Point	10	10
Rockledge Regional Medical Center	1	1
SACRED HEART HOSPITAL	0	1



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SARASOTA MEMORIAL HOSPITAL - TC	5	6
Shorepoint (Bayfront) Health Port Charlotte	1	1
SIERRA VISTA HOSPITAL	0	1
South Bay Hospital	1	1
St Lucie Medical Center	1	1
ST MARYS MEDICAL CENTER	12	12
St Petersburg General Hospital	1	1
St. Lucie Medical Center	2	2
St. Petersburg General Hospital	1	2
Tallahassee Memorial Healthcare	3	3
Tampa General Hospital	1	1
University of Florida Health (FKA Shands Healthcare)	6	6
University of Florida Health in Jacksonville	4	6
University of New Mexico Hospitals (Dup of UNM account)	0	1
UNM Sandoval Regional Medical Center	0	1
WakeMed Raleigh Campus (NC)	0	7
West Marion Community Hospital	2	3
Westside Regional Medical Center	0	1