



1026-B W. West Covina Parkway  
West Covina, CA 91790  
(626) 962-5868

[DATE]

[PATIENT NAME]

[ADDRESS 1]

[CITY] [STATE], [ZIP]

December [ ], 2017

RE: NOTICE OF DATA BREACH

Dear [ ]:

We are writing to inform you of a data breach that affected a limited amount of your patient information.

**What Happened?**

Early on the morning of November 6, 2017, the network server at Golden Optometric was infected with a variant of the “CrySiS” ransomware virus, which encrypted a limited number of files on its local drives. We discovered this attack within hours of its occurrence and promptly engaged IT specialists to evaluate the situation. The IT specialists determined that the network intrusion was brief and that there was no evidence that any files had been removed.

Since that time, we have been working diligently to identify and contact those patients with information affected by the incident.

**What Information Was Involved?**

Based upon our investigation, we determined that the affected files included government reporting documents, excused absence letters to patients’ employers/schools, and letters we send to other health care providers when we refer our patients to other providers for care or treatment. These documents generally included patient names, dates of birth, provider names, dates of service, purpose of the provider visit, blood pressure test results, diagnoses, medical record numbers, and health insurance subscriber identification numbers.

Importantly, the ransomware did not affect any of the electronic health records we maintain and no Social Security number, bank account information, credit card information, financial account information, or drivers' license number of any patient was impacted. Please note that all of our electronic health records are maintained on secure, encrypted servers.

**What We Are Doing.**

We have removed all affected files from our local drive and we now maintain all of our patient-identifiable information on secure, encrypted servers. We have also recovered complete and accurate copies of all affected files through our data back-up systems.

**What You Can Do.**

We are not aware of any evidence that your information was improperly acquired or used. Nevertheless, we recommend that you review your Explanation of Benefits statements for any questionable items. An Explanation of Benefits statement comes in the mail, often marked "This is not a bill." It lists the medical services received by you or anyone covered by your plan. If you see a service that you did not receive, follow up on it with your insurer or plan. For more on medical identity theft, see First Aid for Medical Identity Theft: Tips for Consumers, at [www.oag.ca.gov/privacy/info-sheets](http://www.oag.ca.gov/privacy/info-sheets).

**For More Information.**

We sincerely regret that this incident occurred. If you have any questions, please call Elsa Martinez during the hours of 10 am to 6 pm, Monday through Friday or email her at [e.martinez@goldenoptometric.com](mailto:e.martinez@goldenoptometric.com).

Sincerely,

Golden Optometric