



Dear Patients,

Desert Care Family & Sports Medicine's ("Desert Care") commitment to patient privacy. We take patient privacy very seriously, and it is important to us that you are made fully aware of a potential privacy issue. We have learned that your personal information may have been compromised.

Ransom ware infected Desert Care's server in August 2016, effectively encrypting all of data contained on the server, including patient records. Desert Care has notified local police and the FBI of the attack. In addition, Desert Care has taken its server to several IT specialists, but they have been unable to break the ransom ware's encryption. As a result, the server remains locked and encrypted by the ransom ware, and patient records are unavailable.

Desert Care does not know if your personal information has been exposed. Ransom ware is used to extort money, so it does not typically exfiltrate, copy or disclose the data on a system. We have not received any indication that the information on the server has been accessed or used by an unauthorized individual, but Desert Care cannot be sure of this, so it is providing you with this notice out of an abundance of caution.

We are keenly aware of how important your personal information is to you. The server contained patient's full name date of birth, home address, account number, diagnosis, types of treatment information, disability codes, etc. Again, we do not know if any of this information has been compromised, but we want to keep you informed.

We recommend that you take immediate steps to protect yourself, such as:

- Register a fraud alert with the three credit bureaus listed here and order credit reports:
  - Experian:
    - Online:  
[https://www.experian.com/consumer/cac/FCRegistration.do?alertType=INITIAL\\_ALERT](https://www.experian.com/consumer/cac/FCRegistration.do?alertType=INITIAL_ALERT)
    - Mail: National Consumer Assistance, P.O. Box 9554, Allen, TX 75013
    - Telephone: 888-397-3742

- TransUnion:
  - Online: <https://fraud.transunion.com/fa/fraudAlert/landingPage.jsp>
  - Mail: Fraud Victim Assistance Department, P.O. Box 2000 Chester, PA 19016-2000
  - Telephone: 1-800-680-7289
- Equifax:
  - Online: [https://www.alerts.equifax.com/AutoFraud\\_Online/jsp/fraudAlert.jsp](https://www.alerts.equifax.com/AutoFraud_Online/jsp/fraudAlert.jsp)
  - Mail:
    - Equifax Credit Information Services, Inc., PO 740241, Atlanta, GA 30374-0241
    - Fraud Victim Assistance Department, Consumer Fraud Division P.O. Box 740256, Atlanta, GA 30374
  - Telephone: 1-888-766-0008 or 1-800-525-6285
- You should also closely monitor all account statements, explanation of benefit statements, medical and/or credit card bills.
- You may also wish to contact the Consumer Protection Division of the Arizona Attorney General's Office: <https://www.azag.gov/identity-theft>
- You may also wish to contact the Federal Trade Commission's Fraud Victim Assistance Department:
  - Online: [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)
  - Telephone: 1-877-ID-THEFT

Desert Care is taking steps to mitigate any data disclosure and to prevent any future incidents. The ransomware attack was reported to the authorities and we fully intend to cooperate with any investigations. In addition, we are conducting our own forensic investigation into the attack. We are also updating our technology and policies to prevent future incidents.

We understand that this may pose an inconvenience to you. We sincerely apologize and regret that this situation has occurred. Desert Care is committed to providing quality care, including protecting your personal information, and we want to assure you that we have policies and procedures to protect your privacy.

If you have any questions, please contact **1-844-429-0578**.

Sincerely, Desert Care Family & Sports Medicine