

## **Notice of IT Security Incident Affecting Certain Patients**

In late 2021, Touchstone Medical Imaging experienced an incident that involved certain patients' information. We have completed our investigation and there is no evidence that this incident resulted in fraud or misuse of the information involved. We expect to complete the notification process for all identified individuals by the end of September.

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 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.

Some patients' information may have been accessed, 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 limited number of patients, Social Security numbers may have been included. 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 8 AM – 8 PM Central Time.

We continue to implement enhancements to information security, systems, and monitoring capabilities and are committed to maintaining the confidentiality and security of patients' information.