

Notice of IT Security Incident Affecting Certain Patients

Touchstone Medical Imaging recently experienced an incident that involved certain patients' information. While there is no evidence that this incident resulted in fraud or misuse of the information involved, we are directly notifying impacted individuals and providing information about the incident and steps they can take.

On December 24, 2021, we identified a security incident that impacted systems that contained our patient information. We immediately initiated our incident response process, notified law enforcement, and began an investigation with the assistance of a forensic firm. Within days, we were able to quickly contain the incident and resume serving patients. The investigation subsequently determined that between December 17 and December 24, 2021, an unauthorized party gained access to our network and took copies of some of the documents on our system.

The documents contained some patients' information, including patient names and one or more of the following: address, date of birth, health insurance information, medical record number, patient account number, physician name, date(s) of service, diagnosis and/or treatment information related to radiology services. For a very limited number of patients, Social Security numbers were contained in the documents involved. We are offering complimentary credit monitoring to those individuals.

We recommend that patients review the statements they receive from their health insurer. If you see charges for services you did not receive, please call the insurer immediately.

We have also set up a dedicated call center to answer questions about this incident. Patients with questions may call the call center at 1-855-604-1852, Monday through Friday between 9 AM – 9 PM Eastern Time.

Touchstone Medical Imaging takes seriously the confidentiality and security of our patients' information. We continue to implement enhancements to information security, systems, and monitoring capabilities, and are committed to providing the best care for our patients.