HEALTHQUEST
Medical Practice

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

<<FirstName>> <<MiddleName>> <<LastName>> <<NameSuffix>>
<<Address1>>
<<Address2>>
<<City>>, <<State>> <<Zip>>

Dear <<FirstName>> <<MiddleName>> <<LastName>> <<NameSuffix>>,

At Health Quest Medical Practice ("HQMP") we are committed to protecting the confidentiality and security of our patients' information. Therefore, we regret to inform you about our ongoing investigation of an incident that may have involved some of your information. This notice explains the incident, measures we have taken and some steps you can take in response.

On April 2, 2019, through our ongoing investigation of the incident, HQMP determined an unauthorized party may have gained access to emails and attachments in several employee email accounts that may have contained patient information. HQMP first learned of a potential incident in July 2018, when several employees were deceived by a phishing scheme, which resulted in certain workforce members inadvertently disclosing their email account credentials to an unauthorized party. Although these phishing emails appeared to be legitimate, they were sent by an unknown actor and were designed to have the recipients disclose their email account usernames and passwords. Upon learning of the incident, the employee email accounts in question were secured and a leading cybersecurity firm was engaged to assist us in our investigation. As part of the investigation, HQMP performed a comprehensive review of the contents of the email accounts in question to determine if they contained any sensitive information. Through this ongoing review, on January 25, 2019, HQMP identified email attachments that contained certain health information, and on April 2, 2019, were determined to contain your information, which may have included your name, provider's name, date of treatment, treatment and diagnosis information, and health insurance claims information, related to services you received at HQMP between January 2018 and June 2018.

Although, to date, we have no evidence any of your information has been misused or was in fact viewed or accessed, out of an abundance of caution, we wanted to let you know this happened and assure you we take it very seriously. As a precaution, we recommend you regularly review the explanation of benefits received from your health insurer and immediately inform them if you see services you did not receive.

We regret any inconvenience or concern this may cause you. We are taking steps to help prevent a similar incident from occurring in the future, including the implementation of multi-factor authentication for email, as well as additional procedures to further expand and strengthen our security processes. We are also providing additional training to our employees regarding phishing emails and other cybersecurity issues.

If you have any questions, please call 1-800-277-0105, Monday through Friday, 9:00 a.m. to 6:30 p.m. EST.

Sincerely,

Glenn Loomis, MD, President