



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

<<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>  
<<address\_1>>  
<<address\_2>>  
<<city>>, <<state\_province>> <<postal\_code>>  
<<country >>

Dear <<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>,

InterMed, P.A. values the privacy and confidentiality of our patients' information. Regrettably, this letter is regarding a recent incident that may have involved some of your information.

On September 6, 2019, we learned that an unauthorized individual gained access to an employee's email account from September 4-September 6, 2019. We immediately took steps to secure the account, began an internal investigation, and hired a leading computer forensic firm to assist. Our investigation could not determine what specific messages or attachments were viewed, if any. We conducted a thorough review of the contents of the email account and determined that some of your information was included. This information may have included your name, date of birth, health insurance information and clinical information. Please note that this incident did not involve our electronic health record application.

**We have no reason to believe that any of your information has been misused.** However, we wanted to notify you out of an abundance of caution and because we take this matter very seriously. We recommend that you review the statements you receive from your providers and health insurers. If you see charges for services you did not receive, please contact the provider or insurer immediately.

We deeply regret any concern or inconvenience this incident may have caused. The health and safety of our patients — including the safety of our patient data — is our top priority. InterMed is absolutely committed to patient privacy. To help prevent something like this from happening again, we are enhancing our adherence to email security best practices. Should you have any questions, please call 1-???-???-???? between 9:00 a.m. and 6:30 p.m., Eastern Time Monday through Friday.

Sincerely,

Dan McCormack  
CEO