

Notice of a Data Security Incident

Phoenician Medical Center and its affiliated companies, Phoenix Neurological & Pain Institute and Laser Surgery Center (collectively, "PMC") are committed to protecting the security and privacy of our patient information. PMC recently responded to and addressed a data security incident that involved patient information.

On March 31, 2023, we learned of a data security incident that disrupted the operations of some of its IT systems. Upon identifying the incident, PMC promptly secured the systems involved and commenced an investigation. The investigation determined that an unauthorized party accessed and/or acquired certain files on some of our systems.

On April 25, 2023, PMC determined that information relating to our current and former patients who were treated between 2016 and 2023 may have been accessed or acquired by the unauthorized actor. Those files may have contained their name, in combination with one or more of the following: contact information, demographic information, state identification, date of birth, diagnosis and treatment information, prescription information, Medical Record Number, provider name(s), date(s) of service, and/or health insurance information

For patients whose information may have been involved in the incident, PMC recommends reviewing the statements they receive from their healthcare providers and contacting the relevant provider immediately if they see services they did not receive. PMC also encourages individuals to remain vigilant to the possibility of fraud by reviewing financial account statements for any suspicious activity. Individuals should immediately report any suspicious activity to their financial institutions.

We take this incident very seriously and sincerely regret any concern this may cause. To help prevent a similar incident from happening again, we are enhancing our existing security protocols and technical safeguards. A dedicated call center has been established to answer questions about this incident, which can be reached at (833) 919-4747, Monday through Friday between 8 am and 10 pm CST, and Saturday and Sunday between 10 am and 7 pm CST (excluding major U.S. holidays). Please be prepared to provide the engagement number B097791.