

AppleCare Urgent Care is committed to protecting the privacy and security of patient information, and as part of this commitment, we are making certain individuals aware of a recent incident that may have impacted their personal information.

On November 29, 2022, we discovered that on November 14, 2022, certain patient refund checks, which reflect the patient's name and the fact that the named patient had previously had an urgent care visit at AppleCare Urgent Care had been sent to incorrect addresses. As a result, for patients whose refund checks were sent to the wrong address, the following information may have been viewed by an unauthorized individual: said patients' first and last name, the fact that the patient had previously received urgent care treatment at our practice, and the amount of the refund due the patient. This information would have been erroneously sent only to a single incorrect address and not widely distributed, similar to the erroneous check received by certain patients. The information incorrectly sent did not include any medical information, treatments received, laboratory results, the patients correct addresses, date of birth, social security number or credit card or banking information. At this point in time, we have no reason to think that the information has been used or attempted to be used by any unauthorized individuals receiving the incorrect refund checks.

AppleCare Urgent Care values the privacy of its patients and regrets that this incident occurred. Immediately upon becoming aware of the erroneous issuance of these refund checks to the incorrect addresses, we conducted an internal investigation into the issue to help determine the cause of this error and extent of information disclosed. The investigation revealed the incorrect addresses resulted from a misalignment on an Excel spreadsheet of the patients' names to their respective addresses.

In addition to conducting an investigation to determine how the incident occurred and what information was involved, our support team is taking steps to help prevent recurrences, including providing additional security-related training to employees regarding technical controls and updating our procedures.

AppleCare Urgent Care takes information security and patient privacy very seriously. We deeply regret this situation and any inconvenience this may cause our patients. Although we do not have any evidence that patient information has actually been improperly used, we are encouraging affected individuals to take precautions to protect the security of their personal information. We recommend that they promptly report any suspicious activity or suspected identity theft to law enforcement or their state's attorney general. We also recommend that individuals remain vigilant to prevent identity theft and fraud by monitoring credit reports and financial institution and other account statements. Individuals have rights under the federal Fair Credit Reporting Act, including the right to request a credit score. A summary of these rights can be found on the Federal Trade Commission's website at [https://files.consumerfinance.gov/f/201504\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](https://files.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf).

Individuals wishing to find out if their information was affected by this incident may contact us at 866-374-3888.