

Dear Senator Ingwerson, Representative Meyer and Honorable Members of the Health and Human Services Committee. My name is Anne White, I live in Greene and am an AARP volunteer. I am writing in favor of LD 2103, An Act Requiring Hospitals to Adopt Cybersecurity Plans. Thank you for the opportunity to express my opinion regarding this bill.

In April 2025, I was diagnosed with Squamous Cell Carcinoma of the tonsil and because I was unhappy with the delay in this diagnosis which I felt was partially caused by my previous Primary Care Practitioner (who was unaffiliated with Central Maine Healthcare), I was happy to learn there was a new PCP in Auburn who was taking patients. I called Central Maine Healthcare and scheduled my new patient appointment for June 2025.

A few days before my appointment, the office called to cancel and said I would hear back within two weeks. After hearing nothing for three weeks, I called back but found it difficult to reach anyone who could help. I couldn't reach the actual doctor's office and although the main switchboard offered to have them call me, I didn't get a call.

During this time, I had undergone surgery and was recuperating and waiting to learn the pathology results from lymph nodes removed during a neck dissection. Already concerned about my health, this issue added to my stress and worry since I was in between PCPs and unclear who to contact if I needed a new referral. In the end, I was lucky that I was finally able to connect with someone in the office, had my appointment and am happy with my new PCP.

I think this bill would help to prevent the confusion and worry that I and many others experienced during the cyber outage when unable to reach the hospital. My hope is that with the preparation suggested in LD 2103, the hospital will be able to respond to future attacks with better communication for their patients and clients.

Thank you for taking the time to hear my testimony. I hope you will vote to pass LD 2103.