

To Our Valued Patients:

Your health and safety has always been Memorial City Urgent Care, PLLC's top priority. We recognize that your overall well-being extends beyond medical care and includes the protection of your personal information, so we have stringent information security protocols and systems to protect your personal data. Unfortunately, we recently discovered that on or about September 24th, 2020, a now ex-employee inappropriately transported data containing patient information.

The data that was inappropriately transported contained information about individuals who had engaged with Memorial City Urgent Care, PLLC via phone. Included in this data was: (i) personal information including names, birthdates phone numbers, other identifying information; and (ii) medical information limited to symptoms described by callers over the phone. Based on what we know now, there is no evidence that financial information and/or other medical information (such as claims, test results or diagnostic codes) was compromised.

Upon discovery of the transgression, we immediately took action to thoroughly investigate the situation, recovered and secured the data. We retained third party forensic analysts to determine if and how the data was accessed, and they concluded the data was not distributed or viewed by anyone beyond the former employee. The former employee has also provided a sworn affidavit attesting that they did not distribute or provide access to this information. While the investigation is ongoing, we believe that the breach is limited to the former employee and have no reason to believe that anyone else had access to this information. Also, the breach affects patients who contacted us by phone during the months of June, July, August or September of 2020 and affects less than 1% of the patient population.

Memorial City Urgent Care, PLLC has established a dedicated toll-free number for concerned parties to call if they have questions related to this incident. That number is: 855-694-9556.

Memorial City Urgent Care, PLLC also encourages you to monitor your account statements, EOBs, and credit bureau reports. The Fair Credit Reporting Act (FCRA) requires each of the nationwide credit reporting companies—Equifax, Experian, and TransUnion—to provide you with a free copy of your credit report once every 12 months. You can access your free reports at <https://www.annualcreditreport.com/index.action>.

We wish to apologize to you for what has happened, as we know you expect Memorial City Urgent Care, PLLC to protect your sensitive information. Your information privacy is very important to us and we will continue to do everything we can to correct this situation, monitor our employees, provide additional training and fortify our operational protections for you and others.

Sincerely,

HIPAA COMPLIANCE TEAM