



<<Date>> (Format: Month Day, Year)

<<first_name>> <<middle_name>> <<last_name>> <<suffix>>
<<address_1>>
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<<city>>, <<state_province>> <<postal_code>>
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Dear <<first_name>> <<middle_name>> <<last_name>> <<suffix>>,

Rancho Family Medical Group (“Rancho Family Medical” or “we”) writes to inform you of a data security incident involving the potential unauthorized access to your personal information. This incident relates only to patients that were treated in a hospital by providers of Rancho Family Medical and only pertains to a subset of such patients’ information.

What happened?

On January 11, 2024, KMJ Health Solutions (“KMJ Health”), a third-party technology partner of Rancho Family Medical, informed us that a data security event previously reported as a server outage may have resulted in unauthorized access to individuals’ personal information. This security event occurred on or around November 19, 2023.

We have no evidence at this time that individuals’ information was viewed or has been misused. However, we are notifying potentially impacted individuals out of an abundance of caution.

What potential information was involved?

KMJ Health Solutions has not been able to share with us the extent of data that was potentially accessed on its server.

The following types of your personal information may have been affected: name, date of birth, hospital medical record number, hospital treatment location, date of service, and procedure medical code.

What has been done to address this?

We take the security of the data entrusted to us very seriously. Upon learning of this incident from KMJ Health, we discontinued use of the affected service. We have been working to determine the extent of the incident both independently and with KMJ Health so that we can better inform our patients. KMJ Health informed us that the impacted server was “wiped and re-imaged” in an effort to resolve the incident.

What should I do?

Rancho Family Medical encourages you to remain vigilant against incidents of identity theft and fraud by regularly reviewing your account statements and monitoring your credit reports for suspicious activity. Under U.S. law, consumers are entitled to one free credit report annually from the three major credit reporting bureaus. Additionally, individuals also have the right to place an initial or extended “fraud alert” or “credit freeze” on a credit report.

To contact any of the three credit reporting bureaus:

Experian: (888) 397-3742; www.experian.com

TransUnion: (800) 916-8800; www.transunion.com

Equifax: (888) 378-4329; www.equifax.com

For More Information

We greatly value your privacy and regret that this third-party incident occurred. If you have any questions, you may contact us via e-mail at communications@ranchomed.com or by addressing a letter to our postal address, Rancho Family Medical Group, 41923 Second Street, Suite 204, Temecula, California 92590.

Sincerely,

A handwritten signature in black ink, appearing to read 'AZ', with a stylized flourish at the end.

Arett Zartarian
Chief Operating Officer
Rancho Family Medical Group