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### **Further Information Regarding Data Incident**

Dear <<Name 1>>,

In follow-up to my September 24, 2016 letter to you, I am writing to provide you with further information about the security incident involving my electronic medical record system provider.

#### **What Happened?**

On August 22, 2016, I received confirmed notice from my electronic medical record provider that their electronic system was subject to a malware attack on July 26, 2016. They became aware of the incident on July 27, 2016, and I am informed that they promptly took action to secure their systems.

I immediately requested further information to understand what happened and to determine which, if any, of my patients were affected. On September 14, 2016, I was provided further detail of the events, and learned that the company, Marin Medical Practice Concepts, Inc. (MMPC), experienced a ransomware infection.

Ransomware is a type of malware which restricts access to the computer system that it infects, and demands that a ransom be paid to the creator of the malware to remove the restriction. The third party forensic IT firm hired to investigate this incident found *no* evidence that patient information was viewed, transferred or accessed. However, during the restoration process of their system, MMPC has informed me that one of their backup systems failed causing the loss of consultation notes between July 11, 2016 and July 26, 2016. Given these events, I wanted to notify you of this matter.

#### **What Information Was Involved?**

The electronic record system contains your full name, address, telephone number, date of birth, gender, race, social security number (if provided to us), medical history, prescriptions, diagnoses, insurance and health visit information, emergency contact information, and charges and payments. The system does *not* contain personal financial information (i.e. no credit card nor bank information).

If you visited me between July 11, 2016 and July 26, 2016, those visits' consultation notes were lost in the recovery process. This information only included what was gathered during the visit: vital signs, clinical history, documentation of your physical examination, and any records of the communication between us. The results of any diagnosis testing you received were not affected and you do not need re-examination. Importantly, we are able to recreate the notes from the records restored.

#### **What We Are Doing:**

Upon confirmation of this incident, I am notifying you of the breach. Further, I have followed up on the steps taken by MMPC and received confirmation that they have notified law enforcement and secured their network.

**What You Can Do:**

Though there is no evidence that patient information was viewed, transferred nor accessed, given the breadth of information on the system, I understand you may want to call the three major credit agencies and place a 90 day fraud alert on your accounts. If so, their contact information is:

<b>Equifax</b> P.O. Box 740241 Atlanta, GA 30374 1-888-766-0008  <a href="https://www.alerts.equifax.com/AutoFraud_Online/jsp/fraudAlert.jsp">https://www.alerts.equifax.com/AutoFraud_Online/jsp/fraudAlert.jsp</a>	<b>Experian</b> P.O. Box 9532 Allen, TX 75013 1-888-397-3742  <a href="https://www.experian.com/?fraud/center.html">https://www.experian.com/?fraud/center.html</a>	<b>TransUnion</b> P.O. Box 1000 Chester, PA 19022 1-800-680-7289  <a href="https://fraud.transunion.com/fa/fraudAlert/landingPage.jsp">https://fraud.transunion.com/fa/fraudAlert/landingPage.jsp</a>
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Free credit reports are also available every year from each of these three agencies at: [www.annualcreditreport.com](http://www.annualcreditreport.com)

**For More Information:**

The protection and privacy of your information is a top priority in my practice. After 20+ years of close relationships with my patients, I have no words to express how devastating it is to have had this happen. If you have any questions or concerns, please contact us at toll free number **844-512-9006**; or by mail at 1300 South Eliseo Drive, Suite 201, Greenbrae, CA 94904.

Sincerely,



Anne M. Cummings, M.D.