

Notice of Eye Care Leaders' Data Security Incident

Chesapeake Eye Center, P.A. (“**Chesapeake Eye**”) was recently notified of a data security incident experienced by Eye Care Leaders (“**ECL**”), a third-party provider of the myCare Integrity electronic medical record platform used by Chesapeake Eye. Although Chesapeake Eye has no evidence that any personal information or protected health information has been acquired, exfiltrated, or misused for the purpose of committing fraud or identity theft at this time, it is notifying its patients to advise them about the steps it has taken to address the incident and provide them with guidance on what they can do to protect themselves.

ECL is a third-party service provider which Chesapeake Eye uses to store electronic patient medical records and related information. On April 15, 2022, ECL notified Chesapeake Eye that as a result of a data breach that occurred on December 4, 2021 an unknown third-party gained access to ECL’s cloud network. According to ECL, upon identifying the activity, ECL’s incident response team immediately stopped the unauthorized access and began an investigation. Notably, this incident did not involve any unauthorized access to Chesapeake Eye’s controlled servers. What is known is that the unauthorized party potentially gained access to and deleted some of Chesapeake Eye’s data. This information could include, depending on the individual, the individual’s name, address, telephone number, date of birth, Social Security number, and medical treatment and diagnosis information. At this point, ECL has informed Chesapeake Eye that it cannot absolutely rule out the possibility patient information had been acquired by the unauthorized party.

Chesapeake Eye is now sending out written notifications to individuals whose personal information or protected health information was potentially accessed. Chesapeake Eye has no reason to believe personal information has been misused or acquired by third-parties for purposes of committing fraud or identity theft at this time. However, as a precautionary measure, patients should remain vigilant to protect against potential fraud or identity theft by, among other things, reviewing their account statements and monitoring credit reports closely. Their credit reports may be frozen by visiting the three major credit reporting agencies websites: Transunion, Experion, and Equifax. Individuals should promptly report any suspected fraudulent activity or identity theft to proper law enforcement authorities, including the police and their state’s attorney general. Potentially affected patients may also wish to review the tips provided by the Federal Trade Commission on fraud alerts, security/credit freezes, and steps that they can take to avoid identity theft.

ECL has restored our ability to utilize patient information to ensure we can continue to provide quality care to our patients. Following an investigation, Chesapeake Eye discovered that while layers of encryption were in place, ECL did not encrypt the patient information itself. Chesapeake Eye has been assured going forward ECL will encrypt all patient information. However, Chesapeake Eye is considering terminating this vendor relationship.

Chesapeake Eye regrets any concern or inconvenience this incident may cause. Additional information is available via a confidential, toll-free inquiry line at (833) 718-3191 from 9:00 a.m. to 9:00 p.m. Eastern Standard Time, Monday through Friday.

Sincerely,

Chesapeake Eye Center