

SUBSTITUTE PUBLIC NOTICE

9/2//2022

Notice of Data Breach

The Physicians' Spine and Rehabilitation Specialists of Georgia, P.C. is notifying patients of a cybersecurity incident. On approximately July 11, 2022, the Practice was alerted to a cybersecurity incident. Outside information security and other experts were engaged to assist. The team promptly investigated and aggressively responded to mitigate the situation. Passwords were changed and information security systems were restored promptly to avoid any material delays in clinical care. The Practice is continuing to take steps to enhance its security protections and has reported this case to regulatory and law enforcement authorities.

The investigation team determined that, despite numerous security measures that were in place prior to the incident - an outside, unauthorized party accessed the information technology systems the week before discovery and claims to have taken certain information/records that could be posted.

The Practice is unsure exactly what if any personal information was actually taken but thought it best to notify patients of this incident. If any individual's medical or billing information was taken, it could have included information of the type collected as part of treatment or payment (such as information like name, contact information, date of birth, social security number, driver's license number, diagnosis, treatment, guarantor, insurance, etc.) – the exact elements of which vary by person/case.

The Practice does ***not*** store patient credit card numbers or bank account numbers so those numbers should not be affected.

In an abundance of caution, the Practice is offering affected parties free credit monitoring and identity theft insurance through Experian – solely to give patients peace of mind.

Notification letters with the credit monitoring instructions and some additional steps patients can take are being mailed on September 2 to the last known address of affected patients.

If a patient does not receive a letter by September 10 or for more information about this incident, patients may call toll free (833) 549-2144 Monday through Friday from 9 am – 11 pm Eastern, or Saturday and Sunday from 11 am – 8 pm Eastern (excluding major U.S. holidays). The call center will remain open for approximately 90 days.

The Practice is fully committed to protecting personal information and sincerely apologize for any concern this incident may have caused.